

Question on Notice

No. 1164

Asked on 26 October 2022

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

QUESTION:

Will the Minister advise the location of each roadside help phone that has been removed from the state controlled road network, and the criteria used to determine where phones can be removed (reported separately by financial year) for 2020–21 to 2022–23 (to date)?

ANSWER:

I thank the Member for Southern Downs for the question.

The Department of Transport and Main Roads (TMR) is focused on improving road safety. Historically, TMR has installed help phones across the state-controlled road network within South East Queensland to enable broken down motorists to contact our traffic management centres to seek assistance during the pre-mobile phone era.

TMR has worked closely with the Australian Roads Research Board (ARRB) to develop guidance in the form of an assessment framework to determine the need for help phones at specific locations. Safety is our number one priority and any decision to remove a help phone does not in any way decrease the safety of road users. This framework considers road environment, traffic volumes, special infrastructure (such as tunnels and bridges), mobile phone coverage, as well as CCTV coverage and other intelligent transport system solutions, and was developed in consultation with subject matter experts from traffic engineering to road safety. TMR applies this framework when considering the need for new help phones, or where help phones are impacted by projects.

Due to low usage of help phones and other advanced road network monitoring technologies, due to the very high ownership rates of mobile phones the ARRB recommendation was that most help phones could be removed without reducing safety. The assessment framework provides support for when it is appropriate to remove.

Below is TMR's detailed breakdown for all help phones removed on the state-controlled network, including the reason for their removal. In 2021–22, no help phones were removed from the state-controlled road network by TMR.

Removal date 2020–21 FY to 2022–23 FY	Location	# Calls 2020–21 to 2022–23	Reason for removal
Metropolitan 2022–2023	404 – Riverside Expressway (REX) opposite Herschel Street, Brisbane City (westbound)	0	<ul style="list-style-type: none">• The National Broadband Network (NBN) fibre optic rollout meant these help phones would become inoperable due to their connection to the existing TMR copper network.• In 2016, TMR commissioned the ARRB to assess the performance and safety risk of existing help phones and make recommendations for removal or retention.• The assessment considered road environment and design conditions (such as shoulder widths, presence of emergency bays, road alignment, sight distance, speed limit, CCTV coverage and traffic volumes), maintenance and operating costs, ageing infrastructure, and an evaluation
	406 - REX between Turbot and Tank Streets, Brisbane City (westbound)	0	
	408 REX Turbot Street off-ramp, Brisbane City (westbound)	0	
	407 REX Ann Street on-ramp, Brisbane City (eastbound)	0	
	412 REX opposite Adelaide Street, Brisbane City (westbound)	0	
	416 REX on Elizabeth Street off-ramp, Brisbane City (westbound) 413 REX opposite Executive Building, Brisbane City (eastbound)	0 0	

Removal date 2020–21 FY to 2022–23 FY	Location	# Calls 2020–21 to 2022–23	Reason for removal
	415 REX before Margaret Street off-ramp, Brisbane City eastbound 420 REX Top of Elizabeth Street off-ramp, Brisbane City (westbound)	0	<p>of the safety risks associated with road users accessing help phones in high speed and high traffic environments.</p> <ul style="list-style-type: none"> The help phone usage was assessed and found reduced usage within Metropolitan Region. Due to low usage and other advanced road network monitoring technologies, the ARRB recommendation was that most help phones should be removed. These sections of road network have excellent CCTV coverage, are monitored 24/7 by the Brisbane Metropolitan Transport Management Centre and are regularly patrolled by on-road response services such as Traffic Response Units, meaning help can be dispatched quickly.
	424 REX off-ramp Margaret Street City (westbound) 417 REX opposite Alice Street, Brisbane City (eastbound)	0	
	423 Captain Cook Bridge (CCB) Alice Street on-ramp, Brisbane City (eastbound) 430 CCB after Stanley Street on-ramp opposite QUT, Brisbane City (westbound)	0	
	434 CCB after Stanley Street on-ramp (westbound) 425 CCB before Vulture Street off-ramp, Brisbane City (eastbound)	0	
	427 Pacific Motorway Vulture Street off-ramp, Woolloongabba (eastbound) 436 CCB after Stanley Street on-ramp (westbound)	0	
	429 Pacific Motorway before Stanley Street on-ramp, Woolloongabba (southbound) 438 Pacific Motorway after Stanley Street off-ramp, Woolloongabba (northbound)	1	
	431 Pacific Motorway top of Stanley Street on-ramp, Woolloongabba (southbound)	0	
	440 Pacific Motorway before Stanley Street off-ramp, Buranda (northbound)	0	
	433 Pacific Motorway before Cornwall Street off-ramp, Buranda (southbound) 442 Pacific Motorway after Duke Street on-ramp, Buranda (northbound)	0	
	444 Pacific Motorway before Duke Street on-ramp, Buranda (northbound) 435 Pacific Motorway after Cornwall Street off-ramp, Buranda (southbound)	0	
	437 Pacific Motorway before Marquis Street on-ramp, Annerley (southbound)	0	
	439 Pacific Motorway after Marquis Street on-ramp, Greenslopes (southbound)	0	
	448 Pacific Motorway after Birdwood Road on-ramp, Greenslopes (northbound)	0	
	441 Pacific Motorway adjacent Greenslopes Hospital, Greenslopes (southbound) 450 Pacific Motorway after Birdwood Road on-ramp, Greenslopes (northbound)	3	
	452 Pacific Motorway after Esher Street overpass, Greenslopes (northbound) 443 Pacific Motorway before Esher Street overpass, Tarragindi (southbound)	1	
	445 Pacific Motorway before Marshall Road off-ramp, Holland Park (southbound) 454 Pacific Motorway at Birdwood Road on-ramp, Holland Park (northbound)	2	
	447 Pacific Motorway after Marshall Road and before Gaza Road, Holland Park (southbound)	0	
	456 Pacific Motorway after Gaza Road off-ramp and before Birdwood Road on-ramp, Holland Park (northbound) 449 Pacific Motorway before VMS at Gaza Road, Holland Park (southbound)	3	
	451 Pacific Motorway on Gaza Road on-ramp, Holland Park (southbound)	0	
	453 Pacific Motorway before Klumpp Road off-ramp, Mt Gravatt (southbound)	0	

Removal date 2020–21 FY to 2022–23 FY	Location	# Calls 2020–21 to 2022–23	Reason for removal
South Coast 2023 – date to be confirmed	To be removed in 2023: 106 on Pacific Motorway (M1) 8 on Mount Lindesay Highway	40	<ul style="list-style-type: none"> • In 2016, TMR commissioned the ARRB to assess the performance and safety risk of existing help phones and make recommendations for removal or retention. • There has been a noticeable decrease in the usage of help phones from 2017 due to the increased availability and usage of mobile phones by members of the public. • Emergency phones hardware has reached its end of life, ongoing maintenance and replacement of parts is proving to be an issue resulting in significant delays in obtaining parts (if at all), significant increase in costs to manage and maintain and an increased number of faulty emergency phones out on the network
North Coast 2022–23 Financial Year	141–4239 – Deception Bay Road Interchange	0	<ul style="list-style-type: none"> • In 2016, TMR commissioned the ARRB to assess the performance and safety risk of existing help phones and make recommendations for removal or retention. • There are four help phones located within the Bruce Highway Upgrade - Deception Bay Road Interchange (DBRIU) project scope. It has been determined that two of these help phones will be reinstalled behind new guardrail in the same locations on the Bruce Highway in the northbound direction, as part of the project works. Two of the help phones will be retained in their current location in the southbound direction. The DBRIU project is due to be completed in early 2023.