

**Transport and Public Works Committee
Inquiry into the Operations of Toll Roads in Queensland**

Submission by the Department of Transport and Main Roads

Background

Queensland Motorways Limited, the operator of the Gateway and Logan motorway toll roads, was transferred to the Queensland Investment Corporation (QIC) in 2011.

Queensland Motorways Limited subsequently acquired the tolling rights for the Brisbane City Council (BCC) franchised toll roads—Clem7, Go Between Bridge and Legacy Way.

In 2014, Queensland Motorways Limited was sold to the private consortium Transurban Queensland (TQ), comprising of Transurban (62.5%), AustralianSuper (25%) and Tawreed (12.5%). As part of the sale in 2014, the then Minister approved an updated concession agreement for the Gateway and Logan motorways setting the parameters for tolls and fees which are still in place today.

TQ acquired Airportlink in 2016.

Toll road governance

Queensland's tolling policy was announced in the Queensland Parliament in 2005 by the then Minister for Main Roads. Queensland's tolling policy provides the framework for consideration of new toll roads to ensure any toll road produces an equitable transport outcome for the community. It has seven key principles:

1. Proposals must meet an identified community need and fit with [regional transport plan] objectives to be considered as a priority project;
2. Proposals must follow normal planning, impact assessment and consultation processes;
3. There must be an alternative free facility that offers an acceptable level of service;
4. Projects should preferably be fully commercial at no cost to the State;
5. Where proponents propose some level of government support the State would consider the project's wider public benefit and any funding impacts on other priorities;
6. The method of setting tolls is to be acceptable to the State government; and
7. Toll roads should revert to State ownership after a defined period, normally 30 years.

The statutory basis for approving and operating Queensland's toll roads is set out in the *Transport Infrastructure Act 1994* (the Act).

The operation of each toll road is controlled by the relevant toll concession agreement and tolling declaration. Under the Act, the Minister for Main Roads approves toll road projects and approves maximum tolls that may be applied and collected by toll road operators. The maximum tolls for each toll road in South-East Queensland (SEQ) have been published in the *Queensland Government Gazette* and increase annually in line with CPI.

The toll concession agreements for each of the toll roads identify the term of the concession and roles and responsibilities of each of the parties. The Department of Transport and Main Roads (TMR) manages the State's interests in the toll road concession agreements for Gateway and Logan motorways (the Road Franchise Agreement (RFA)) and Airportlink (the Project Deed).

Under the concession agreements, TQ must operate and maintain the toll roads to standards set by the State in return for collecting and retaining toll revenue. The toll road concession agreements cover:

- operation and maintenance requirements and reporting obligations over the life of the concession, including detailed performance specifications requiring minimum road conditions to be maintained for the period of the concession.
- certainty for the parties for the period of the concession.
- step in arrangements in the event the toll road operator does not meet key concession deed obligations, and hand back arrangements (including road condition) at the end of the concession.
- the right of the State to share excess revenue earned by the toll road operator should revenue exceed certain threshold levels.
- key performance indicators (KPIs).

The State's ongoing role is to manage the contractual relationship with TQ under the concession agreements. The Queensland Government is not involved in the day-to-day operations of the toll roads.

Key performance indicators

TQ is required to report quarterly against a series of KPIs in the concession agreements to ensure customer interests are protected and the toll roads are operated and maintained to appropriate standards. The KPIs measure performance in commercial operations, asset management, road operations and corridor management.

The concession agreements require TQ to maintain a KPI self-assessment system under which quarterly reporting is provided to the State. An independent audit of TQ's performance against the KPIs is undertaken each year. TMR reviews the auditor's recommendations and works with TQ to progress recommendations.

TQ's performance under the KPI regime is enforced through a demerit point system. Demerit points accrue where KPI targets are not met. These demerits may give rise to a financial penalty for non-performance. The RFA also requires routine KPI reviews to ensure the KPIs are appropriate and effective in providing relevant information to the State, and the KPIs remain relevant given evolving technology, customer service needs and road asset management standards and techniques.

In reviewing any proposed amendments, the State considers the appropriateness of the existing and proposed KPIs, the effectiveness of the measures, and the relevance to TMR standards and reporting, while assessing any risks of amending the existing KPIs. Changes were made following the first two years of operating the RFA, during which the State and Queensland Motorways Limited were able to assess KPI suitability, effectiveness and relevance.

The amended KPIs were in the areas of road operations, asset management, quality and environmental systems management and commercial operations. A subsequent KPI review was undertaken in 2015–2016, following TQ's acquisition of the Gateway and Logan motorways in 2014 and later acquisition of Airportlink in 2016.

There are a number of KPIs measuring different aspects of customer service to provide a comprehensive picture of the service provided to customers. As a result of the 2015–16 KPI review, a number of customer service related KPIs, including call wait times and first call resolution were considered for inclusion in the RFA.

The aim of the changes was to incentivise TQ to resolve customer inquiries or complaints during the first customer contact, and improve customer outcomes. Following a trial period of reporting on these proposed new KPI measures, the State and TQ agreed to amend customer service KPIs to focus KPIs on improving customer outcomes and largely harmonise KPIs between concession deeds.

