

Gippsland Freight Infrastructure Master Plan

Attachment A - Survey Responses



DRAFT

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Client: Committee for Gippsland

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Prepared by

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DRAFT**Quality Information**

Document Gippsland Freight Infrastructure Master Plan

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Prepared by Ian Hopkins

Reviewed by Mandy Habener

Revision History

Revision	Revision Date	Details	Authorised	
			Name/Position	Signature
A	12-Sep-2013	For Information	Chris Cook Team Leader - Bairnsdale	

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Carrier)

Business Name	Asixa Logical Outcomes Pty Ltd
Location	Pakenham
Industry Sector	Transport
Interviewer	
Interviewee	
Date	
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major loads come from?</p> <p>b) Where are your major loads bound for?</p> <p>c) What are the general volumes?</p> <p>d) What routes are taken and why? -any lost opportunities?</p>	<p>Freight comes generally from Melbourne but after consolidation is despatched throughout Gippsland from our Pakenham depot.</p> <p>Throughout Gippsland, mainly the larger towns but some smaller places (eg CFA freight)</p> <p>Volumes can vary. Generally, 7 rigid loads of freight each day, approx 84 pallet spaces.</p> <p>(Main Routes) Princes Highway, South Gippsland Highway, Bass Highway, Strzelecki Hwy, Traralgon Maffra Road, Sale Maffra Rd, Hyland Hwy</p>

	<p>e) What issues do you currently have with these routes? – between which areas?</p> <p>Peak hour congestion in Traralgon Leongatha Korumburra</p> <p>Traralgon Maffra Rd continually potholed due to number of logging trucks and other very heavy vehicles using narrow two lane road</p>	
<p>2</p>	<p>Let's move on to other freight movements.</p> <p>a) What other tasks do your trucks need to perform? E.g. trips for fuelling, maintenance, ad-hoc freight</p> <p>b) What are the general volumes involved?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>N/A</p>

3	What types & quantity of vehicles are in the fleet?	Our seven rigid vehicles servicing Gippsland are comprised of six 12 pallet and one 14 pallet tautliner all equipped with tailgates.
4	When is the main time of use?	4am to 4pm
5	What role does Gippsland play in your operations –, destination, labour, training/admin, trailer exchange, maintenance etc.	Around 20% of freight handled by us is destined for Gippsland
6	Is the demand seasonal? Are there implications of this?	No

The Future

No	Question	Feedback
1	Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?	Increase in volumes due to business growth of 5-10% per annum
2	Please identify any potential or emerging freight network issues.	
3	Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)	Short term total electronic communication and monitoring of freight movements
4	How might some network issues be	Building of bypasses

	resolved?	
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Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	Traralgon, Princes Hwy Koo Wee Rup Leongatha Korumburra
2	How do roads operate during peak holiday season?	No issues from our perspective.
3	Safety – how do trucks operate amongst people?	No issues from our perspective.
4	Safety – how do trucks operate amongst cyclists?	No issues from our perspective.
5	Safety – how do trucks operate through towns?	No issues from our perspective.
6	Are there conflict points with school buses?	No
7	Do you serve ports? What products do you take in and out?	Port Franklin oil rig supplies

8	Desired lines – where would you like to run freight to?	We run to all destinations, but primarily the major towns.
9	Is the transport network reliable? Network reliability – upstream & downstream	Generally speaking, yes.
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	Floods, Subsidence and several Major Road works on the same Highway at the same time as well as other unrelated maintenance in between.

