

Question on Notice

No. 671

Asked on 26 May 2021

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

QUESTION:

Will the Minister provide the current KPIs for each of its Traffic Management Centres together with the performance against those KPI for the most recently available period?

ANSWER:

I thank the Member for Scenic Rim for the question.

I can advise that traffic management centres (TMC) across Queensland do not have key performance indicators, however the TMC's operate in accordance with the *Traffic and Road Use Management* (TORUM) *Manual Volume 1 Part 9*. The TORUM provides a statewide applicable standard and guidance from a service delivery, operations and management perspective, but is not intended to be prescriptive to the level of process or procedure for district operations.

The Department of Transport and Main Roads (TMR) is committed to optimising safety and reducing incident related impacts on the road network by clearing incidents safely and efficiently. TMR's TMCs are mechanisms used to publish real-time information to the QLD *Traffic's* website, 13 19 40 phone line and Smart Phone Application, local radio traffic reports and via electronic message boards. These mechanisms are crucial during disruptive events, such as bush fires and floods that directly impact the freight and connectivity of Queenslanders.