To achieve the first call resolution KPI benchmark of 80 per cent of enquiries resolved during the first customer contact, TQ implemented policy changes to provide call centre staff with the ability to resolve issues early, reducing the need for escalation of calls. During the 2017–18 financial year, 94.1 per cent of calls were resolved during the first contact with the call centre indicating this measure appears to be achieving positive customer service outcomes.

While the complaints reporting KPI was removed from the demerit calculation under the RFA in 2016 following the adoption of these new customer service KPIs, TQ is required to continue reporting on the complaints received. TQ continues to meet the standard that was set under the original KPI measure. The current RFA KPI reporting requirements are at Attachment 1.

Complaints process

TQ is required to maintain a system for receiving and addressing customer complaints on any aspect of the operation of the toll roads or the customer service experience. Consistent with the concession agreements, this process must be readily accessible at no cost to the customer, easy to use, well promoted and subject to independent audit reviews.

TQ provides a quarterly report to TMR quantifying and categorising the complaints received. By regularly categorising its complaints, TQ is able to understand and address common problems being experienced by customers at any given time. For example, customer complaints around signage, customer service, fees, the website and interactive voice response system have been identified and addressed.

Under the concession agreements, TQ's complaints management process must also provide for an independent review process to ensure toll road customers have access to a third party dispute resolution service at no cost to the customer.

Mr Michael Arnold was invited to provide ombudsman services by Queensland Motorways Limited in 2011 as part of its obligation under the RFA. Mr Arnold was selected as the leading expert in this field, having been retained by the majority of toll road operators in Australia to provide this service. Mr Arnold's appointment as the Tolling Customer Ombudsman (TCO) was continued when Queensland Motorways Limited was acquired by TQ in 2014.

The TCO provides an independent dispute resolution service for toll road customers in line with the contractual requirements for each individual toll road. The TCO may not make decisions that would put a tolling operator in breach of its customer service agreements or its concession agreements with the State Government. All decisions made by the TCO are binding on toll road operators, however, customers may seek further relief through the court system if they are dissatisfied with the decision.

As with other industry ombudsmen, including the Financial Ombudsman Service Australia and the Telecommunications Industry Ombudsman, the TCO is funded by the industry in which it operates. Funding arrangements for the TCO have led to suggestions by some parties of bias in favour of the toll road operators and proposals to change the existing

arrangements. Should these arrangements change, the service may need to be funded by the taxpayer or ratepayer, toll road users or individual complainants.

Toll levels and fees

TQ acquired the concessions for the established toll roads on the basis of actual and projected traffic volumes and approved maximum toll levels. If the State were to lower the currently approved maximum toll levels, TQ would be entitled to compensation under the various toll concession agreements. The level of compensation would be significant as there are on average around 400,000 trips per day on the SEQ toll road network.

Any state funding applied to compensate the toll road operator would result in less funding being available for road and transport projects or other government priorities. This would be inconsistent with the State's user-pays tolling policy, where road users who choose to enjoy the benefits provided by toll roads pay for their use.

For the Gateway and Logan motorways and Airportlink, the then Minister approved maximum fees and charges that may be levied and provided for annual increases in line with CPI. This was done in the original 2011 RFA for the Gateway and Logan motorways and reaffirmed in 2014 as part of the sale to TQ. Maximum fees and charges for Airportlink were originally set in 2008 and were largely harmonised with those in the RFA through a gazetted tolling declaration as part of the 2016 sale. TQ has discretion to levy fees and charges up to the approved maximum. TQ has recently exercised this discretion by reducing or removing a number of fees including the manual top-up fee.

Following TQ's consolidation of the SEQ toll road network through its acquisition of the Airportlink concession in 2016, TQ harmonised tolling practices, fees and charges across the State and BCC toll roads, achieving harmonisation of fees and charges by 1 July 2017. On 1 July 2018 TQ introduced a payment card surcharge fee, which reflects the costs imposed on TQ by financial institutions for card payments.

While this fee is allowed under the RFA, TQ had previously absorbed the costs associated with card transactions. This is a discretionary decision and is a matter for TQ. Fees applied on Queensland toll roads are broadly comparable with those charged in other states. Toll and fee levels for all Australian toll roads are listed at Attachment 2. With continued improvements in technology and process efficiency, the administrative costs TQ incurs in collecting tolls could be expected to decrease. Any savings could be reflected in fees passed on to customers.

Toll compliance and enforcement process

The vast majority of toll road users make arrangements to pay their tolls by either opening a toll account or taking up one of the payment options available for casual or infrequent use. A compliance and enforcement system is, however, required to address the approximately five per cent of toll road users who do not make arrangements to pay for their toll road use. The objective of the compliance and enforcement system is to encourage behavioural change in those motorists so they pay for their toll road use.

The Act provides the broad statutory basis for the tolling compliance and enforcement system. If a toll road user does not make an arrangement to pay for their toll road use within three days of travel on the toll road, TQ sends an unpaid toll invoice to the registered operator of the vehicle. If this invoice is not responded to, TQ mails a demand notice as provided for by the Act. If demand notices are not paid, TQ undertakes civil debt recovery activities for the tolling debt.

