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**Submission to Department of Transport  
and Main Roads  
Consultation Draft of the Connecting SEQ  
2031 strategy**  
26 November 2010

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### Attachment 1 – CCIQ Population and Infrastructure Blueprint

#### *Business quotes in relation to the SEQ Transport network:*

*“The ability to run a smooth operation for customers to supply product on time is critical to our business”*

*“Current networks need to cater for growth of population and business expansion”*

*“A lack of planning over the past 20 years has seen our network deteriorate substantially and be over congested by the growth”*

*“Our public transport system in our capital city needs improving; more around times available for transport (e.g. bus and train times). Our field-based crews have to travel along rural roads and highways and these are in desperate need of improvement”*

*“The current upgrading of the roads is resulting in great commutes, however the speed limits need to be lifted and tolls reduced to increase productivity and profitability”*

*“Collector and distributor roads are not capable of keeping traffic moving at key morning and afternoon periods which creates extra cost in time, fuel costs and productivity”*

*“Do not keep pouring money into transport in overpopulated areas, instead decentralise to encourage people to move out of Brisbane and the South East corner”*

## 1.0 INTRODUCTION

- 1.1 The State Government has released their *Draft Connecting SEQ 2031 strategy: An Integrated Regional Transport Plan for South East Queensland* – a blueprint for meeting the transport challenge over the next 21 years that will essentially guide investment moving forward. The Chamber of Commerce and Industry Queensland (CCIQ) welcomes the opportunity to provide feedback into this strategy as it is essential that the Blueprint covers the issues of importance to the Queensland business community and aims to develop and maintain the necessary infrastructure required by businesses to ensure they continue to grow and prosper well into the future.
- 1.2 In conjunction with this submission, CCIQ has provided a copy of our *Population and Infrastructure Blueprint: Planning for Queensland's Future Population and Economy* released in March. This Blueprint is referred to throughout this submission. A full profile of CCIQ is contained within this document.
- 1.3 CCIQ strongly believes that Queensland businesses need to be provided with the opportunity to choose the best means of transport for their business' needs. A Chamber survey of 346 businesses located in the Brisbane, Gold Coast and Sunshine Coast regions has identified that a range of issues associated with the current transport network is impacting or hindering businesses' ability to use existing networks to their full potential. CCIQ believes it is clear that industry and government need to work together to ensure the priorities set for Queensland's transport networks deliver the desired environment for businesses to grow and employ. This is essential not only in SEQ, but throughout the state.
- 1.4 Overall, the right investment in infrastructure now will go a long way towards overcoming many of the existing constraints on the transport network and provide the SEQ community with a better leg to stand on moving into the next two decades.

## 2.0 BRIEF OVERVIEW OF THE DRAFT CONNECTING SEQ 2031 STRATEGY

- 2.1 The draft strategy has a large focus on decreasing the trend in road traffic moving forward by setting targets to fundamentally change current transport patterns. CCIQ is supportive of the following targets as it should ease congestion to better enable the flow of Queensland's freight task:
  - Doubling the share of public transport from 7% to 14% of all trips;
  - Doubling the share of active transport from 10% to 20% of all trips;
  - Reducing the share of trips taken in private motor vehicles from 83% to 66%.
- 2.2 The key elements of the draft strategy are:
  - Rail forming the backbone of the transport network. The network will be enhanced through Cross River Rail, new higher-capacity trains, more frequent services and more efficient timetabling;
  - Bus providing crucial urban links and being made more efficient with more busways and bus priority on major roads;
  - Making walking and cycling more appealing and safe by providing designated bike paths within five kilometres of principal and major activity centres;
  - Roads continuing to play a major role in moving traffic, freight, buses and cyclists. A key function of the plan is to create a better functioning hierarchy of roads, so heavy traffic uses major motorways and highways and trucks are kept off suburban roads.
- 2.3 The State Government has estimated that the projects outlined in Blueprint will require \$123 billion to complete, with \$102 billion required for ongoing operating and maintenance costs. Currently, the Blueprint is not fully funded. This is of concern to businesses as the majority of proposals put forward in the draft strategy are likely to deliver significant benefits to the economy, therefore allowing businesses to continue to grow and employ.

