

Question on Notice

No. 632

Asked on 25 May 2021

MR J KRAUSE ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

QUESTION:

Will the Minister provide the average response time (the time between when the department becomes aware of an incident and the time that an incident response vehicle arrives on site) for incidents that have occurred on TMR managed motorways during quarter 1 of 2021 (reported separately for the Metropolitan, North Coast and South Coast regions and broken down by peak and off-peak periods)?

ANSWER:

I thank the Member for Scenic Rim for the question.

The Department of Transport and Main Roads' (TMR) traffic management centres (TMCs) coordinate responses to incidents on motorways and highways managed by TMR in South East Queensland (SEQ). These roads often carry high volumes of high-speed traffic. Incidents including crashes, breakdowns and hazards—such as debris, spills and flooding—can impact traffic safety.

It is important to acknowledge that responding to traffic incidents is a multi-agency effort and TMR works in partnership with leading agencies, including emergency services who are primarily responsible for public safety.

Traffic response units operate as an extension of the TMCs. The Royal Automobile Club of Queensland (RACQ) is contracted to TMR in SEQ for a Traffic Response Service that:

- provides rapid response and quick clearance of traffic incidents
- contributes to overall safety of all responders
- reduces traffic delays and keeps congestion to a minimum
- reduces the risk of secondary incidents
- provides effective and safe diversions around incidents
- keeps road users informed of traffic conditions and
- makes efficient and effective use of multi-agency resources.

TMR's TMCs detect incidents through a number of sources, including closed circuit television, Queensland Police Service notifications, public calls to the 13 19 40 telephone line and, where available, through instrumentation.

TMR encourages motorists to plan their travel by accessing traffic alerts, road closures and condition updates for major roads in Queensland through the *QLDTraffic* website or app. *QLDTraffic* service also includes a phone service (13 19 40) and social media, enabling motorists and commuters to check traffic conditions and plan their journey. In the event a motorist requires assistance while on a motorway, they can contact TMR's TMCs by calling 13 19 40 when it is safe and legal to do so.

TMR Region	Average response times on managed motorways	
	Weekday Peak (5.30 am–9 am and 3 pm–6 pm Monday to Friday)	Off-Peak (Other Times)
North Coast	18min 55sec	27min 30sec
South Coast	29min 26sec	53min 06sec
Metropolitan	36min 49sec	39min 56sec

It should be noted that:

- Metropolitan Region responds to traffic incidents on managed motorways over an area that encompasses the local governments of Brisbane City Council, Ipswich City Council and Redland City Council
- given the diverse nature of the state-controlled motorway and highway network in SEQ, there is no consistent traffic peak period on Saturdays and Sundays. The peak weekend traffic demand differs by region and therefore has been included in 'off-peak'
- average response times include TMR towed stationary vehicles under a contract which may increase the overall average shown, and excludes planned events, roadworks, abandoned vehicles, congestion, incidents where a TMC records no responder as attending (such as weather, child alerts, system outages) or where the incident cleared before the responder arrived
- some data records have been removed, including zero minute total incident time and some zero minute total response times; that is, where a responder is advised of the incident.