TQ may refer demand notices that are not complied with to the State (or BCC) for enforcement. The State undertakes enforcement activities consistent with the obligations under concession agreements to encourage up-front compliance with the free-flow tolling system and support continued private sector investment in road infrastructure.

It is an offence under the Act for a vehicle's registered operator to fail to comply with a demand notice, unless they have a reasonable excuse. TMR may consider issuing a penalty infringement notice (PIN) for demand notices referred by TQ. If the PIN is not paid, TMR refers the matter to the State Penalties Enforcement Registry (SPER) for enforcement action. An outline of the tolling compliance and enforcement process is provided at Attachment 3.

The State is not a debt collector for TQ. Money received through payment of PINs issued by the State is paid into the State's consolidated fund and no portion is shared with TQ. Any debt owed under a demand notice can no longer be pursued by TQ once it has been referred to TMR for enforcement.

Motorists may have a number of unpaid toll events at various stages of the compliance and enforcement process if they continue to use toll roads without making an arrangement to pay. Motorists in this situation would need to contact TQ and the relevant government agency to determine their overall debt obligation.

Access to registration data

To support the compliance and enforcement process, TMR provides certain vehicle registration information to toll road operators and collection agencies. This information enables those organisations to contact registered operators of vehicles to recover outstanding tolls and fees. This information is released in accordance with section 116 of the Transport Operations (Road Use Management-Vehicle Registration) Regulation 2010.

Under the contractual arrangements entered into with TMR, toll road operators are only able to use information received for the purposes of undertaking toll compliance. Toll compliance activities include sending tolling invoices for unpaid tolls, sending toll demand notices and pursuing civil debt recovery processes (via approved agents only). It is an offence under section 116 of the vehicle registration regulation for the toll road operator, or a person acting for the operator, to use or disclose such information outside the conditions stated in the agreement.

The amount payable per search by the toll road operator, for vehicle registration information, is included in the contractual arrangements between TMR and the toll road operator and as such is commercial in confidence. However, TMR sets the fee to ensure all relevant costs for data provision and support services are recovered from the toll road operator and not borne by TMR.

Initiatives and improvements to customer service

The State has worked with BCC and toll road operators to improve and simplify the tolling system for the benefit of toll road users. In 2016, TMR, SPER and TQ reached agreement on a number of significant changes to the compliance and enforcement framework.

A key principle was to reduce the number of cases referred to the State for enforcement action by providing TQ with greater opportunity to collect its tolling debt. The changes were successful in reducing the number of PINs issued by the State by around 80 per cent in 2016–17, with a commensurate reduction in unpaid PINs being referred from TMR to SPER.

Earlier this year, the Minister for Transport and Main Roads introduced legislation to facilitate a process of demand notice aggregation (DNA). DNA represents a significant improvement to the previous process under which one demand notice was issued per unpaid toll trip, with each demand notice incurring an administration charge.

Under the process of DNA, tolls for trips taken over a number of days and associated video matching fees are rolled up on one demand notice with only one administration charge being applied. This reduces the potential for rapid accumulation of debt which could occur under the previous process. TQ has estimated DNA will result in a reduction of up to approximately \$36 million per year in administration charges levied on motorists.

TQ has also introduced a series of customer service improvements including a new website, a new account management mobile phone application, changes to the call centre and hardship programs. The effect of these initiatives and improvements to customer service is reflected in declining numbers of complaints to TQ against a continued uplift in traffic.

In its most recent report to the State for the quarter ending June 2018, TQ reported it received a total of 1,637 complaints. This total number of quarterly complaints compares favourably to the 3,961 complaints received for the September 2017 quarter and is indicative of a downward trend in customer complaints since September 2017 (see Figure 1 below).

TQ advised the increase in complaints between June and September 2017 coincided with its move to a new call centre provider. TQ's June 2018 quarter report indicates an 87 per cent reduction in complaints related to demand notices and administration fees compared with the September 2017 quarter, indicating the benefits of DNA are beginning to be realised.