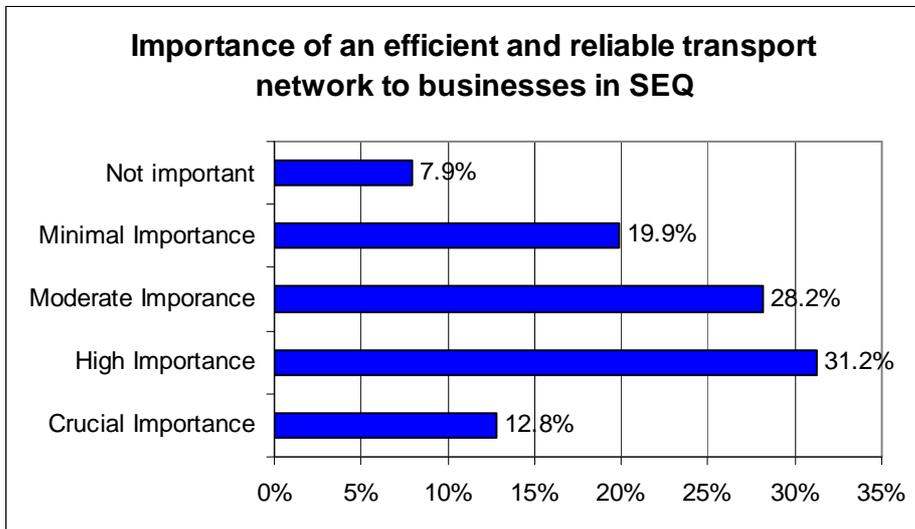
### 2.4 Key policy goals

CCIQ is supportive of the 9 key policy goals outlined in the strategy. We believe the top 4 priorities should be (in this order):

- Supporting economic prosperity and employment growth;
- Delivering transport efficiently;
- Managing congestion;
- Developing a resilient system.