Outcomes

No	Question	Feedback
1	What would you see as a freight road hierarchy for Gippsland: a. Principal /significant roads b. Feeder roads c. Roads not suitable for freight	A Princes Highway, South Gippsland Highway, Bass Highway, Strzelecki Hwy, Traralgon Maffra Road, Sale Maffra Rd, Hyland Hwy. B The majority of Formed and Metalled connector Rds C Licola Jamieson Rd and most unmade roads
2	What is the minimum standard of road you need?	
3	Are there specific locations with issues e.g. load ratings, bridges?	
4	Rail to road – is it a	Not really, due to overnight delivery requirements of our customers.

	possibility for your operation?	
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C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Generators)

Business Name	VicForests
Location	171 – 173 Nicholson Street, Orbost, VIC 3888
Industry Sector	Forestry
Interviewer	
Interviewee	Charles Stansfield
Date	2/8/13
Time	1000

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major inputs come from?</p> <p>b) What are the general volumes?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>The only inputs VicForests moves is logging machinery to coupes scattered across the state via large floats. This is governed by a permit process for the majority of the network. In the main logging machinery is floated on the DEPI managed road network ie. floating machines between coupes</p>

<p>2</p>	<p>Let's move on to Outputs.</p> <p>a) Who do you service, where are they located?</p> <p>b) What are the general volumes involved?</p> <p>c) What routes will be taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>a) Main customers are Australian Paper, Maryvale, ASH Pty Ltd in Heyfield, South East Fibre Exports in Eden, NSW, Dormit in Dandenong and Swifts Creek. There are also a range of other small customers by volume. These customers represent ~ 65% of total volume hauled</p> <p>b) VicForests hauls ~ 1.5 million tonnes annually from all state wide harvesting operations. Harvesting areas are centered in Eastern Victoria (east of the Hume Freeway) state forest and customers scattered across Eastern Victorian towns</p> <p>c) Main routes taken include the Princess Freeway into Maryvale, Heyfield and Eden. VicForests pays the most cost effective route, irrespective of the truck configuration. VicForests hauls on a combination of VicRoads, Shire and DEPI road networks.</p> <p>d) Main issue with the current routes are centered around East Gippsland where there is a distinct lack of shoulder of the Princess Freeway. Other problem areas are the feeder roads which do not get the level of maintenance as compared with the freeways eg. Moe Road, Hillend Road, Yarra Junction to Powelltown Road.</p>
<p>3</p>	<p>What are your primary cost drivers?</p>	<p>Distance from coupe to destination, truck configuration and quality of roads</p>
<p>4</p>	<p>What types & quantity of vehicles are in the fleet?</p>	<p>Fleet is made up of a mix of B double, mini b double and single configurations. B double configurations make up about 45% of our fleet. Single configurations ~ 55% of the fleet. All vehicles require an annual roadworthy unless they have a certified maintenance management system. Some vehicles are accredited for higher mass.</p>
<p>5</p>	<p>When is the main time of use?</p>	<p>Monday to Saturday up to 24 hours per day</p>

6	What role does Gippsland play in your operations – destination, labour, training/admin, maintenance etc.	Destinations (AP, Maryvale, ASH Pty Ltd, Heyfield, SEFE, Eden and Dormit, Swifts Creek – these 4 destinations represent ~ 65% of our total tonnage). Many truck drivers would also reside in Gippsland. We currently have ~ 260 trucks in our fleet. Majority of training would also be done in Gippsland.
7	Is the demand seasonal? Are there implications of this?	Demand is year round but is higher in summer and lower in winter (driven by the ability to work the bush and drive bush roads more in summer than winter). Implications of this area that we store timber in storage areas during the summer and deliver over winter to provide 12 months of deliveries for customers and 12 months work for truck drivers. Implications are a heavy amount of truck traffic during summer.

The Future

No	Question	Feedback
1	Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?	Volume is relatively stable going forward with no major changes expected in customer locations.
2	Please identify any potential or emerging freight network issues.	Deteriorating quality of feeder roads. Feeder roads are simply patched up and not fixed properly leading to increased costs over time.
3	Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)	All VicForests trucks are moving to satellite tracking as well as EBS/ESC on trailers to prevent rollovers. The current fleet of ~ 45% B doubles and 55% singles will remain reasonably static.
4	How might some network issues be resolved?	Improved funding for log haul routes. Better maintenance programs in place.