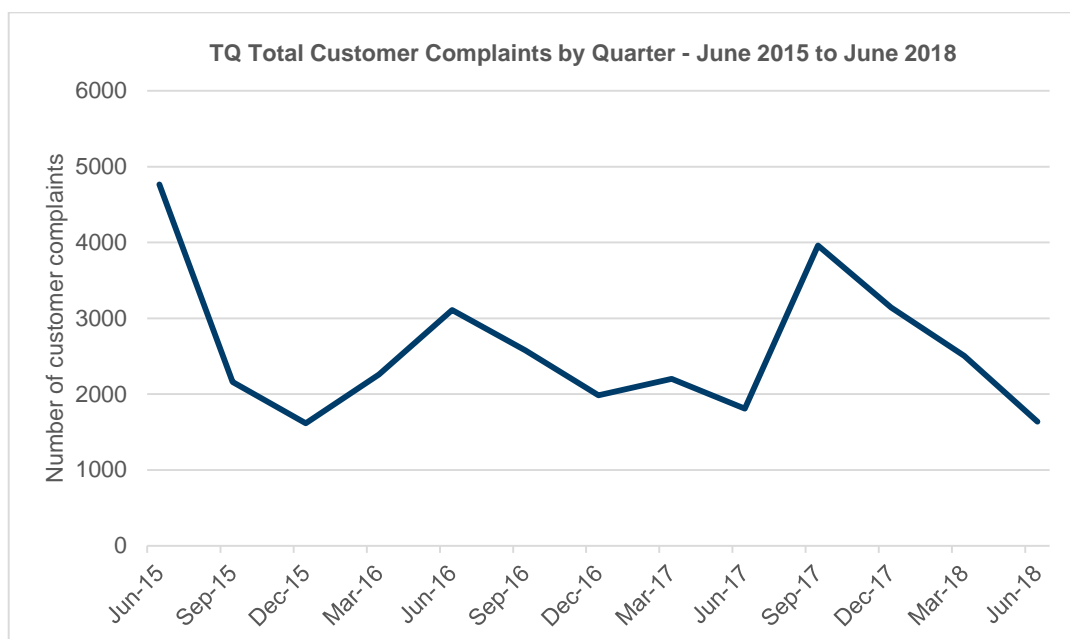


Figure 1: Total customer complaints received by TQ each quarter as reported in TQ quarterly reports – June 2015 to June 2018

The number of complaints received by TQ should be viewed in relation to the scale of the toll road network operation. The number of trips recorded across the SEQ toll road network for each quarter is in excess of 35.5 million trips (as reported in the Transurban March 2018 quarter report to the Australian Stock Exchange) and represents one complaint for around every 21,500 trips.

In addition, there are more than 1.6 million customer accounts being managed by Linkt, TQ’s tolling service provider. In view of the size and nature of the toll road operation, the concession agreements recognise there will inevitably be some customer complaints. Mechanisms are provided in the concession agreements to allow toll road users to have their complaints addressed.

Consistent with the general reduction in customer complaints to TQ in recent months, there has been a notable decrease in customer complaints made to the TCO (see Figure 2 below). These reductions are likely to be associated with significant improvements to compliance and enforcement implemented by the State, BCC and TQ, and changes to tolling payment options and customer service initiatives implemented by TQ.

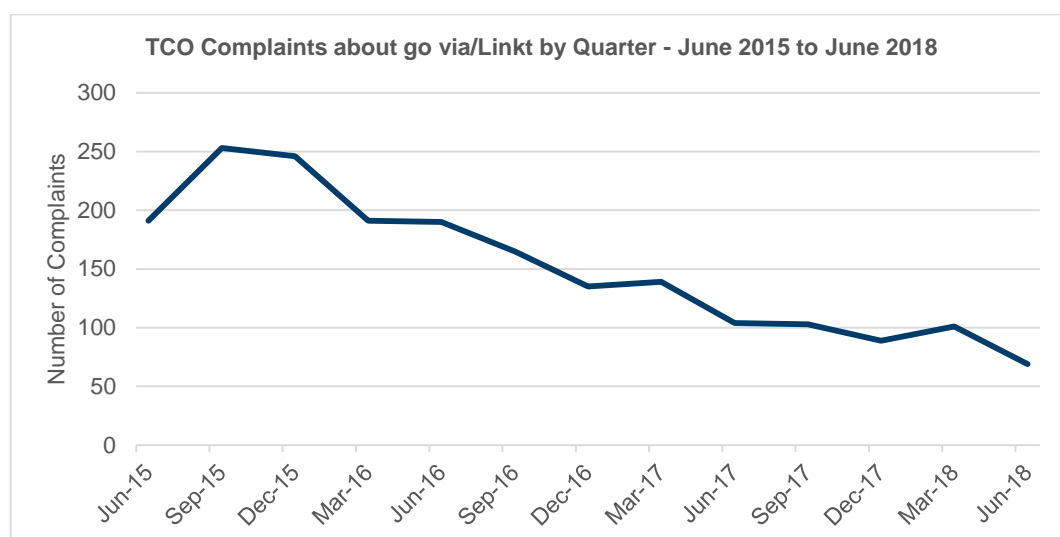


Figure 2: TCO complaints about go via/Linkt each quarter as reported in TQ quarterly reports – June 2015 to June 2018

TQ’s latest data shows 170 complaints relating to TQ’s tolling service provider, Linkt, were actioned by the TCO for the six month period, 1 January 2018 to 30 June 2018. This is a reduction of 30 per cent compared with the corresponding six month period in 2017.

TMR will continue to work with TQ to address customer complaints and provide better outcomes for Queensland motorists.