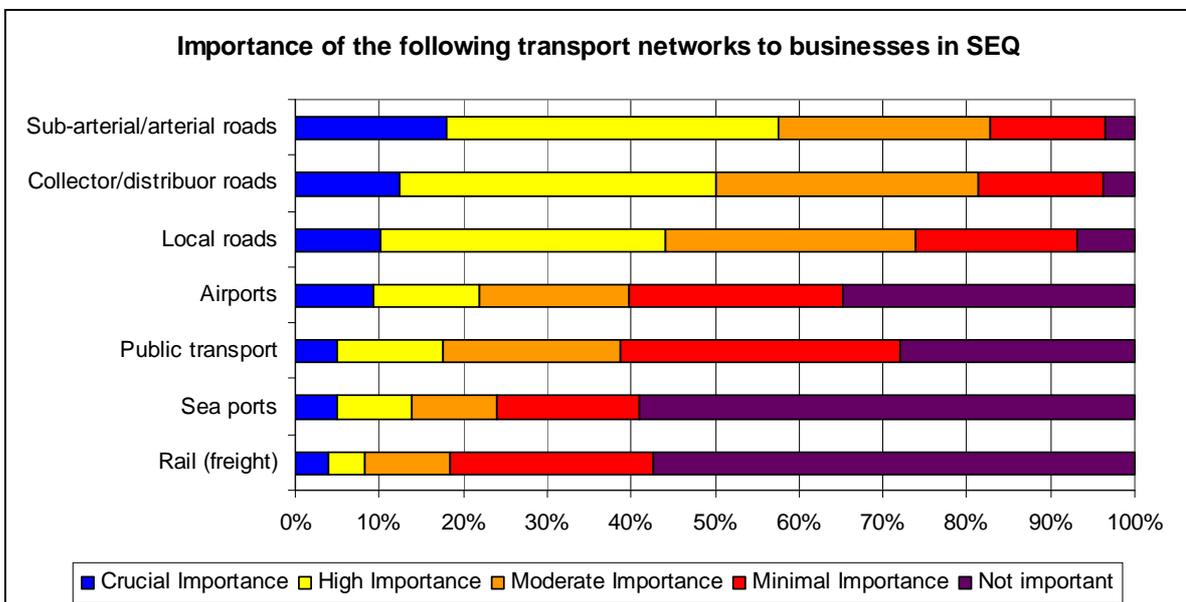
**3.0 IMPORTANCE OF THE TRANSPORT NETWORK TO QUEENSLAND BUSINESSES**

3.1 CCIQ is supportive of the strategy as an efficient and reliable transport network is of high or crucial importance to a large number of Queensland businesses (44.0%). Accordingly, a funding strategy must be given priority to execute those initiatives that will enable future economic growth.



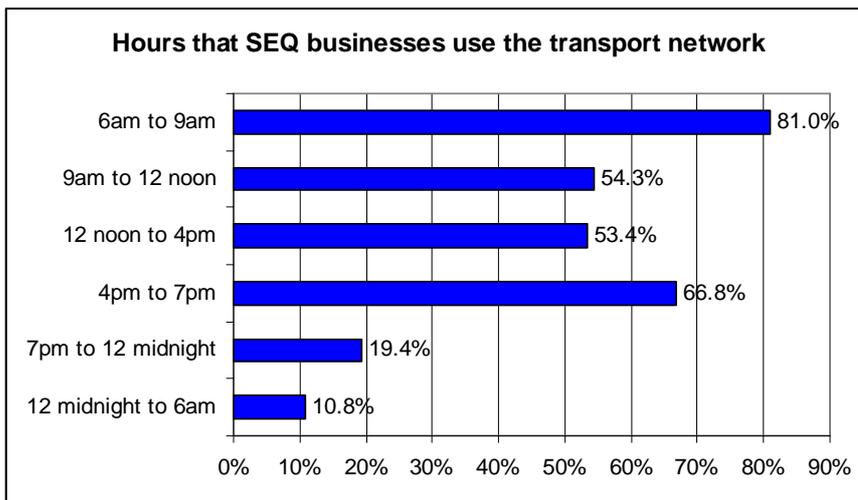
Source: CCIQ Transport Survey, July 2010

3.2 In terms of prioritising the initiatives contained under the strategy, the following business feedback should guide the State Government. Businesses in SEQ indicated that the road network (particularly sub-arterial and arterial roads) are the most important transport network to their business. Airports were of high or crucial importance to one in four businesses, and one in five businesses indicated that public transport was of particular importance.



Source: CCIQ Transport Survey, July 2010

3.3 It is important for Government to take into consideration when the business community is using the region's transport networks as this can have a major influence on the type and success of initiatives that would be successful in meeting future needs. The vast majority of businesses (98.8%) use the transport network Monday to Friday. Just over one in five use the network on Saturdays with only 14% using it on Sundays. The most popular time to use the transport network is between 6am to 9am, followed by the afternoon peak hour between 4pm and 7pm. Only 10% of businesses indicated that they used the transport network between midnight and 6am.

