Transport for Brisbane

Transport for Brisbane is one of the largest bus operators in Australia and Brisbane’s major provider of public transport with the objective to provide frequent, reliable and safe services, more often, and at the most comfortable standard possible for our passengers. The business includes the provision of CityCat and ferry services, active travel options through CityCycle, and Personalised Public Transport. Together, the business aims to deliver high quality public transport services with a focus on customer service and sustainable transport options for residents and visitors to Brisbane.
What we do

Transport for Brisbane is one of the largest bus operators in Australia and Brisbane’s major provider of public transport with the objective to provide frequent, reliable and safe services, more often, and at the most comfortable standard possible for our passengers.

The business provides CityCat and ferry services as well as active travel options through CityCycle, and Personalised Public Transport. Together, the business aims to deliver high-quality public transport services with a focus on customer service and sustainable transport options for residents and visitors to Brisbane.

It reduces traffic congestion and associated adverse environmental impacts through the implementation of the public transport alliance and the 10-point public transport plan.

Transport for Brisbane’s services include:
- scheduled network passenger bus services
- school services
- charter and special event services
- CityCat ferry services
- Cross River ferry services
- CityCycle
- Personalised Public Transport.
Overview

World-class public transport means more buses for the suburbs, fewer cars on the road and quicker, more comfortable trips, and more travel options for residents.

Transport for Brisbane is responsible for providing frequent, reliable and safe transport at the most comfortable standard possible to more than 76 million passengers each year on its bus services and more than 5.4 million on its ferry services. Its fleet of 1223 buses travelled approximately 68.7 million km this year.

Transport for Brisbane delivered efficient, scheduled network passenger bus services, including high-frequency Bus Upgrade Zone (BUZ) and Blue and Maroon CityGlider services, school services and charter and special event services. Services included non-commercial and community bus services for Brisbane residents and visitors. A modern, well-maintained, clean and carbon-neutral bus fleet, with seven strategically positioned depots supported service delivery.

Transport for Brisbane delivers public transport bus, CityCat and ferry services under contracts with TransLink, a division of the Queensland Government’s Department of Transport and Main Roads. Under the TransLink contracts, fares are set by the Queensland Government and all fare revenue belongs to TransLink.

CityCat and ferry services are an important part of the public transport network, stretching 22 km along the Brisbane River. Transport for Brisbane has a fleet of 21 CityCats, nine monohull ferries (including the free inner-city CityHopper service) and 25 terminals. The Queensland Government provides a funding contribution for ferry operations.

Transport for Brisbane’s services help Council meet social and environmental objectives and facilitate economic growth. More people catching public transport or travelling actively and leaving their cars at home means less traffic congestion and reduced emissions from private vehicles.

The CityCycle public bike hire scheme conveniently links with bus, train and ferry connections and is a great way to get around the inner-city and nearby suburbs. With 150 stations located between UQ St Lucia and New Farm, CityCycle is a quick, affordable and healthy alternative to short trips by car, public transport or walking. In 2017-18 customers enjoyed more than 747,000 trips on CityCycles.

The business also manages Personalised Public Transport, which provides eight routes servicing areas where public transport is limited. The Personalised Public Transport connects residents to key locations where scheduled services are operated.
Corporate plan scorecard

This scorecard summarises progress in achieving the medium-term objectives of the Corporate Plan. This is central to achieving Council’s long-term community plan, Brisbane Vision. Overall performance is determined by measuring our achievements against key performance indicators and the progress of major initiatives.

We use a three tier ratings system:
- Delivered: objective is achieved or completed.
- On track: work is continuing as planned and budgeted.
- Action required: work has stopped or progress is insufficient to achieve the objective.

<table>
<thead>
<tr>
<th>Medium-term (five year) objective</th>
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<tbody>
<tr>
<td>Continue to meet customer needs, contribute to congestion reduction, improve our environment, as well as enhance accessibility by delivering frequent, reliable and safe services.</td>
<td>✔</td>
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Performance – key results and achievements

ANNUAL PERFORMANCE PLAN REPORT

Transport for Brisbane received funding from Council for the services it operated. Council’s Bus Transport Operating Subsidy is reported in Transport for Brisbane’s Budgeted Income Statement.