Submission by the Department of Transport and Main Roads Transport and Public Works Committee - Inquiry into the Operations of Toll Roads in Queensland

Attachment 1 – Current RFA KPI reporting requirements

KPI No.	KPI Description	KPI Benchmark	KPI Units	Demerit Points	Rectification Period	Frequency of Reporting
PART 1						
Quality Assurance						
QA1	Quality System					
QA1.1	Establish and maintain a certified Quality Management System in accordance with AS/NZS ISO 9001	Certified within 18 months of Sale Date and certification confirmed annually thereafter	Not applicable	Not certified in 18 months : 100 Not maintained annually : 100	60 Business Days	Annually
QA1.2	Not used					
Environmental Management						
EM1	Establish and maintain a certified Environmental Management System including the EMP(O).	Certified within 18 months of the Sale Date and certification confirmed annually thereafter	Not applicable	Not certified in 18 months : 50 Not maintained annually : 50	60 Business Days	Annually
EM2	Not used					
EM3	Incident and environmental assessment data reporting on all: - environmental emergency Incidents and responses; and - environmental and cultural heritage Incidents, Complaints and responses	Within 24 hours for Incidents	Hours	> 24 ≤ 48 : 5 > 48 : 10 per incident not reported	48 hrs	Quarterly
Reporting						
R1	Annual Reporting					
R1.1	Annual report demonstrating the extent of compliance with the KPI Assessment System - timeliness of submission	Deadline date	Business Days after the deadline date	10 per Day	20 Business Days	Annually
R2	Reporting General					
R2.1	Timeliness of submission of reports (required by the Performance Specification) other than those reports where the timeliness of submission to the State is measured by another KPI	Within the Response Times set out in the Performance Specification	%	< 100% ≥ 95% : 5 < 95% ≥ 90% : 10 < 90% : 20	5 Business Days	Quarterly

Submission by the Department of Transport and Main Roads Transport and Public Works Committee - Inquiry into the Operations of Toll Roads in Queensland

Attachment 1 – Current RFA KPI reporting requirements (continued)

KPI No.	KPI Description	KPI Benchmark	KPI Units	Dement Points	Rectification Period	Frequency of Reporting
PART 2						
Commercial Operations						
CO1	Tollroad User Service					
	First Call Resolution					
CO1.1	<p>Measurement Method: The number of real-time customer communications (for example, phone, live chat, Skype) resolved at first point of contact and not requiring escalation, expressed as a percentage of the total of real-time customer contacts received.</p> <p>Exemptions:</p> <ol style="list-style-type: none"> 1. Communications received via email 2. Communications received via webmail 3. Communications received via post 4. Communications received through Social media, eg. Twitter <p>Call Wait Time</p>	>=80%	%	≥ 75% < 80% : 15 ≥ 70% < 75% : 25 < 70% : 37.5	3 months	Quarterly
CO1.2	<p>Measurement Method: The number of calls answered within 30 seconds, expressed as a percentage of all calls received</p> <p>Exemptions:</p> <ol style="list-style-type: none"> 1. Calls abandoned within 30 seconds <p>Toll awareness and ease of payment</p>	>=70%	%	≥ 60% < 70% : 7.5 ≥ 50% < 60% : 12.5 < 50% : 20	3 months	Quarterly
CO1.3	<p>Measurement Method: The number of Toll transactions levied that do not incur a Casual User Invoice Fee or an Administration Charge (both as defined in the Gazette Notice), expressed as a percentage of total toll transactions for the period</p> <p>Level of Tollroad User Satisfaction</p>	≥ 95%	%	>= 94% < 95% : 30 >= 93% < 94% : 50 < 93% : 80	6 months	Annually
CO1.4	<p>Measurement Method (Industry Benchmark): Tollroad Users will be considered satisfied if the aggregate result of the Tollroad User Service Performance Review equals or exceeds the average result achieved by other Australian Tollroad Service Providers.</p> <p>Adverse decisions by TCO</p>	Average of industry benchmark	%	Variance from benchmark ≥ 0 - 4.99% : 0 ≥ 5% - 7.49% : 30 ≥ 7.5% - 9.99% : 50 > 10% : 80	12 months	Annually
CO1.5	<p>Measurement Method: The number of adverse decisions by the Tolling Customer Ombudsman</p>	0	Per Event	1 - 2 : 30 3 - 4 : 50 >=5 : 80	12 months	Annually

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Attachment 1 – Current RFA KPI reporting requirements (continued)

KPI No.	KPI Description	KPI Benchmark	KPI Units	Demerit Points	Rectification Period	Frequency of Reporting
PART 2						
Commercial Operations						
CO2	Toll Management					
	The Franchisees' independent auditor report demonstrating compliance in:					
CO2.1	a) Accuracy of Toll or User Administration Charges b) Timeliness of charging Toll transactions c) Accessibility for Toll payments d) Accuracy of information	Refer to clause 6.2.2	-	Refer to clause 6.2.2	1 month	Annually
CO2.2	Significant Non-Compliance reporting: The Franchisees must notify the State within 1 Business Day and issue a report to the State within 3 Business Days of becoming aware of a Significant Non-Compliance.	0	Event	Ramp up period for first 12 months from Commencement Date Second year 5 points shall apply for each Non-Compliance event not complying with the requirements. The points shall increase to 25 points for each Non-Compliance event not complying with the requirements for each subsequent year thereafter.	1 month	Per Event

Submission by the Department of Transport and Main Roads Transport and Public Works Committee - Inquiry into the Operations of Toll Roads in Queensland

Attachment 1 – Current RFA KPI reporting requirements (continued)