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	No major congestions points for VicForests trucks in East Gippsland
2	How do roads operate during peak holiday season?	No issues. Only impact is on the Baw Baw Tourist Route where we have to manage in conjunction with snow traffic
3	Safety – how do trucks operate amongst people?	VicForests regulate the haulage contractors and trucks via haulage route plan advising of the route from coupe to mill, any stakeholder issues such as school buses, UHF channels etc
4	Safety – how do trucks operate amongst cyclists?	No issues
5	Safety – how do trucks operate through towns?	No issues
6	Are there conflict points with school buses?	VicForests make school bus operators aware of the proposed haulage routes on the DEPI road network.
7	Do you serve ports? What products do you take in and out?	VicForests services customers who are located at ports eg. SEFE at Eden. VicForests only takes products into customers but not out.
8	Desired lines – where would you like to run freight to?	VicForests does not expect any new customers with new destinations.

9	Is the transport network reliable? Network reliability – upstream & downstream	To an extent. There are some issues with the shoulders on the Princess Highway in East Gippsland as well as a lack of adequate maintenance on the feeder roads. The Princes Highway in East Gippsland was also blocked for a period of time due to a wind storm and trees blown over the road. This impacted our operations considerably.
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	Weather events, constant road maintenance due to poor road maintenance from the outset

Outcomes

No	Question	Feedback
1	What would you see as a freight road hierarchy for Gippsland: a. Principal /significant roads b. Feeder roads c. Roads not suitable for freight	Feeder Roads.
2	What is the minimum standard of road you need?	Well sealed, well shouldered, not pot holes (well maintained). This impacts on travel time and damage to trucks
3	Are there specific locations with issues e.g. load ratings, bridges?	Only on the DEPI road network
4	Rail to road – is it a possibility for your	In the past VicForests delivered wood into Bairnsdale which was then railed to Midway, Geelong. However, due to the cost of rail versus road and the declining volumes economies of scale lead to the rail service

	operation?	closing. Otherwise rail is not an option given the scattered location of our coupes and customers.
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C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Generators)

Business Name	R. Radford & Son Pty Ltd
Location	Skinners Road Warragul
Industry Sector	Agriculture – Wholesale butchers and Abattoir
Interviewer	
Interviewee	Rob Radford
Date	
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major inputs come from?</p> <p>b) What are the general volumes?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Inwards – Daily deliveries of livestock – cattle, sheep and goats. General deliveries from service providers with supplies and parts</p> <p>Livestock is sourced from markets all over Victoria, parts of NSW, South Australia and occasionally Tasmania.</p> <p>25 Semi-trailer loads of livestock per week.</p> <p>Because of the size of the transport vehicles the use manly the freeway systems and major highways and roads. E.g. Hume Highway and Princes Freeway as these are the quickest, safest and easiest routes.</p> <p>Getting through Melbourne coming from other states.</p> <p>The peak hour traffic in Melbourne and the congestion on the outskirts of the major city when coming from regional areas.</p>

<p>u</p>	<p>Let's move on to Outputs.</p> <p>a) Who do you service, where are they located?</p> <p>b) What are the general volumes involved?</p> <p>c) What routes will be taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Retail, Wholesale and supermarket trade of carcass and boxed meat.</p> <p>Melbourne Metropolitan and outer areas, Mornington Penninsula, Gippsland region and Sydney NSW.</p> <p>90 ton meat to Sydney per week 200 ton meat to Melbourne regions per week</p> <p>For Interstate delivery to NSW – Main freeway route as it is the easiest, safest and quickest. For Melbourne Metropolitan deliveries – main highway system is used into Melbourne then use main feeder system routes to get to shops and centres for deliveries. For Gippsland deliveries the Princes Highway and main road system is used. Lost opportunities occur when you are held up due to traffic conditions, bad road conditions, accidents etc.</p> <p>Peak hour traffic conditions on main freeway system. Council curfews on deliveries in built up areas are a big problem. Trading hours traffic during deliveries. Lack of upkeep by Councils on local roads and maintenance. Trees in suburban shopping delivery zones are a problem when not kept contained by Councils. These restrict deliveries and damage trucks causing extra costs.</p>
<p>3</p>	<p>What are your primary cost drivers?</p>	<p>Labour – wages, fuel, running costs and maintenance of trucks.</p> <p>Tollway costs</p>
<p>4</p>	<p>What types & quantity of vehicles are in the fleet?</p>	<p>8 Radford owned trucks – dual axle heavy rigid. 5 contractors – semi trailers</p>
<p>5</p>	<p>When is the main time of use?</p>	<p>Between 6.00pm and 9.00am for Melbourne deliveries Between 6.00 ma and 4.00pm for regional deliveries Sydney arrival times are between midnight and 6.00 am</p>

