

Question on Notice

No. 137

Asked on 5 March 2024

DR M ROBINSON ASKED MINISTER FOR TRANSPORT AND MAIN ROADS AND MINISTER FOR DIGITAL SERVICES (HON B MELLISH)—

QUESTION:

Will the Minister provide for each Department of Transport and Main Roads Customer Service Centre, the average customer wait time and longest customer wait times (reported separately for each quarter in the 2023 calendar year)?

ANSWER:

I thank the Member for Oodgeroo for the question.

The Department of Transport and Main Roads (TMR) has 92 customer service centres (CSC). A queue management system is installed in 39 of TMR's CSCs. This queuing system allows customers to receive a paper ticket from a machine and wait to be called to a counter to be served. All wait duration figures from this system are recorded and reported in the format of hours: minutes: seconds.

As such, wait time data for the 2023 calendar year is only available at centres with this queue management system installed.

Note: Some wait times in the below Max Daily Average Wait Duration table indicates max wait times that show multiple hours. This is usually explained by operator error through not closing down customer tickets after the transaction has been completed and may not be indicative of actual maximum customer wait time. Examples of this is Beenleigh 2023-Q4 at 3:11:31 and Gladstone 2023-Q3 at 4:21:26.

Service Location	Average Wait Duration				Max Daily Average Wait Duration			
	2023-Q1	2023-Q2	2023-Q3	2023-Q4	2023-Q1	2023-Q2	2023-Q3	2023-Q4
Beenleigh CSC	00:24:01	00:25:19	00:17:19	00:14:38	00:47:05	00:51:45	00:36:01	03:11:31
Bentley Park CSC	00:15:43	00:13:39	00:14:49	00:11:42	00:33:03	00:28:08	00:33:55	00:26:50
Brisbane City CSC	00:33:57	00:26:28	00:25:15	00:23:00	01:13:01	00:53:36	00:47:56	00:53:07
Bundaberg CSC	00:12:51	00:23:41	00:20:00	00:23:37	00:34:17	00:37:20	00:44:08	00:42:01
Bundall CSC	00:14:53	00:12:52	00:07:45	00:08:50	00:30:20	00:27:03	00:21:22	00:21:36
Bundamba CSC	00:17:30	00:17:38	00:12:12	00:09:57	00:27:18	00:29:29	00:24:12	00:18:14
Burleigh Waters CSC	00:14:26	00:14:55	00:11:22	00:10:01	00:29:22	00:25:59	00:20:20	00:24:29
Caboolture CSC	00:26:15	00:23:19	00:18:20	00:16:37	00:41:54	00:38:48	00:37:32	00:38:29
Caboolture CSC 2	00:03:31	00:02:09	00:01:53	00:02:26	01:22:39	00:09:43	00:11:07	00:11:34
Cairns CSC	00:27:07	00:24:21	00:25:40	00:20:26	00:57:12	00:46:48	00:43:09	00:46:27
Caloundra CSC	00:12:16	00:14:39	00:09:01	00:12:17	00:23:55	00:32:50	00:24:07	00:24:14
Cannon Park CSC	00:17:19	00:14:30	00:16:45	00:17:37	00:35:58	00:32:34	00:44:50	00:41:24
Carseldine CSC	00:32:24	00:35:05	00:26:44	00:23:03	01:17:05	00:55:55	01:04:24	00:55:46
Chermside CSC	00:41:07	00:33:06	00:20:50	00:22:08	01:23:36	00:56:41	00:48:11	00:45:44
Cleveland CSC	00:41:54	00:17:42	00:10:55	00:09:08	00:35:41	00:35:30	00:30:15	00:24:56
Gladstone CSC	00:10:21	00:11:28	00:08:13	00:06:16	00:28:11	00:23:25	04:21:26	00:13:01
Greenslopes CSC	00:23:08	00:21:56	00:16:22	00:14:50	00:42:12	00:36:57	00:26:10	00:35:58

Service Location	Average Wait Duration				Max Daily Average Wait Duration			
	2023-Q1	2023-Q2	2023-Q3	2023-Q4	2023-Q1	2023-Q2	2023-Q3	2023-Q4
Gympie CSC	00:23:08	00:21:56	00:16:22	00:14:50	00:22:37	00:32:13	00:21:08	00:26:00
Helensvale CSC	00:12:03	00:15:09	00:10:15	00:12:15	00:43:04	00:40:30	00:28:30	00:30:04
Hervey Bay CSC	00:26:35	00:23:07	00:23:07	00:14:52	00:31:30	00:38:16	00:27:52	00:35:48
Ipswich CSC	00:15:34	00:20:28	00:13:44	00:16:23	00:21:26	00:14:23	00:15:11	00:09:54
Logan City CSC	00:05:22	00:05:28	00:04:54	00:03:46	00:40:15	00:35:38	00:40:10	00:32:27
Macgregor CSC	00:24:42	00:22:29	00:23:34	00:16:09	00:31:32	00:35:32	00:32:06	00:30:23
Mackay CSC	00:18:47	00:19:09	00:16:04	00:13:56	00:36:03	00:37:01	00:44:44	00:22:01
Maroochydore CSC	00:16:25	00:16:46	00:07:34	00:07:00	00:33:07	00:36:40	00:30:50	00:22:00
Maryborough CSC	00:12:15	00:16:45	00:08:18	00:10:50	00:36:54	00:43:41	00:18:39	00:27:01
Nambour CSC	00:11:39	00:11:12	00:11:13	00:09:48	00:24:47	00:27:03	00:21:20	00:21:26
Redcliffe CSC	00:22:50	00:24:03	00:16:19	00:15:04	00:44:43	04:20:58	00:40:22	00:38:21
Rockhampton CSC	00:09:03	00:14:55	00:15:49	00:13:33	00:26:18	00:25:06	00:32:33	00:24:16
Sherwood CSC	00:15:41	00:15:38	00:13:51	00:11:33	00:27:32	00:24:40	00:25:09	00:27:20
Southport CSC	00:14:06	00:12:42	00:12:01	00:09:40	00:27:18	00:27:57	00:24:16	00:24:10
Strathpine CSC	00:37:49	00:35:45	00:26:36	00:26:47	01:02:01	00:59:38	00:48:19	00:45:42
Tewantin CSC	00:11:04	00:09:35	00:06:50	00:08:16	00:25:29	00:19:48	00:14:40	00:19:06
Toowong CSC	00:39:18	00:20:32	00:13:05	00:16:35	01:22:48	00:46:05	00:43:48	00:53:58
Toowoomba City CSC	00:13:32	00:12:59	00:16:37	00:19:08	00:33:35	00:34:27	00:52:56	00:48:13
Harristown CSC	00:15:57	00:15:49	00:21:43	00:22:13	00:29:05	00:41:24	00:45:01	00:47:18
Townsville Garbutt CSC	00:26:36	00:25:36	00:19:49	00:22:37	00:50:33	00:51:32	00:45:46	00:42:32
Warwick CSC	00:07:00	00:07:03	00:06:47	00:06:24	00:16:55	00:14:22	00:13:46	00:14:51
Wynnum CSC	00:18:16	00:21:40	00:14:50	00:13:10	00:37:03	00:47:16	00:28:36	00:27:10