Customer satisfaction with bus services continued to be strong over the year, as reported by TransLink in its customer satisfaction survey.

Key results for 2017-18
- Added 60 rigid equivalent, low-floor, air-conditioned, low-emission and CCTV monitored buses to the fleet, with 135 of 240 delivered as part of a four-year commitment (March 2016 to March 2020).
- Contributed to a sustainable bus fleet by replacing 55 retired vehicles with buses that meet Enhanced Environmentally Friendly Vehicle standards. The new fleet buses produce 85% less nitrogen oxide and more than 90% less particulate matter pollutants than retiring buses.
- Introduced an 18 metre low-floor articulated bus with capacity for 116 passengers. The Euro 6 compliant vehicle reduces emissions to improve air quality.
- Increased Route 222 service levels to support Commonwealth Games events at Belmont and Chandler with an extra 132 trips.
- Introduced the P228, a new Rocket service providing increased peak times service delivery, following a specific stopping pattern at key locations throughout a primary transport corridor from Cannon Hill to the city.
- Extended the Maroon CityGlider – Route 61 service to Coorparoo Junction, which services the Coorparoo Transit Oriented Development.
- Provided more than 219,000 ferry services, making more than 1.3 million stops.
- Completed the installation of Tap and Go credit card facilities at all 150 CityCycle stations, enabling customers to purchase a 24-hour Casual Pass immediately.
Challenges

MEETING CUSTOMER NEEDS

People expect buses to be reliable and to operate on time. As a customer-focused and professional organisation, Transport for Brisbane seeks to meet these expectations.

Transport for Brisbane’s bus operations carry more passengers than any other mode of transport in the region and face challenges unique to bus services.

Buses are the only mode of public transport for a number of Brisbane’s key corridors and community locations. Heavy traffic congestion is often encountered in these areas, especially during peak periods and, in many cases, it is increasing.

This can impact running times, which are often compounded by the seasonal nature of the road network and bus service demand (congestion and demand fluctuates between school and tertiary education terms and holiday periods).

Council has been rolling out a series of initiatives to improve the on-time running of services. In December 2016, the organisation reviewed all network timetables to improve accuracy by aligning them to actual running times. As per Council’s 10 point public transport plan, a progressive review of the Brisbane bus network will involve staged and further systematic localised reviews to further improve bus service delivery.

Council will also purchase high-capacity vehicles, including 20 articulated vehicles by September 2018. These vehicles will carry more passengers at one time, reducing the need for additional buses at congested points on roads and the busway.

Bus prioritisation is also being explored to improve service delivery and reliability. This is a cost-effective means of encouraging increased bus use, through enhanced transit lanes, signal phasing and line marking, the relocation of bus stops, changes to parking and corridor intersection improvements.
INNER CITY INFRASTRUCTURE AND PUBLIC TRANSPORT

Parts of Brisbane, especially in the inner city, are experiencing prolonged growth, resulting in continuing development over long periods of time. The resulting population and employment growth increases the demand for public transport services.

Many construction projects can also take years to complete, and affect the use of the limited and valuable kerbside space used by buses to pick up and drop off passengers.

Public transport users are inconvenienced when existing bus stops and holding stands are unavailable during construction, or where services need to be re-routed or truncated. This situation also has the potential to impact bus service reliability and punctuality.

As existing transport infrastructure is already at capacity, and to enable effective service delivery across the transport modes, Transport for Brisbane is continually reviewing opportunities to improve the sustainability of services, bus stops, transfer and terminating arrangements.

Council is also looking at connectivity with all modes of transport and the development of Brisbane Metro.
Future operators of Brisbane Metro

Council’s Transport for Brisbane division will be responsible for the day-to-day operation of Brisbane Metro when services begin in 2023.

In 2017-18, Council undertook an extensive assessment process to determine the best way to operate Brisbane Metro, including a value-for-money analysis comparing operations by Transport for Brisbane against third-party private operators.

