

SUBMISSIONS FOR STATE OF QUEENSLAND**04 APRIL 2011****Department of Transport and Main Roads****(DTMR)****&****Translink Transit Authority****(TTA)****A. The preparation and planning by federal, state and local governments; emergency services and the community for the 2010/2011 floods in Queensland****Rail**

As outlined in the first submission, DTMR provides strategic direction for Queensland's rail system. Within this system, Queensland Rail Limited (Queensland Rail) owns, manages and maintains the rail assets (track, structures, signals, etc) on its corridors. Queensland Rail has its own board, and is responsible for the processes, systems and decisions required to protect its rail assets from potential natural disasters and to manage and reinstate the network should a disaster occur. Queensland Rail does not represent the State of Queensland.

DTMR interacts with Queensland Rail through:

- The Transport Service Contract (Rail Infrastructure) in place between DTMR and Queensland Rail, which provides direct financial support to Queensland Rail to maintain its rail network (excluding the Mt Isa corridor) to an agreed standard;
- The Transport Services Contract in place between DTMR and Queensland Rail, for the provision of passenger rail services in south east Queensland which is managed by the TTA on behalf of DTMR;

- Service contracts in place between DTMR and Queensland Rail, for the provision of long distance rail services which are managed by DTMR's Passenger Transport Division;
- DTMR's role as rail safety regulator under the *Transport (Rail Safety) Act 2010*; and
- DTMR's Emergency Management Division for liaison and communication during emergency situations which impact on the rail network.

DTMR also interacts with QR National Limited (QR National) through transport service contracts for regional freight and livestock, which provide direct financial support to maintain these services.

Transport Service Contract (Rail Infrastructure)

The current Transport Service Contract (Rail Infrastructure) (the Service Contract) was developed on the basis that, in times of natural disaster, Queensland Rail would be able to make a claim against National Disaster Relief and Recovery Arrangements (NDRRA) for a portion of the cost of restoring a rail corridor. Where this damage occurred on the part of Queensland Rail's supported network (all track owned by Queensland Rail except for the Mount Isa corridor), the remaining costs were to be met implicitly under the Service Contract.

As this position has changed and Queensland Rail is not currently eligible for NDRRA assistance, a policy framework and funding mechanism have been developed to ensure the efficient but economic restoration of the supported rail network damaged during declared natural disaster events.

The "Interim NDRRA Policy for Queensland Rail", endorsed by Queensland Treasury on 24 December 2010, provides (subject to the terms of the Service Contract) for a system by which Queensland Rail can respond with appropriate urgency in the restoration of the network in certain, priority situations.

B. The performance of private insurers in meeting their claims responsibilities

Road Asset

DTMR's road asset includes over 34,000 kilometres of roads and busways with a replacement value of \$60 billion. Generally speaking, the road asset is uninsured where DTMR has complete responsibility for the asset over the longer term.

Insurance may be appropriate for particular assets or projects where responsibility for the asset does not rest solely with DTMR, or where DTMR's responsibilities are impacted by contractual obligations or complex liability considerations.

Insurance arrangements are in place for significant assets such as the Tugun Bypass that dissects an interstate border, and the commercially operated Gateway Bridges and Logan Motorway structures to reflect DTMR's obligations under interstate and franchise agreements.

Additionally, and as is usual for major constructions projects generally, DTMR has in place a Principal Arranged Insurance (PAI) Program to manage DTMR's risks associated with construction activities. Aon Risk Services Australia Limited is the appointed broker of the PAI Program.

DTMR has nine projects which sustained material damage to contract works relating to the 2010/11 flood/storm events, totalling an estimated \$27.5 million. Aon Risk Services Australia Limited is currently processing claims in relation to these events. To date, no claim relating to the flood events has been refused by the insurers under the PAI Program.

QGIF

QGIF is the whole-of-government insurer for damage to or physical loss of any real and personal property of DTMR, with the exception of construction activities. To date, DTMR has not lodged any claims with QGIF in relation to the recent flood/storm events.