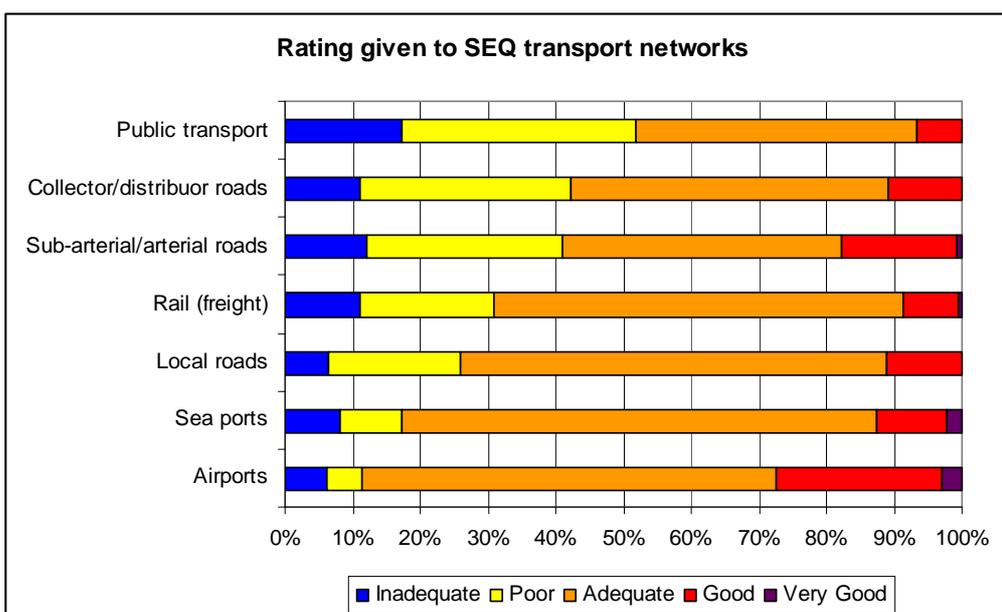


Source: CCIQ Transport Survey, July 2010

- 3.4 The majority of businesses that use the regions' road networks did so to deliver goods and services within their local areas and throughout Queensland, to get to and from meetings/business appointments/place of work and to deliver the products required to run their business. The rail freight network was important for delivering goods and services throughout Queensland and Australia as well as for delivering the products required to run their business. The public transport network was particularly important for getting employees to and from work as well as for delivering goods and services within their local area. Sea ports are important for delivering goods and services throughout the world and airports are important for getting to and from business meetings and appointments.

**4.0 BUSINESS RATING OF THE SEQ TRANSPORT NETWORK**

- 4.1 Businesses in SEQ believe there exists significant room for improvement in the region's transport networks. More than 40% rated the region's collector/distributor roads, sub-arterial and arterial roads as poor or inadequate. 63% rated the region's local roads as inadequate. The public transport network received the poorest rating with more than half of businesses (52%) rating that network as poor or inadequate. Sea ports and airports were given the highest ratings. It is interesting to note that those pieces of infrastructure performing the best are in fact run by the private sector. This actually builds on the case for the sale of state run transport infrastructure assets. However the difficulty with the current debate is overcoming the perception of these types of sales being driven by an embedded structural deficit within the State Budget.



Source: CCIQ Transport Survey, July 2010

- 4.2 Feedback in relation to how SEQ's transport networks compare to those elsewhere in Australia and the world (whether deserving or not) included:
- The road network is significantly behind other jurisdictions;
  - The public transport system is poor and expensive;
  - Congestion and bottlenecks are of high concern;
  - We continue to play catch-up;
  - The transport network is expensive, with particular reference made to tolls and fuel.
- 4.3 The majority of businesses in SEQ (64.7%) rate the State Government's current performance in delivering efficient and reliable transport networks quite poorly. Only 2.9% rated their performance highly. However, there does appear to be some consensus that the road network in SEQ has been improving over recent years. CCIQ believes this is largely a reflection upon previous State Government's failure to plan, leaving the current Government in the position of requiring significant catch-up investment to meet the needs of a growing population (see section 4 of CCIQ's Population and Infrastructure Blueprint).