Criteria included customer service requirements, cost and budget certainty, risks, flexibility, innovation, market capability and competition, and industrial relation considerations.

Through this process, Council identified Transport for Brisbane as the preferred operator of Brisbane Metro services, a critical step in progressing the project towards the procurement phase.

Transport for Brisbane has the capability to provide the required level of customer service, meet Council’s delivery program, and ensure Brisbane Metro integrates with the broader bus network, while still providing value-for-money and cost effectiveness for Council.

As the major operator of the Brisbane bus network, Transport for Brisbane has established procedures, systems and in-depth knowledge that can be applied to Brisbane Metro.

Council will also draw on Transport for Brisbane’s experience to provide vital input into the procurement of the metro vehicle fleet, the metro depot, and new passenger and vehicle management systems. Transport for Brisbane operations will provide a high level of integration with the wider network, and provide opportunity for future network improvements.

Brisbane Metro will revolutionise Brisbane’s public transport system, comprising two new high-frequency metro routes connecting the inner city and suburbs using existing busway infrastructure.

Metro 1 will connect Eight Mile Plains busway station to Roma Street busway station, while Metro 2 will link the Royal Brisbane and Women’s Hospital busway station to The University of Queensland Lakes busway station. Services will operate every three minutes in peak periods on weekdays, with a metro every 90 seconds between Roma Street and Mater Hill busway stations.

During the weekday inter-peak periods, services will operate every five minutes, and at other times, such as weekends, late night and early mornings, every five to 10 minutes.

Services will be delivered by a new fleet of 60 high-capacity vehicles, each with the ability to transport 150 passengers, which can use the busway alongside existing bus services.

Council is committed to delivering Australia’s most modern public and active transport, which means more buses for the suburbs, fewer cars on the roads and quicker travel options for residents.
City Parking

City Parking’s objective is to meet customer needs and contribute to both liveability and economic outcomes by delivering accessible and reliable parking services.
What we do

♦ Provide well maintained, clean, competitive and secure car parking services to all customers
♦ Manage King George Square and Wickham Terrace car parks
♦ Implement and manage advanced parking management systems
♦ Provide 15 minute free options and discounted evening and weekend parking rates
♦ Provide discounted rates to motorcycles and hybrid vehicles (in off-street car parks)
♦ Provide reserved and permanent parking spaces
♦ Manage temporary and event parking to support major events
♦ Manage 8032 metered on-street spaces, as well as temporary and event parking

Overview

City Parking manages Council’s on and off-street parking services, including:
♦ 987 on-street parking meters covering 8032 parking spaces. This includes parking related information technology systems and meter maintenance
♦ King George Square and Wickham Terrace car parks
♦ temporary and event parking to support major events such as the Royal Queensland Show (EKKA), annual Parents and Citizens Association conferences, the Paniyiri Greek Festival and other exhibitions and events.

The effective management of parking in Brisbane supports the city’s economic viability by reinvesting revenue into infrastructure, offering cheaper parking options and discounts, and improving parking facilities.

On-street meter transactions remained steady for the financial year at approximately 5.7 million, including 577,105 free 15 minute transactions. Enhancements in solar and battery management systems improved reliability while customers benefited from no increase to the fee structure in this financial year.

Mobile and credit card transactions remained the most popular payment methods, currently comprising 83% of on-street paid parking transactions, while coin transactions remained a preferred option for some customers.

Council continues to partner with external vendors to improve mobile payment facilities, with the CellOPark app enabling customers to pay only for the length of their stay.
Corporate plan scorecard

This scorecard summarises progress in achieving the medium-term objectives of the Corporate Plan. This is central to achieving Council’s long-term community plan, Brisbane Vision. Overall performance is determined by measuring our achievements against key performance indicators and the progress of major initiatives.