C. All aspects of the response to the 2010/2011 flood events, particularly measures taken to inform the community and measures to protect life and private and public property (including immediate management, response and recovery; resourcing, overall coordination and deployment of personnel and equipment; adequacy of equipment and communications systems; and the adequacy of the community's response)

Rail

Communications

As part of its response to the 2010/2011 flood events, DTMR:

- Liaised closely with Queensland Rail and QR National (and later QR Corporate Office), including the sharing of information about the road network and the receipt of operational rail status information; and
- Contributed rail status information to SDCG Kedron as well as relevant regions and divisions across DTMR.

Rail Safety

Under section 93 of the *Transport (Rail Safety) Act 2010*, a rail transport operator is required to notify the rail safety regulator of any notifiable occurrence that happens on or in relation to the operator's railway premises or railway operations. During the recent flood events across Queensland, the two principal railway network owners, Queensland Rail and QR National (QR Network), notified the regulator of track closures as they occurred. DTMR received additional information from these operators about the status of flood affected railway infrastructure and was able to clarify information with the operators as required.

Other railways such as tourist and heritage operators were contacted by the regulator to ascertain the status of their operations and whether their infrastructure was flood affected.

Rail Infrastructure

Rail assets sustained significant damage as a result of the flood events. Queensland Rail, in its role as railway manager and asset owner, has already commenced

restoration works to bring critical components of the supported rail network back on line and to meet its above-rail operational requirements. As restoration work is continuing, the full extent of the restoration costs cannot be quantified at this time. However initial cost estimates are in excess of \$100 million.

It is anticipated that Queensland Rail will seek reimbursement from the State in accordance with the Interim NDRRA Policy for Queensland Rail.

Ports

DTMR provides policy and strategic advice on the planning, funding and performance of Queensland's port system, including overseeing the operation of the state's port authorities.

DTMR coordinated reporting on damage to the Transport Government Owned Corporations (GOCs) infrastructure and assets in consultation with the GOCs including:

- North Queensland Bulk Ports Corporation
- Gladstone Ports Corporation
- Port of Townsville Limited; and
- Far North Queensland Ports Corporation.

DTMR obtained advice from the GOCs relating to rectification work to ensure infrastructure and assets returned to commercial operations as quickly as possible.

DTMR responded to media enquiries regarding the damage to the Port network and provided estimated timeframes for recovery work and reopening of the ports. DTMR also responded to industry stakeholders regarding recovery work and damage.

DTMR facilitated approval processes for port GOCs in relation to any capital expenditure required for dredging, specifically including a review of the various options considered appropriate to allow the Port of Bundaberg to become operational again, albeit at reduced channel depths agreed to by Maritime Safety Queensland

(MSQ) and Gladstone Ports Corporation. Port of Bundaberg reopened on the morning of 4 March 2011 following remedial emergency dredging. Port Alma at Rockhampton experienced significant siltation and damage to navigational beacons due to flooding but has been dredged and reopened.

Passenger Transport

During the flood events, DTMR's Passenger Transport Division's contract management responsibilities in respect of the long distance rail services included:

- Maintaining operator contact lists;
- Seeking advice on service status and alterations;
- Provision of advice on alternative mode proposals (e.g. temporary replacement of rail services with coach services on the Westlander line, Brisbane to Charleville); and
- Discussions with the operator about service cancellations and their impact.

In relation to passenger transport services in south east Queensland, the TTA interacted with Queensland Rail and associated public transport operators to assist the coordination and management of rail and related substitute transport services to the public during the flood crisis. This included:

- A senior delegate of the CEO of Queensland Rail actively participating in the hourly TransLink Crisis Management Team (CMT) teleconferences which were the primary medium used to manage a coordinated multi-modal response and recovery;
- Regular 'out-of-CMT-session' communications and liaison between the TTA and Queensland Rail across the entire spectrum of operational levels, from the senior delegate referred to above, down to staff at individual rail platforms;
- The TTA acting as a conduit between rail and bus operators for the supply of bus alternative (i.e. replacement) services when rail services could not continue. This included assessing route structuring to tap available bus capacity efficiency;
- The TTA interacting with Queensland Rail regarding the stabling (parking) of train engines and other rolling stock at alternative sites when the main site was

unavailable due to the flooding. This included issues of vandalism and damage minimisation due to lessened security possible at the alternative sites; and ease of deployment for partial and then full service resumption;