6	<p>What role does Gippsland play in your operations – destination, labour, training/admin, maintenance etc.</p>	<p>Main central role.</p> <p>Processing plant located in Warragul. All livestock is delivered to Warragul to be processed and leaves the same plant to be delivered to customers at various locations .</p> <p>All administration, logistics, training, labour and maintenance are all carried out from the Warragul Plant.</p>
7	<p>Is the demand seasonal? Are there implications of this?</p>	<p>Yes. Agribusiness processing so the business can be dictated by seasonal conditions. Never the less the plant operates 5 days per week 52 weeks of the year. Input and output does change due to conditions.</p>

The Future

No	Question	Feedback
1	<p>Do you expect any change in your market in the:</p> <p>short-term (next 5 years); and</p> <p>long- term (next 20 years)?</p>	<p>Production will drop coming out of drought conditions and livestock prices impact on demand and conditions. Expect production to still be steady following past trends.</p> <p>We hope to expand to Export status which will have a big impact on the business.</p>
2	<p>Please identify any potential or emerging freight network issues.</p>	<p>Peak hour traffic.</p>
3	<p>Do you expect to change your operations, technology or transport modes in the?</p> <p>Short-term (5 years)</p> <p>Long term (20 years)</p>	<p>All operations will still be by road.</p> <p>Will be implementing tracking technology in the near future.</p> <p>Will be updating logistics software and procedures.</p> <p>Will endeavour to excel with the guidelines, procedures and expectations of the industry.</p> <p>Expect to be adapting to changing conditions, implementing better technology and general updating infrastructure, IT, training, administration and keeping up with the times with all aspects of the operation.</p>
4	<p>How might some network issues be resolved?</p>	<p>By construction of new freeways and links and tunnels through city.</p> <p>General infrastructure improvements.</p>

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	Monash Freeway, old Princes Highway and feeder roads.
2	How do roads operate during peak holiday season?	Holiday period roads are quieter in our delivery areas.
3	Safety – how do trucks operate amongst people?	Operate with no trouble. Drivers are trained in all aspects of safety.
4	Safety – how do trucks operate amongst cyclists?	With caution. Drivers are trained in all aspects of safety and road conditions.
5	Safety – how do trucks operate through towns?	Abide by all traffic road rules, signs and local curfews.
6	Are there conflict points with school buses?	Not generally.
7	Do you serve ports? What products do you take in and out?	No.
8	Desired lines – where would you like to run freight to?	N/A
9	Is the transport network reliable? Network reliability – upstream & downstream	The network is reliable when there are no infrastructure failure, accidents or congestion.

10	<p>What sorts of events disrupt your transport service? What effect does this have on your business and customers?</p>	<p>Apart from accidents and general road conditions we have no major issues.</p> <p>Any special events held that cause closures etc are not generally held during our main operational hours or conflict with delivery times.</p>
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Outcomes