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<tbody>
<tr>
<td>Provision of the best car parking facility that is easily accessible at the right price with the latest equipment.</td>
<td>★</td>
</tr>
<tr>
<td>A car park that is clean, well-presented, energy efficient and safe.</td>
<td>✓</td>
</tr>
<tr>
<td>Provide a quality car park that offers the best customer service, price and easy access within the CBD.</td>
<td>✓</td>
</tr>
<tr>
<td>Provide equipment of the highest standard and operating features, setting the benchmark for other organisations and car parks.</td>
<td>★</td>
</tr>
</tbody>
</table>

Performance – key results and achievements

Key results for 2017-18

- Wickham Terrace Car Park provided parking for seven film and photo shoots.
- Successfully managed a number of temporary parking events at Victoria Park, including EKKA.
- Installed a second electric vehicle charging unit in King George Square Car Park to deal with growing demand.
- The free electric vehicle charging station in King George Square Car Park was used by 1457 customers, an increase of 34.9% on last year.
- The number of vehicles (38,470) using the weekend special parking tariff in Wickham Terrace Car Park increased by 20.5% on last year.
- The total number of vehicles using both King George Square and Wickham Terrace car parks increased from 604,435 to 631,868.
- More than 5.7 million parking meter transactions recorded at 8032 on-street spaces, equalling around 24 million hours of parking.
- Continued to upgrade on-street parking technology and improve meter reliability through better solar and battery management. This reduced battery changes by 10% on last year.
- Delivered efficiencies with on-street parking meter locations, undertaking a trial in Kelvin Grove and Buranda.
Challenges

INTEGRATED PARKING MANAGEMENT

New and emerging technology is changing customers’ expectations of how they search and pay for parking. This presents opportunities and challenges for Council, with City Parking already preparing for technologies that are just around the corner.

A number of future projects have already been identified to meet shifts in current and future requirements including:

- developing improved data systems to manage kerbside assets
- improving infringement issuing and processing
- improving web-based information for customers including information on the general availability of parking at any time of the day.

Council is initiating research projects in partnership with local universities that will assist in delivering some of its parking initiatives. It is also the only local government participating in the Australian Government’s iMove CRC.

The iMove CRC was established to coordinate research over the next 10 years into the emerging technologies associated with intelligent transport systems, personal mobility and the efficient and safe movement of goods.

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Weekend parking occupancy for Wickham Terrace Car Park

The annual number of vehicles using Wickham Terrace Car Park on weekends is steadily increasing.

Electric vehicle charging – King George Square Car Park

The annual number of vehicles using the free electric charging station in King George Square Car Park is steadily increasing.
CellOPark pay by phone application

The 2017-18 financial year saw Council make paying for parking even easier for CBD visitors. Its app-based parking system, CellOPark, was expanded to include Council’s inner-city off-street car parks at King George Square and Wickham Terrace.

Having led the way in moving to pay-by-plate parking meters in 2007, Council has continued to add features and services around this technology over the past 10 years.

In 2016, Council partnered with CellOPark Australia to introduce pay-by-app technology, allowing drivers to pay for on-street parking without going to the meter, via their smartphone or other device (a recommendation of the independent Parking Taskforce).

CellOPark customers can now use their account to pay for parking in both on and off-street Council operated locations, with the app automatically recognising when they enter the car park and notifying them on their phone that they can pay through CellOPark, if they choose.

Since the implementation of CellOPark, there has been a shift of approximately 8% from coin to mobile app payments, with coin payments dropping from 26% to 18% of total paid parking transactions.

CellOPark is also available for paid parking at the University of Queensland and in other capital cities, making parking more convenient to customers.

Fifteen-minute free parking and other valid Council parking special deals can also be accessed through the CellOPark app.
A Council parking meter
Field Services

As a quality endorsed business, Field Services’ objective is to enhance Brisbane’s liveability by providing waste management, civil construction, cleansing and urban maintenance services to Council that meet customer expectations in productivity, availability and value for money.
What we do

Field Services delivers a broad range of products and services including:

- civil construction
- quarry and civil construction products
- asphalt production, transport and laying
- road resurfacing, road maintenance and line marking
- waste and resource recovery management
- open space maintenance, including parks, botanic gardens and natural resources
- city cleansing
- pest and mosquito management
- signs maintenance and installation
- graffiti removal
- fleet, plant and equipment procurement and disposal
- fleet, plant and equipment servicing, maintenance and repairs
- maintenance of civil assets across Brisbane
- fire management.