- The additional deployment of TransLink’s Helping Hands, Senior Network Officers, and other staff to optimise customer service at platforms and assist the integration of rail to bus movement and transfer or substitution;
- The offer to provide bus services to pick up and drop off service delivery critical Queensland Rail staff, such as train drivers, where they were otherwise unable to get to work and home again;
- The TTA interacting with Queensland Rail about the early commissioning of new rail infrastructure (e.g. the Richlands Station) that, amongst other things, acted as a vital staging point in the facilitation of alternative routing when the usual was unavailable;
- The TTA being instrumental in the managed scale down and subsequent re-establishment of full rail services (as with the bus network) to ensure optimal customer response and continuation of all possible services, whilst ensuring strict attention to safety, testing of affected infrastructure before recommencement, and the like;
- The TTA acting as the primary source of up-to-date passenger information in south east Queensland and communications to the public through the call centre, social media and the website; and
- The TTA and Queensland Rail participating in each other’s reviews of their respective responses to extract lessons learnt to inform future crisis management and business continuity activities and planning.

G. All aspects of land use planning through local and regional planning systems to minimise infrastructure and property impacts from floods

DTMR is continually planning to alleviate flood impacts on the state’s transport network. In addition to the use of standard terms and conditions and contract specifications that address flood mitigation for transport infrastructure, DTMR’s planning includes “network reliability and resilience” as a key consideration. Typically

at the higher network, area and corridor level, the response focuses on providing network redundancy and modal and route travel options for movement of people and goods.

During more detailed route, link and investment phases, the planning response becomes more targeted at solutions for specific parts of the network and application of design standards to achieve appropriate flood immunity.

DTMR's Integrated Transport Planning (ITP) and Assets and Operations (A&O)

Divisions are responsible for:

- Implementing integrated regional, sub-regional and corridor transport strategies and plans;
- Carrying out planning to address identified priority future road, busway and cycling infrastructure; and
- Providing a single point of contact for local government to provide feedback and advice to DTMR ensuring priorities reflect local conditions and demands.

DTMR is also a concurrence agency under the *Sustainable Planning Act 2009 (SPA)* for certain proposed developments, including those adjacent to existing and future state-controlled roads or rail corridors. DTMR implements development assessment based in line with its jurisdiction under the *Transport Infrastructure Act 1994*, *Transport Planning and Coordination Act 1994* and *Transport Operations (Passenger Transport) Act 1994*, to provide a regime that allows for and encourages effective integrated planning and efficient management of a system of transport infrastructure. In assessing a development application referred to it, DTMR considers (amongst other things) the potential for existing and/or future road or rail corridor to be flooded or impacted by stormwater run-off arising from that development. Where appropriate, DTMR may refuse the development application or require conditions to be met by the developer to minimise the potential for future flooding or stormwater impacts on the road or rail corridor.

Similarly, DTMR protects the state controlled transport networks through its review of Environment Impact Assessments and Significant Projects under the *Environmental Protection Act 1994* and the *State Development and Public Works Organisation Act 1971*. Through the assessment of these projects, DTMR is able to

influence haulage routes and ensure appropriate maintenance of the road and rail networks, including associated drainage, is undertaken to guard against a worsening of potential flooding and stormwater impacts.

Through various state agency assessments, DTMR assesses and provides comments in relation to the local government land use planning documents under the provision of the SPA. Assessments of these documents are undertaken within the same jurisdiction as the development assessment however these provide a higher level input and more strategic view of the potential impacts from future development on the state controlled transport network. DTMR's role in the assessment of these documents enables the department to influence and promote land use and transport integration.

Ports

DTMR also has a role in relation to the preparation and implementation of Port Land Use Plans. During their preparation, DTMR provides comments and influences these plans in relation to its jurisdiction under the *Transport Infrastructure Act 1994* and *Transport Planning and Coordination Act 1994*, to ensure the safety and efficiency of the state transport network is maintained. Additionally, DTMR maintains a concurrence agency role in the assessment of the certain applications and maintains its ability to condition or recommend refusal of applications.