KPI No.	KPI Description	KPI Benchmark	KPI Units	Demerit Points	Rectification Period	Frequency of Reporting
PART 3						
Road Operations						
RO1 Tollroad ITS Operations and Systems						
RO1.1	Availability of data detection and traffic control devices - percentage of time each device is available and operating	Refer to clause 6.3.1	-	Refer to clause 6.3.1	1 month	Quarterly
RO1.2	Communication availability between ITS devices and Traffic Operations Software System	Refer to clause 6.3.1	-	Refer to clause 6.3.1	3 Business Days	Quarterly
RO2 Tollroad Operations Plan						
RO2.1	Develop and review Tollroad Operations Plan in accordance with timeliness in clause 3 of Part 3.	0 Business Days	Business Days	After the deadline: 1 per Business Day	3 months	Annually
RO2.2	Compliance with the Tollroad Operations Plan - number of non-conformances determined from audit	0 non-conformances	number	Per non-conformance: 5	3 months	Quarterly
RO3 Event Management						
RO3.1	Management of Unplanned Events in terms of Response Times requirements achieved and number of non-conformances with relevant TMPs for each of: (i) detection and loggings; (ii) responses initiated; and (iii) response arrivals at the scene.	90% compliance with Response Times	%	< 90% ≥ 85% : 15 < 85% : 35	20 Business Days	Quarterly
RO3.2	Management of Unplanned Events in terms of the number of non-conformances with relevant TMPs. Management of Planned Events in terms of the non-conformances with the TMP or the agreement with the event organiser. When a non-conformance results in a : Category 1 Incident causing congestion on the Affected Road Network Category 2 Incident causing congestion on the Tollroad only Category 3 Incident causing little or non congestion on the Tollroad	0 TMP non-compliance	number	Category 1 incident: = 10 Category 2 incident: = 5 Category 3 incident 3: = 2	20 Business Days	Quarterly
RO4	Safety Performance	Floating five year road safety performance benchmark	number	For each non-conformance in excess of the KPI Benchmark: 20 10 5	1 Day	Quarterly
RO4.1	Crash rates (the road safety performance of the Tollroad during any Financial Year must always perform the same or better than the floating five year road safety performance benchmark for the Tollroad)	Floating five year road safety performance benchmark	%	≤ + 5% : 0 > + 5% - ≤ + 10% : 150 > + 10% : 300 Demerit Points shall only apply from the first reporting period (July 2016 – June 2017)	1 Year	Annually

Submission by the Department of Transport and Main Roads
Transport and Public Works Committee - Inquiry into the Operations of Toll Roads in Queensland

Attachment 1 – Current RFA KPI reporting requirements (continued)

KPI No.	KPI Description	KPI Benchmark	KPI Units	Demerit Points	Rectification Period	Frequency of Reporting
PART 4						
Asset Management						
AM1	Asset Performance Prepare and maintain asset management plans as required in Part 4: a) SAMP b) TAMP c) OMP d) Long Term Expenditure Plan e) Forward List of Works f) Annual Works Program g) O&M Plan	Due dates are as defined in Part 4	Business Days	For each plan: 1 per every Business Day after the deadline date	30 Business Days	Annually
AM1.1						
AM1.2	Tollroad infrastructure condition and performance.	Condition and performance as defined in Part 4	Refer to clause 6.4.1	Refer to clause 6.4.1	Refer to clause 6.4.1	Annually
AM1.3	Maintaining minimum remaining life of key Tollroad Assets.	As defined in clause 6.4.1	As defined in clause 6.4.1	As defined in clause 6.4.1	12 months	Annually
AM2	Maintenance					
AM2.1	Routine Maintenance performed in a timely manner and to the standard required by Part 4.	≥ 95% within the Response Times set out in Part 4	%	< 95% : ≥ 92% : 100 < 92% : ≥ 90% : 300 < 90% : 600	1 month	Quarterly

KPI No.	KPI Description	KPI Benchmark	KPI Units	Demerit Points	Rectification Period	Frequency of Reporting
PART 5						
Road Traffic Noise Management						
RTN1	Develop and maintain road traffic noise models for the entire Tollroad.	All Tollroad modelled by 31 December 2011, and updates as required by Part 5.	Months after the deadline	≤ 3 mths: 25 > 3 mths ≤ 6 mths : 50 > 6 mths ≤ 9 mths : 75 > 9 mths : 100	6 months	Annually
RTN2	Achieve Noise Code requirements and rectification of non-compliant sections	Road traffic noise levels along Tollroad comply with the requirements of the Noise Code	metres	1 per five metre length of motorway not compliant with the Noise Code	6 months	Annually
Community Engagement						
CE1	Preparation of Community Engagement Plans in accordance with clause 3 of Part 5.	100% compliance	Each plan	25 per plan not in accordance with the requirements specified in Part 5.	3 months	Annually
CE2	Compliance with Community Engagement Plan/s	100% conformance	number	10 per non-conformance	6 months	Annually