Field Services contains seven branches:

- Asphalt and Aggregates
- Construction
- Urban Amenity
- Commercial Services and Business Improvement
- Asset Services
- Waste and Resource Recovery Services
- Fleet Solutions.

Overview

Field Services is the key interface between asset owners, program partners and customers through the delivery of civil construction and maintenance services, in conjunction with the high-level management of service contracts.

Linking with our corporate partners, Field Services continues to drive operational excellence through improvement initiatives that deliver productivity savings to Council and value to customers.

Field Services works across Council’s programs: Transport for Brisbane; Infrastructure for Brisbane; Clean, Green and Sustainable City; Future Brisbane; Lifestyle and Community Services; Customer Service; Economic Development and City Governance.
Corporate plan scorecard

This scorecard summarises progress in achieving the medium-term objectives of the Corporate Plan. This is central to achieving Council’s long-term community plan, Brisbane Vision. Overall performance is determined by measuring our achievements against key performance indicators and the progress of major initiatives.

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<td>Provide high-quality, innovative and value-for-money services to Council.</td>
<td>✓</td>
</tr>
<tr>
<td>Deliver programmed services on time and within scope and budget that enhance Brisbane’s liveability.</td>
<td>✓</td>
</tr>
<tr>
<td>Field Services’ workforce will have a uniform focus on safety and wellbeing as a critical business enabler.</td>
<td>✓</td>
</tr>
<tr>
<td>Field Services will have an engaged, adaptable and highly skilled workforce.</td>
<td>✓</td>
</tr>
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</table>
Performance – key results and achievements

QUALITY CIVIL CONSTRUCTION AND MAINTENANCE SERVICES TO COUNCIL

As a quality endorsed business, Field Services’ objective is to provide civil construction and maintenance services to Council that meet customer expectations in productivity, availability and value for money.

Key results for 2017-18

Waste and resource recovery management

♦ More than 139,000 visitors to the recycling sheds at Council’s four resource recovery centres.
♦ Recorded a 5% increase in the amount of recyclable materials collected at Council’s resource recovery centres.
♦ Collected and processed more than:
  – 90,000 tonnes of domestic recyclables
  – 23,000 tonnes of green waste through the fortnightly green waste recycling service
  – 328,000 tonnes of domestic waste.

Road resurfacing and maintenance

♦ Produced more than 1.25 million tonnes of high-quality civil construction materials.
♦ Produced more than 430,000 tonnes of hot mixed asphalt.
♦ Repaired more than 71,800 potholes.
♦ Resurfaced more than 1 million m² of road pavement using 150,000 tonnes of asphalt and granular pavement recycled from road resurfacing projects.
♦ Completed 36.35 km of kerb and channel works.
♦ Conducted street sweeping across 177 suburbs.

Asset management and maintenance

♦ Delivered new or upgraded footpaths for 227 streets, with more than 44,140 m² of concrete for new footpaths.
♦ Delivered more than 8282 m² of concrete to replace existing bikeways and construct new bikeways.
♦ Identified and prioritised 694 streets for rehabilitation/resurfacing as part of the Lord Mayor’s 2000 Smoother Streets initiative, ensuring the $360 million four-year commitment is on track with 667 streets resurfaced in 2017-18.
♦ Maintained 166,586 gullies to ensure Brisbane’s stormwater system can respond to rain events.
♦ Responded to more than 97,700 community requests for maintenance.
♦ Completed construction of Brisbane Landfill’s seventh cell and commenced filling.
♦ Maintained 54 major mall and Suburban Centre Improvement Projects.
Hazard prevention