No	Question	Feedback
1	<p>What would you see as a freight road hierarchy for Gippsland:</p> <p>a. Principal /significant roads</p> <p>b. Feeder roads</p> <p>c. Roads not suitable for freight</p>	<p>Double lanes through Gippsland eg Traralgon to Sale.</p> <p>Better maintenance to eliminate bad road surfaces, pot holes and unsafe conditions.</p> <p>Need a lot more maintenance</p>
2	<p>What is the minimum standard of road you need?</p>	<p>Good quality bitumen wide enough for 2 trucks or semis to pass.</p>
3	<p>Are there specific locations with issues e.g. load ratings, bridges?</p>	<p>Not on the routes we currently use.</p>
4	<p>Rail to road – is it a possibility for your operation?</p>	<p>No.</p>

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Carrier)

Business Name	QUBE
Location	
Industry Sector	
Interviewer	Chris Cook
Interviewee	Geoff Hartley
Date	
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major loads come from?</p> <p>b) Where are your major loads bound for?</p> <p>c) What are the general volumes?</p> <p>d) What routes are taken and why? -any lost opportunities?</p> <p>e) What issues do you currently have with these routes? – between which areas?</p>	<p>* QUBE do not currently operate in Gippsland so these answers are mainly Conceptual</p> <p><i>If Rail terminal was implemented in Bairnsdale or freight serviced to Morwell terminal:</i> Bairnsdale terminal would be serviced from within an 80-100km radius more so from the east as Morwell terminal would contest west side inputs.</p> <p>Inputs are sent to possible Bairnsdale terminal or current Morwell terminal then delivered by rail to Melbourne Port Intermodal System</p> <p>To be viable the general volumes required would be around 12,000 containers per annum Road to Rail: equates to around 12,000 semis or 6000 B- Double or a strategic mix of these that equates to 12,000 rail containers</p> <p>Princess Hwy (A1), Great Alpine Rd, Bruthen-Buchan Rd (C620, C608), Monaro Hwy (B23)</p> <p>Only roads that service area and that can carry freight. Road and bridge weight limitations (Stratford Bridge) mean that freight network isn't running at potential efficiency</p> <p>Would like to run at 48T capacity, but bridge such as Stratford bridge limits this. Capacity of roads, design of in town roundabouts etc. should be considered to handle high productivity vehicles (e.g. possible future needs of A doubles) Bypass congestion points such as Bairnsdale CBD to avoid the limitations of such areas.</p> <p>Management of the integration between freight and passenger services through Melbourne. Own and operate trains so can be effectively managed around Metro Link Short passing loop in between Morwell and Moe – restricts train length to 700m</p>

<p>2</p>	<p>Let's move on to other freight movements.</p> <p>a) What other tasks do your trucks need to perform? E.g. trips for fuelling, maintenance, ad-hoc freight</p> <p>b) What are the general volumes involved?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	
<p>3</p>	<p>What types & quantity of vehicles are in the fleet?</p>	<p>Optimal to use 25 wagon train – 50 containers per service – one service a day up and back</p>
<p>4</p>	<p>When is the main time of use?</p>	<p>24/7 – as required Trains run in early morning</p>
<p>5</p>	<p>What role does Gippsland play in your operations –, destination, labour, training/admin, trailer exchange, maintenance etc.</p>	<p>Through point – Bairnsdale Source local employment – Horsham had 20 locals sourced Training in logistics course</p>
<p>6</p>	<p>Is the demand seasonal? Are there implications of this?</p>	<p>Forestry seasonality: - Down in winter - Harvest peaks - Summer fires - Peaks in supply constant demand – storage management</p> <p>Mining – outbound demand is dynamic and always changing</p>

The Future

No	Question	Feedback
1	Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?	Constantly evolving to increase efficiency Need Lyndhurst and Altona nodes to develop to see change – capture possible development at Hastings ports
2	Please identify any potential or emerging freight network issues.	Issues in Gippsland - Environmental Issues: Ports and infrastructure - Landscape: Great Dividing range: limits infrastructure possibilities - Shallow Ports: Ship Capacity - Government lacking funding Aging Infrastructure Gold, silver and bronze rating on rail networks – Bronze and silver growing, Gold is diminishing. Going backwards
3	Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)	
4	How might some network issues be resolved?	Road network strategy to incorporate High Productivity Vehicles (H.P.V - larger freight) and integrate arterial network so it can work with rail Road infrastructure renewals on freight path incorporate long term freight needs (A Doubles and H.P.V)