Attachment 2 – Australian Toll Roads – Tolls and Fees

Tolls on Australian Toll Roads as at 1 August 2018				
Queensland				
	Motorcycle (Class 1)	Car (Class 2)	LCV (Class 3)	HCV (Class 4)
Gateway Motorway <i>Murarie</i>	\$2.28	\$4.55	\$6.83	\$12.05
Logan Motorway <i>Kuraby</i>	\$1.35	\$2.68	\$4.03	\$7.11
<i>Heathwood</i>	\$1.42	\$2.84	\$4.25	\$7.51
<i>Paradise Road</i>	\$1.42	\$2.84	\$4.25	\$7.51
<i>Loganlea</i>	\$0.86	\$1.72	\$2.59	\$4.57
AirportlinkM7 Route 1: <i>Bowen Hills – Kedron</i>	\$2.73	\$5.46	\$8.19	\$14.47
Route 2: <i>Bowen Hills – Toombul</i>	\$2.73	\$5.46	\$8.19	\$14.47
Route 3: <i>Kedron - Toombul</i>	\$2.05	\$4.09	\$6.14	\$10.85
Go Between Bridge	\$1.59	\$3.19	\$4.78	\$8.45
Clem7	\$2.56	\$5.11	\$7.67	\$13.54
Legacy Way (Northern Link)	\$2.56	\$5.11	\$7.67	\$13.55
New South Wales				
	Class 2		Class 4	
Cross City Tunnel <i>Eastbound and Westbound</i>	\$5.70		\$11.40	
<i>Sir John Young Crescent</i>	\$2.69		\$5.38	
Eastern Distributor (northbound only)	\$7.39		\$14.77	
Lane Cove Tunnel <i>Lane Cove Tunnel</i>	\$3.31		\$10.26	
<i>Military Road E-Ramp</i>	\$1.65		\$5.13	
Hills M2 Motorway <i>North Ryde (mainline)</i>	\$7.30		\$21.91	
<i>Pennant Hills Road</i>	\$3.65		\$10.96	
<i>Herring and Christie Roads</i>	\$3.65		\$10.95	
<i>Windsor Road</i>	\$2.59		\$7.76	
<i>Lane Cove Road</i>	\$2.16		\$6.48	
M5 South-West Motorway	\$4.70		\$14.09	
WestConnex M4	\$1.27 + \$0.4700 / km <i>max toll - \$4.74</i>		\$3.80 + \$1.4000 / km <i>max toll - \$14.22</i>	
Westlink M7 Motorway	\$0.4039 / km <i>max toll - \$8.08</i>		\$1.2100 / km <i>max toll - \$24.24</i>	
Sydney Harbour Tunnel Sydney Harbour Bridge	Weekdays		All vehicles	
	6:30am – 9:30am		\$4.00	
	9:30am – 4:00pm		\$3.00	
<i>Time of day tolling</i>	4:00pm – 7:00pm		\$4.00	
<i>(southbound only)</i>	7:00pm – 6:30am		\$2.50	
	Weekends			
	8:00am – 8:00pm		\$3.00	
	8:00pm – 8:00am		\$2.50	
Victoria				
	Motorcycle	Car	LCV	HCV
CityLink (variable depending on segments used) <i>max toll</i>	\$4.61	\$9.23	\$14.76	\$27.68 (day) \$18.45 (night)
EastLink (variable depending on segments used) <i>max toll</i>	\$3.12	\$6.25 (weekday) \$4.99 (weekend)	\$9.99	\$16.56

Submission by the Department of Transport and Main Roads
Transport and Public Works Committee—Inquiry into the operations of Toll Roads in Queensland

Attachment 2 – Australian Toll Roads – Tolls and Fees (continued)

Fees and Charges for Notices and Demand Notices as at 1 August 2018					
	Video Matching Fee	Toll Invoice Fee (non-account)	Toll Invoice Fee (tag account)	Demand Notice (non-account)	Demand Notice (tag account)
Queensland					
Linkt	\$0.49	\$8.50	-	\$23.81	-
New South Wales					
Cross City Tunnel	\$0.55	\$10.00	\$1.10 ¹	\$20.00	\$2.20 ¹
Eastern Distributor	\$0.55	\$10.00	\$1.10 ¹	\$20.00	\$2.20 ¹
Lane Cove Tunnel	\$0.55	\$10.00	\$1.10 ¹	\$20.00	\$2.20 ¹
Hills M2 Motorway	\$0.55	\$10.00	\$1.10 ¹	\$20.00	\$2.20 ¹
WestConnex M4	\$0.55	\$10.00	\$1.10 ¹	\$20.00	\$2.20 ¹
Westlink M7 Motorway	\$0.75	\$10.00	\$1.90 ¹	\$20.00	\$2.90 ¹
M5 South-West Motorway	\$0.55	\$10.00	\$1.10 ¹	\$20.00	\$2.20 ¹
Sydney Harbour Tunnel	\$0.55	\$10.00	\$1.10 ¹	\$20.00	\$2.20 ¹
Sydney Harbour Bridge	\$0.55	\$10.00	\$1.10 ¹	\$20.00	\$2.20 ¹
Victoria					
Linkt (CityLink)	\$0.55 ²	\$12.95	-	\$25.26	-
EastLink	\$0.30	\$5.63	-	\$11.28	-
VicRoads lookup fee	-	\$2.81	-	\$2.81	-
Interstate lookup fee (other than TAS & ACT)	-	\$4.77	-	\$4.77	-
Interstate lookup fee (TAS & ACT)	-	\$21.77	-	\$21.77	-
¹ Toll notice administration fee – if you choose to transfer the toll to an electronic tag account, a fee is applicable. ² On 19 July 2018, CityLink rebranded to Linkt. With this change, the video matching fee reduced from \$0.75 per trip to \$0.55 per trip.					