- Replaced or relined more than 1.6 km of drainage works at 25 locations across Brisbane to manage the risk of flooding.
- Completed 49 stormwater and rehabilitation drainage works, and constructed 266 stormwater gullies to reduce the impact of storm events on the drainage network.
- Continued to manage bushfire risk for more than 6679 ha of bushland across the city including:
  - delivered 13 hazard reduction burns on Council bushland across 170.5 ha as part of bushfire risk mitigation
  - responded to 15 wildfires on Council-owned bushland across 34.94 ha to reduce the potential impacts on the community, critical infrastructure, Council assets and the environment.
- Monitored and managed more than 2370 mosquito breeding sites in partnership with the Customer Services program:
  - inspected and treated 79,165 ha
  - aerial treated 20,142 ha of saltmarsh mosquito breeding sites
  - conducted 13 saltmarsh aerial mosquito spray treatments.

Open space maintenance

- Delivered 73 playground upgrades and installed eight new playgrounds.
- Conducted more than 700 inspections of public power and light poles, resulting in the repair and replacement of 10 poles.
- Planted 12,017 trees in parks and on streets to help Council maintain its carbon neutral status.
- Performed maintenance works on 71,333 street and park trees.
- Upgraded 11 parks to improve access for people with disability.
- Delivered park servicing across more than 2100 parks and urban areas:
  - more than 112,715 cleans for public barbecues
  - refurbished 16 electric barbecues
  - performed 104,046 toilet cleaning services on more than 212 public toilets
  - refurbished seven existing toilet blocks to meet accessibility requirements.
- Partnered with the Clean, Green and Sustainable City program to welcome 130,903 visitors to Boondall Wetlands, Downfall Creek Environment Centre and Karawatha Forest Discovery Centre.
- Worked with the Customer Services program to remove graffiti, with tags painted over and the rest being removed using chemical cleaning.
- Removed 65,735 graffiti tags across the city.
The Wildlife Conservation Partnership program supported 708 partners across 2318.55 ha of private land.

- Cut 83,776 ha of grass in parks (63,347 ha) and along roads (20,419 ha).
- Welcomed more than 627,000 visitors to Brisbane Botanic Gardens Mt Coot-tha.
- Welcomed more than 171,000 visitors to Mt Coot-tha Visitor Information Centre.
- Delivered 10 major events at Brisbane Botanic Gardens Mt Coot-tha, with more than 33,500 attendees.
- Delivered more than 4712 guided walks at City Botanic Gardens and Brisbane Botanic Gardens Mt Coot-tha.
- Completed more than 45,230 horticultural maintenance services in parks with a customer positive satisfaction of 98%.
- More than 1326 Habitat Brisbane community volunteers completed 51,770 hours of work to support, protect and restore bushland, with more than 87,880 native trees planted.

Since the Acacia Ridge Tip Shop opened in 2010 and Geebung Tip Shop in 2012, more than 2800 tonnes of quality used, recycled and second-hand products have been diverted from landfill.

65,735 graffiti tags removed across the city

1 million m² of road resurfacing

>87,880 native trees planted
Challenges

STORMWATER DETENTION BASIN IMPLEMENTATION

Brisbane is built on a flood plain with an extensive creek network, meaning citywide and localised flooding is an ongoing challenge. Council seeks to implement flood mitigation measures that are holistic and without trade-off or other significant factors impacting the local area and Brisbane city.

Stormwater detention is a proven mitigation strategy for localised flooding but presents its own challenges for Council to consider including:

- flow on impacts on surrounding land
- project management challenges
- location factors and impacts of works on local area
- Queensland government interests and referral requirements
- cultural and environmental significance of land.

While the above factors can vary from site to site, each requires significant planning, consultation and management measures to achieve integrated outcomes that are sensitive to the individual site.

The Gordon Road detention basin is an example of this. The project to convert an existing pond within Mt Coot-tha Forest Reserve into a stormwater detention basin required a holistic approach to navigate complex project requirements needing:

- engagement with local and cultural communities
- preparation and execution of impact management plans (such as traffic changes, noise impacts etc. during construction)
- surveys of the areas environmental and biodiversity significance.

Council worked closely with the local community to identify risks, and developed a project plan that included a pre works survey, cultural Heritage Management Plan and scheduled works during school holidays so as not to impact the nearby Bardon State School.