## 5.0 TRANSPORT CHALLENGES

- 5.1 One in five businesses have changed their business practices as a result of Queensland's existing transport networks. Some of the changes that have been made include:
- Changing the route and time of deliveries including avoiding peak hour and toll roads as well as changing the days of deliveries;
  - Opening additional offices to assist clients in avoiding transport bottlenecks;
  - Moving to areas where public transport is of better quality for staff;
  - Factoring in delays and their costs into business dealings and operations, ie quoting longer transport times;
  - Changing business hours to avoid peak hour traffic;
  - Alternating between transport modes ie moved from road to rail;
  - Additional planning to avoid traffic delays including constantly looking for alternatives;
  - Passing the resulting costs of transport issues onto customers.
- 5.2 Of those businesses that stated they had been impacted upon by the region's road network, more than 50% had experienced delayed deliveries, increased costs and decreased efficiency and productivity. Public transport was also found to be having a negative impact on staff retention. Businesses who were impacted upon by seaports and airports were largely seeing increased costs as a result.
- 5.3 Businesses often comment that the regions' transport networks are inadequate and straining under the pressure of population growth and demand (see section 5 of CCIQ's Population and Infrastructure Blueprint). Other common concerns raised regarding SEQ's transport networks include:
- Poor quality roads, with contributing factors including poor maintenance and lack of upgrades;
  - Costs associated with the transport network, in particular tolls, fuel, airport charges and road taxes;
  - Congestion and the flow of traffic. Also long delays associated with road-works, accidents, breakdowns etc;
  - Inadequate capacity of the road network to meet the needs of the population resulting in bottlenecks, poorly thought out roads, poor structures etc;
  - The public transport system including frequency, routes, unreliability etc;
  - Inefficient rail network;
  - Indirect impacts of the transport network;
  - Links between the Brisbane airport and SEQ ie lack of public transport after 7pm, congestion on main road link etc.
- 5.4 CCIQ has heard many examples of the impacts that the current transport system has had on their business. For example:
- One business told us that they can get parts out of Tokyo to Gracemere faster than Brisbane to Rockhampton so they order from overseas in preference to local.
  - Many have talked about the increasing costs associated with the movement of freight and the increasing tolls for commercial vehicles.
  - Others talk about the inadequate access to regional areas of the state which impacts on industries such as tourism.

## 6.0 SUPPORT FOR THE PROJECTS PUT FORWARD IN THE DRAFT STRATEGY

### 6.1 Road network

As mentioned in section 3.0, businesses in SEQ indicate that the road network (particularly sub-arterial and arterial roads) are the most important transport network to their business. As a result, CCIQ is strongly supportive of any initiatives that increase the capacity of the road network and deliver an efficient and reliable system that proves a competitive advantage to businesses in SEQ. Queensland businesses are supportive of:

- Assigning road user priority to freight/commercial vehicles as well as public transport as a positive move to increase the efficiency of the network;
- Delivering better connections between grids and infrastructure within SEQ ie integrated traffic signals and ring roads;
- Significantly reducing bottlenecks and congestion;
- Improved traffic management and incident response systems;
- Reducing the cost of tolls for commercial vehicles;
- Reducing the reliance on oil and assisting businesses to adopt alternative fuel sources.

### 6.2 Investment in the freight network

CCIQ is strongly supportive of placing increased emphasis on enhancing the freight network in SEQ as well as throughout Queensland and interstate. Road transport will continue to be the dominant freight transport mode moving forward. The future freight task in Queensland is also a daunting one - it is predicted that by 2031 there will be a substantial increase in the volumes being moved with projected increases in the order of:

- 500 million tonnes in general freight each year;
- 300-340 million tonnes in mineral freight each year;
- 50 million tonnes of Liquefied Natural Gas each year.

6.3 This increasing demand on the freight network will prove a key challenge for the transport network, particularly in the south east corner where more than 65% of Queensland's population currently resides. A substantial level of investment in this area will be essential moving forward.

6.4 Although CCIQ acknowledges the reasons behind the push to decrease heavy vehicle movement on the suburban arterial road network, it is essential to ensure that restrictions are not put in place in this regard until sufficient inroads are made into viable alternative routes and reducing congestion on major arterials. Furthermore, it is essential to ensure that these vehicles are able to make it to their final destinations via a route that does not represent a significant detour.

