

Toll waiver assists motorists during floods

MORE THAN ONE MILLION TRIPS were recorded across the Gateway and Logan motorways when tolls were waived for five and a half days at the height of south-east Queensland's recent flood disaster.

When it became evident that many key traffic routes around Brisbane and Ipswich would close due to flooding, tolls on the Gateway and Logan motorways were immediately waived.

The Queensland Motorways toll road network remained fully functional throughout the flood disaster, apart from

brief closures of the Sir Leo Hielscher Bridges by Queensland Police as safety precautions and access to the flooded Ipswich Motorway from the Logan Motorway, where a detour was quickly put in place.

The Queensland Motorways Traffic Management Centre and Motorway Patrol team monitored traffic closely during the period to ensure it kept flowing smoothly and whilst traffic was very heavy, it flowed well and very few incidents were recorded.

STRENGTH OF THE SIR LEO HIELSCHER BRIDGES

Motorists can rest assured that the Sir Leo Hielscher Bridges are structurally very strong and designed to be able to withstand significant impact.

The Sir Leo Hielscher Bridges are protected against structural impact due to pier protection structures and arrestor islands.

Eighty thousand cubic metres of rock which was placed in the Brisbane River to form construction platforms has been redistributed around the piers of the Sir Leo Hielscher Bridges just below the low tide mark to form ship arrestor islands.

The arrestor islands provide a protective barrier that is designed to stop even the largest vessels (a 43,000 tonne cruise liner or a 52,000 tonne tanker) from coming anywhere near the bridge piers.

In the unlikely event that a vessel does breach the arrestor island protection, specially formed pre-cast concrete panels, which surround the bases of the new bridge piers, and rock filled cellular structure around the existing upstream bridge piers will absorb the impact and further protect the pier blades.

Pier protection was incorporated into the construction of the original Gateway Bridge and has also been enhanced to accommodate the latest in ship size and design.

The Sir Leo Hielscher Bridges have a design life of 300 years.

QUEENSLAND MOTORWAYS TRANSFERRING TO QIC

Late last year, Queensland Premier Anna Bligh announced that Queensland Motorways would be transferred to the State Government's investment arm, Queensland Investment Corporation (QIC).

QIC has a strong history in managing important infrastructure assets, including the Brisbane Airport Corporation, Westlink M7 in Sydney and the Port of Brisbane.

Preparations for the transfer of ownership to QIC are well underway, with due diligence currently being conducted.

It is expected that the transfer will be completed by mid 2011.

NEW EXECUTIVE TEAM

Queensland Motorways has an interim Executive Management Team to see it through the transfer of ownership to Queensland Investment Corporation (QIC).

Acting CEO John Gardiner arrived at Queensland Motorways with more than 40 years experience in engineering, consulting and toll road management. John was previously Acting General Manager of Westlink, Managing Director at ConnectEast and General Manager at Interlink Roads.

Other new appointments include:

- Acting Chief Financial Officer
Neville Silvester
- Acting Chief Information Officer
Don Charles
- Acting Chief Operating Officer
Wayne Samuels

The team is focused on guiding the organisation through the due diligence process and preparing for transfer to QIC. For further information on the executive team, visit

qldmotorways.com.au



ACTING CEO
JOHN GARDINER

Original Gateway Upgrade Project now complete

THE ORIGINAL PROJECT SCOPE for Queensland's largest bridge and road project, the \$2.12 billion Gateway Upgrade Project, was completed in November 2010.

Motorists are now enjoying 12 lanes of free flowing traffic across the Sir Leo Hielscher Bridges, as well as additional lanes from Nudgee through to Mt Gravatt-Capalaba Road.

A new park underneath the bridges at Murarrie—Queensport Rocks Park—will also be opened to the public in the near future.

The four kilometre southern extension to the Gateway Upgrade Project, between Mt Gravatt-Capalaba Road and the Pacific Motorway is on track for completion by mid 2011.

Gateway performing well in peak hour

THE GATEWAY MOTORWAY is one of Brisbane's best performing travel routes during week day peak hours, according to a 2010 RACQ survey.

The survey tracked week day traffic flow at morning and afternoon peak hours during May and June last year.

The Gateway Motorway recorded average northbound speeds of 56.2 km/h in the

morning and 58.2 km/h during the evening peak. Southbound traffic moved at an average speed of 70.5 km/h in the morning and 54 km/h in the evening.

Travel time savings across the Queensland Motorways road network, as a result of the Gateway Upgrade Project and the introduction of free-flow tolling, have been estimated at up to 13 minutes.



AWARD WINNING PERFORMANCE

Queensland Motorways was awarded a prestigious Technology Award for its free-flow tolling system technology at the 2010 International Bridge Tunnel and Turnpike Association (IBTTA) Toll Excellence Awards in San Diego, USA.

Queensland Motorways Acting CEO John Gardiner said while winning the award was a significant achievement for the company, it was motorists who were the real winners.

'There is no doubt that the implementation of free-flow tolling has resulted in real benefits for customers,' Mr Gardiner said.