IMPROVING PEDESTRIAN ACCESS IN A BUSY CBD STREET

Each year, Council undertakes a program of infrastructure maintenance and upgrade works across Brisbane. These are essential to ensure the city has the services and infrastructure to meet current and future needs. However, each project presents
its own challenges, and minimising potential noise, traffic, dust, lifestyle and economic impacts is a key priority.

Large projects such as the Edward Street Upgrade present multiple challenges and require tailored mitigation strategies.

This financial year, Council upgraded Edward Street, one of the city centre’s busiest streets and Brisbane’s home of high-quality retail. The project included widening and upgrading the highly-pedestrian southern footpath between Queen Street and Charlotte Street; installing 23 mature trees, street furniture including seats, bins and bollards; upgrading street and footpath lighting; providing loading and passenger drop-off zones and installing public artwork.

The project presented significant challenges, including pedestrian and business management (approximately 40,000 pedestrians use this section of Edward Street each day). Asphalt was laid at the end of each shift to progress the project and maintain safe, 24/7 pedestrian access along the street, and entry to the local retail, dining and business premises.

Edward Street is also a major vehicle and bus transport route in the CBD, and lane closures were permitted at night for works to occur. This ensured safe pedestrian access at all times and enabled bus services and motorist access to continue throughout the day. A single lane was closed from 7pm and two lanes were closed between 9pm and 5am.

Another challenge of working within the CBD included the complex system of services, such as power, gas and telecommunications, located within the footpath. Field Services was able to find a balance between construction activities, pedestrian access and retail trading in this complicated project space to complete the upgrade. The project was delivered two weeks ahead of schedule, even including additional works undertaken, under budget and without any service damaged during the 12 months on site.

Green waste recycling service – total number of bins

Green waste recycling service participation rates are increasing, diverting green waste from landfill.
New waste and resource recovery service contracts

Council is boosting the wider Queensland economy by awarding the largest waste service contracts in Australia in 2018. Worth a combined $3 billion, the contracts secure up to 200 local jobs for more than a decade.

A new fleet of waste, recycling and green waste collection trucks was manufactured, tested and unveiled in June ahead of the new services commencing in July 2018. Of the fleet of 148 trucks, 134 are new and 92 of these were built in Queensland, supporting employment and the development of the state’s engineering expertise.

The fleet provides more than 730,000 bin services each week and includes new safety features, with a minimum of eight back-to-base ‘live’ monitoring cameras. Positioned on and around the vehicle, the cameras improve safety and visibility in front, behind and to the sides of the trucks, providing visuals of what goes into the trucks and the recording of services or incidents for future review.

Most of the data will be overwritten every two to three months, however, Council will keep specific data when required, such as an incident occurring involving a waste truck.

The presentation of images and information on the screens inside the trucks has been thoroughly assessed to allow drivers to better focus on delivering a safe and efficient service, while improving back-to-base communication.

While the fleet has a new look, with blue paint and new signage, there have been no changes to bin days, meaning a smooth transition for the whole Brisbane community and ensuring the positive reputation of the waste collection service is maintained.

The new fleet is not only safer, but helps keep Brisbane clean, green and sustainable. All trucks meet current Euro 5 emissions standards and some also meet Euro 6 standards.

The use of sophisticated mapping and other technologies also improves fleet efficiency, and trucks will be upgraded and replaced as required over the contract. Improvements will be focused on increased customer service and efficiency.

The record waste services contracts follow a fresh approach to waste procurement based on Council’s long-term objectives to keep Brisbane clean and green, and to build the local economy while creating jobs.

Early market engagement was undertaken resulting in four major contracts:

- Resource Recovery Innovation Alliance – Cleanaway
- Waste, Recycling and Green Waste Collection Services – SUEZ
- Green Waste Processing Services panel of suppliers – NuGrow Metro, Phoenix Power Recyclers and Wood Mulching Industries (WMI)

By delivering a strong plan now, with a vision that looks to the future, Council is improving quality of life for residents while ensuring the city has the services to meet the needs of future generations.