### 6.5 Public Transport network

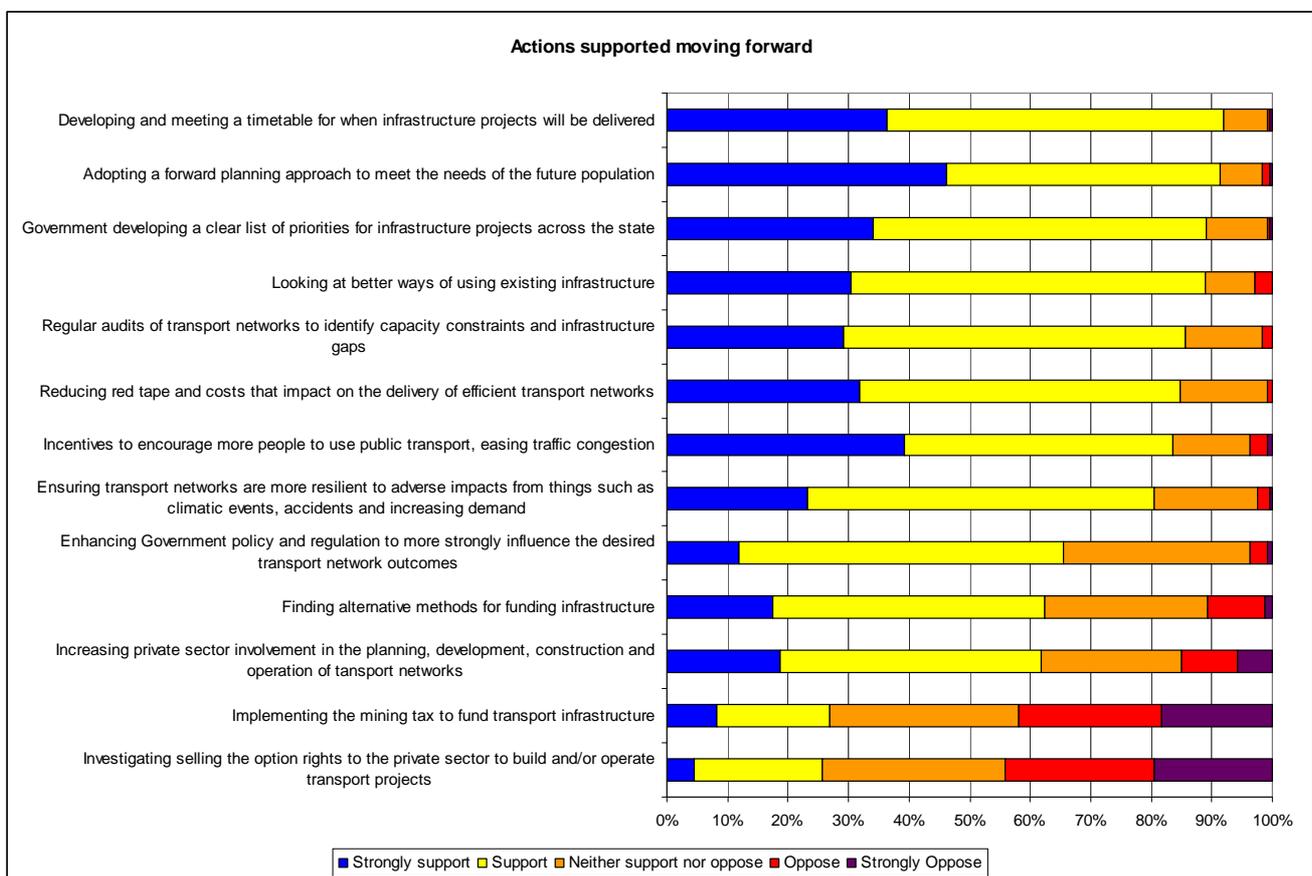
Businesses in SEQ are strongly supportive of placing greater emphasis on the region's public transport network. This is one area of the region's transport network that constantly receives criticism from businesses. Businesses have expressed support for:

- Providing incentives to encourage greater use of the public transport system;
- Reducing the cost of using public transport;
- Increasing efficiency;
- Enhancing coordination amongst public transport services;
- Improving safety aspects;
- Looking at alternative transport options such as underground rail, light rail, establishing more rail lines and services.

6.6 Putting aside the social impacts of expanding the region's public transport system, the SEQ business community is supportive of the types of projects put forward in the draft strategy as a positive step forward in significantly enhancing the capacity of the region's public transport system.