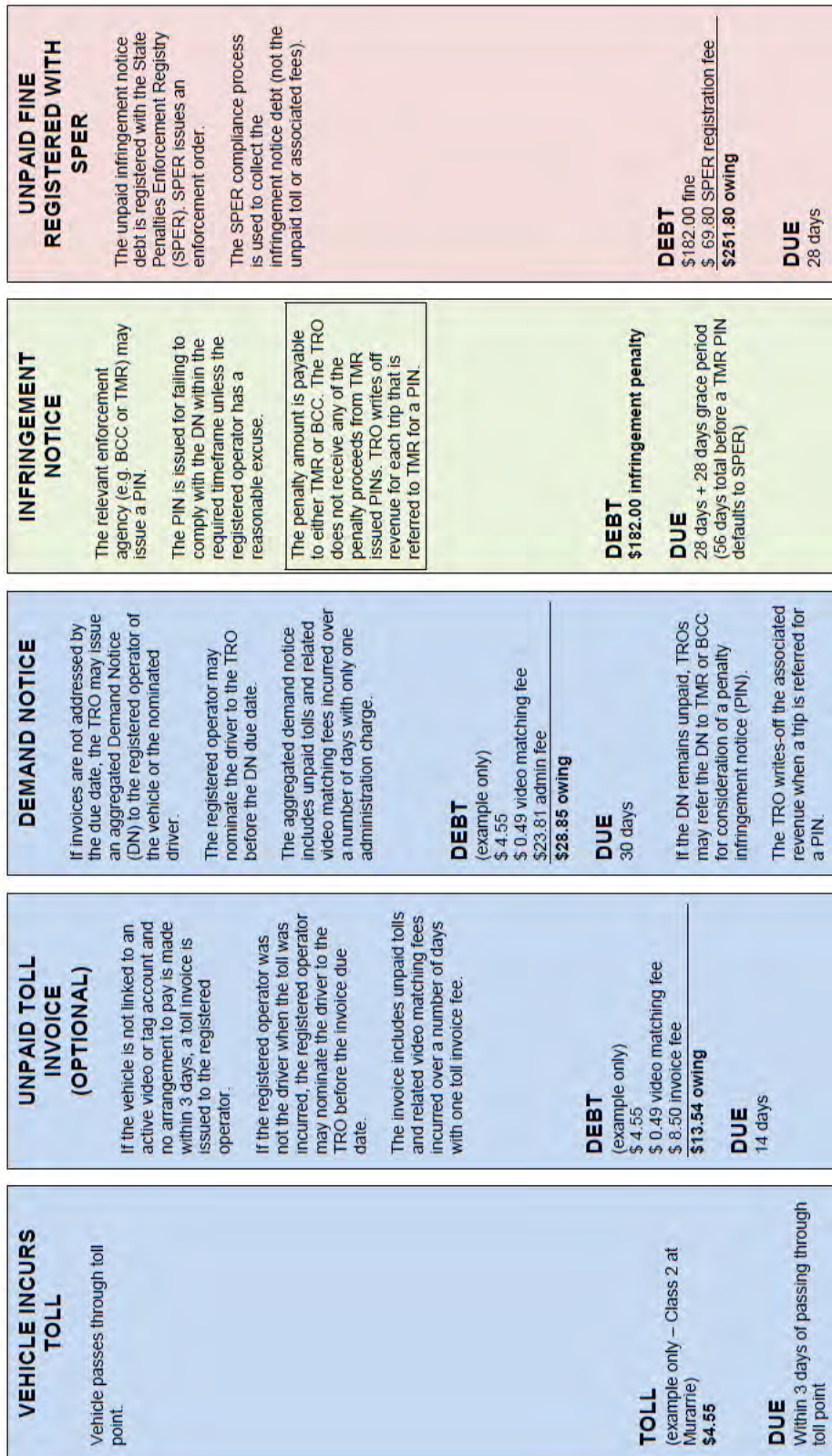
The information in the table above has been sourced from the toll road operators' websites as at 1 August 2018. The terminology used in Queensland (video matching fee, toll invoice fee and demand notice fee) has been adopted. The interstate toll road operators may use different terminology.

**Attachment 3 – Diagram of Compliance and Enforcement Process
ESCALATION PROCESS FOR UNPAID TOLLS, FINES & FEES**

Toll Road Operator (TRO)

DTMR OR BCC

SPER



Notes:

1. Fee and fine values are indicative and subject to indexation.
2. For State-controlled roads, the TRO may engage approved external debt recovery agencies to pursue debtors whose debt has reached a nominated value.
3. BCC's PIN management strategy is a matter for BCC. BCC has the option of registering overdue PINs with SPER in accordance with arrangements for fine-retaining agencies.