'During peak travel periods motorists are enjoying significant travel time savings and improved traffic flow. Free-flow tolling has also enhanced safety for our customers as motorists no longer need to stop, slow or merge around toll points.'

In more good news, the Public Relations Institute of Australia awarded Queensland Motorways a 2010 State Award for Excellence for its free-flow tolling education and awareness campaign.

2009/10 – ANOTHER SUCCESSFUL YEAR

- 79 million tolled trips across Gateway and Logan motorways
- Original scope of Gateway Upgrade Project (GUP) completed
- Sir Leo Hielscher Bridge – South opened to traffic
- More than 175,000 people attend community day to celebrate the new bridge
- \$240 million four kilometre upgrade at southern end of GUP announced
- Travel times across network during peak travel periods reduce by between 10 and 13 minutes

← TRAFFIC FLOWING FREELY ACROSS EIGHT LANES OF THE GATEWAY MOTORWAY SOUTH OF THE BRISBANE RIVER.



OUR HIGHLY TRAINED MOTORWAY PATROL OFFICERS PROVIDE SWIFT RESPONSE TO INCIDENTS ON THE GATEWAY AND LOGAN MOTORWAYS.

Rapid response

WHILE TRAFFIC VOLUMES on the Queensland Motorways road network continue to grow, incident response and clearance times on the Gateway and Logan motorways are being maintained thanks to the swift response of Queensland Motorways' Traffic Management Centre and the specialist Motorway Patrol Officers.

Queensland Motorways Acting CEO John Gardiner said a quick and efficient response to incidents on the motorway was central to keeping traffic flowing freely on the Gateway and Logan motorways.

'Our network of cameras and other Intelligent Transport Systems technology provides the Traffic Management Centre with information to identify and respond to incidents in real-time,' he said.

'Queensland Motorways' Motorway Patrol Officers are available 24-7 to assist the Traffic Management Centre with detecting, verifying and clearing incidents on the motorways.'

Mr Gardiner said the Motorway Patrol Officers made incident scenes 'safe' for attending personnel and other road users by providing a delineated incident precinct with traffic control devices to pre-warn and give emergency direction to approaching traffic.

'Our Motorway Patrol Officers are highly trained in providing support to emergency services on the scene of an incident and communicating with other on-site stakeholders and our Traffic Management Centre as the situation progresses,' he said.

As part of the holistic approach to incident management on the motorways, the Queensland Motorways Traffic Management Centre works closely with the Brisbane Metropolitan Traffic Management Centre to manage the impacts of incidents across the wider Brisbane area.

'We have invested in developing systematic, planned and coordinated procedures to respond to incidents to minimise the impact for our valued motorists,' he said.

'The safety of motorists is our key priority, however our methodical incident management approach ensures that the motorway and travel times recover in the shortest possible time.'

Mr Gardiner said in addition to the Motorway Patrol team, Queensland Motorways has a heavy recovery vehicle permanently located at the Sir Leo Hielscher Bridges to quickly remove heavy trucks that have either broken down or have been involved in an accident.

'This vehicle works alongside a tow truck and can tow up to 110 tonnes (equal to a fully loaded B-double truck).'

By the end of the year, the Traffic Management Centre will have significantly expanded and have the ability to assess traffic conditions, manage congestion and alert motorists of travel times, roadworks and incidents on the Gateway and Logan motorways.



VARIABLE SPEED SIGNS LOCATED ON THE GATEWAY MOTORWAY.

ITS tackling traffic congestion

INTELLIGENT TRANSPORT SYSTEMS (ITS) are now fully installed on the Gateway Motorway and helping to combat traffic congestion.

ITS is real-time intelligence technology which collects and relays data from the roadside to the Queensland Motorways Traffic Management Centre (TMC).

It helps the TMC to assess traffic conditions, manage congestion and advise motorists incidents and delays on the motorway.

Queensland Motorways Acting CEO John Gardiner said the goal of implementing ITS was to reduce traffic

congestion and provide more reliable information to motorists to help them plan their trips.

'Closed-circuit television cameras, together with sensors under the road surface, are providing us with more immediate and accurate information about what's happening on our motorway,' he said.

'This enables our Traffic Management Centre to adjust speed limits on electronic roadside signage and provide messages to motorists about any incidents or delays.'

MOTORISTS GIVE QUEENSLAND MOTORWAYS THE THUMBS UP

More than 85 per cent of motorists agree that using the Gateway and Logan motorways provides them with an efficient toll system, travel time savings and a safe driving environment, according to recent market research.

The research was conducted to measure brand awareness of the company and its customer offerings, as well as our toll payment brand **go via**.

Our toll payment brand **go via** achieved more than 92 per cent brand awareness amongst motorists within just one year of its launch.

Almost 90 per cent of our customers have a **go via** account and they are increasingly using our self service channels—the **go via** website and interactive voice recognition (IVR) software over the phone—to manage their accounts.

The **go via** website was recently upgraded with enhanced site navigation and more tools to assist customers with accessing forgotten or lost account details online. Further improvements are planned in the coming months.