**7.0 FURTHER ACTIONS SUPPORTED BY THE BUSINESS COMMUNITY**

- 7.1 SEQ businesses also expressed support for several key actions moving forward that need to be considered when finalising the draft strategy. Almost all businesses support the adoption of a forward planning approach that ensures the needs of the future population are met. There is strong support for government developing a clear list of priorities for infrastructure projects across the state and developing and meeting a timetable for when these projects will be delivered. As part of this planning commitment, Government must also undertake regular audits of the transport networks to identify capacity constraints and infrastructure gaps.
- 7.2 The business community is also supportive of the State Government’s recent commitment to investigating ways of funding infrastructure in Greenfield sites and financing the state’s infrastructure networks. This must include a focus on looking at better ways of using the state’s existing infrastructure networks. Increasing private sector involvement in the planning, development, construction and operation of the state’s transport networks are also supported, alongside investigations on selling the option rights to the private sector to build and/or operate transport projects.
- 7.3 Red tape is always something that arises as a key constraint of Queensland businesses and the transport networks are no exception. More than 85% of businesses expressed support for reducing red tape and costs that impact on the delivery of efficient transport networks.



Source: CCIQ Transport Survey, July 2010

- 7.4 Additional actions supported by the business community moving forward include:
- Stop wasting resources, ie reduce government expenditure and “investigations” and redirect these resources to building infrastructure;
  - Better management of existing infrastructure, including better coordination within government agencies dealing with infrastructure;
  - Maintain a fund for ongoing infrastructure development.

## 8.0 ADDITIONAL CONSIDERATIONS

CCIQ would like to provide the additional points for consideration by the State Government during the finalisation of the *Connecting SEQ 2031 strategy*:

- *Decentralising the region's population and business activity:* There is a large push from the draft strategy and within the State Government to decentralise the population within SEQ and throughout Queensland. CCIQ is strongly supportive of placing increasing emphasis on encouraging the settlement of the population and businesses outside of the CBD to regional areas both within and outside SEQ. It is important to note that the strength of regional economies will remain the major factor in determining population flows, therefore it is important that the State Government adopts policies that support and foster economic growth in those areas where they want businesses and the population to relocate. This needs to include significant emphasis on jobs creation and investment opportunities while ensuring the infrastructure networks in the area adequately meet the needs of a growing population. CCIQ is supportive of:
  - Encouraging businesses to stay in Queensland by maintaining a competitive business environment;
  - Implementing a range of incentives that provide support for businesses to relocate and establish in areas that they previously may not have considered.

See section 6 of the CCIQ Population and Infrastructure Blueprint for more information.

- *Incentives for businesses to encourage the adoption of alternative methods of transport:* CCIQ believes further consideration is required on providing incentives to businesses that allow them to actively encourage their employees and clients to adopt alternative methods of transport. For example, a grant program could be set up to allow businesses to install end-of-trip facilities to encourage more active transport trips by staff. Businesses could also be provided with public transport vouchers that could be dispersed amongst their employees.
- *Education and promotional campaigns to promote a cultural shift:* The State Government should actively undertake further education and promotional campaigns in an effort to change people's views in relation to active and public transport. CCIQ would be keen to engage with the State Government on ways that the business community could help to promote this cultural shift.
- *Ongoing review, monitoring and evaluation:* CCIQ is supportive of ongoing reviews of the *Connecting SEQ 2031 strategy* to ensure it continues to reflect the needs of the population moving forward, including the transport needs of the Queensland business community that will allow them to grow and employ. Ongoing monitoring and evaluation of projects being implemented, as well as progress in obtaining funding to deliver on the projects outlined in the strategy, is strongly supported.

### *Business quotes in relation to the SEQ Transport network:*

*"It is hard to comment on such an ineffective service with out sounding negative. The system is now in crisis mode to try and keep up with the growth in the area when it should have been growing with the state all along"*

*"As far as I can see Queensland is in pretty good shape but it is vital that we keep on top of it because as soon as they upgrade the roads jump to almost capacity again. i.e Gold Coast and Sunshine Coast motorways"*

*"Need ring roads or alternative routes but the tunnel has been excellent"*

*"We should provide free, secure, undercover parking at all train stations to encourage commuters to drive to the rail station, with no risk of car theft, deterioration due to weather and stop local streets around the train stations being blocked with parked cars"*

*"We have 3 trucks, 3 utes and 7 cars all of whom have been instructed to cease using toll roads because of cost. We are considering going further and removing the transponders from those vehicles. I know of several other businesses that have taken similar approach"*

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