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	CBDs, Road upgrades in progress
2	How do roads operate during peak holiday season?	N/A

3	Safety – how do trucks operate amongst people?	Trucks and Rail operate in accordance with best practice
4	Safety – how do trucks operate amongst cyclists?	
5	Safety – how do trucks operate through towns?	
6	Are there conflict points with school buses?	
7	Do you serve ports? What products do you take in and out?	Port of Melbourne – only port that for containers
8	Desired lines – where would you like to run freight to?	
9	Is the transport network reliable? Network reliability – upstream & downstream	
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	<p>Flooding - Washes away ballast – effects rail network Low lying freight paths are effected</p> <p>Heat – can't run rail in high heat – restricts speed by half causes delay</p>

Outcomes

No	Question	Feedback
1	What would you see as a freight road hierarchy for Gippsland: a. Principal /significant roads b. Feeder roads c. Roads not suitable for freight	Princess Hwy (A1), Great Alpine Rd, Bruthen-Buchan Rd (C620, C608), Monaro Hwy (B23)
2	What is the minimum standard of road you need?	B-Double
3	Are there specific locations with issues e.g. load ratings, bridges?	Handle H.P.V Stratford bridge would restrict efficiency – have to avoid or use smaller frieght
4	Rail to road – is it a possibility for your operation?	Yes as explained – need 12,000 container volume demand per annum

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Carrier)

Business Name	Pelz Haulage
Location	Newmeralla
Industry Sector	Transport
Interviewer	Chris Cook
Interviewee	Richard Pelz
Date	
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major loads come from?</p> <p>b) Where are your major loads bound for?</p> <p>c) What are the general volumes?</p> <p>d) What routes are taken and why? -any lost opportunities?</p>	<p>Fuel for trucks (from Melbourne), sawdust, firewood and on sell</p> <p>Sawdust, firewood, garden products, general items Heads east to Batemans Bay, Canberra, Melbourne and in between.</p> <ul style="list-style-type: none"> - Garden Centres in destinations - Log trucks from Hamilton to Eden and throughout (Swifts Creek, Bendoc, Heyfield etc - Woodchips and pulp go to Eden from Bendoc, Swifts Creek. Some goes to AP (Maryvale) <p>100,000T chips to Eden 40,000T Vic Forest (pulp and logs) 45,000T Garden Product 35,000T Hamilton (Pulp)</p> <p>Cann Valley Hwy Princess Hwy Bonang Hwy - Bonang is not suitable for B Doubles. Hence, have to use Cann Valley and A1</p>

	<p>e) What issues do you currently have with these routes? – between which areas?</p>	<p>Travel time restrictions through townships. Swifts Creek, Bonang, etc. - Princess Hwy closures due to wind and fire. Road was closed for 4 days in previous wind storm. - Lack of passing lanes and shoulders for pull over - Trees too close to road (leading to closures and truck damage)</p>
<p>2</p>	<p>Let's move on to other freight movements.</p> <p>a) What other tasks do your trucks need to perform? E.g. trips for fuelling, maintenance, ad-hoc freight</p> <p>b) What are the general volumes involved?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	
<p>3</p>	<p>What types & quantity of vehicles are in the fleet?</p>	<p>B Double (Triples and minis) Single semis (x7) 25 trucks in total</p>
<p>4</p>	<p>When is the main time of use?</p>	<p>5.5-6 days a week 24/7 Swifts Creek 5 days a week for Woodchips Restrictions on log trucks when going through towns due to stigma associated with those freight</p>

5	What role does Gippsland play in your operations –, destination, labour, training/admin, trailer exchange, maintenance etc.	<ul style="list-style-type: none"> - 70-80% of business comes from and goes to East Gippsland - All maintenance and staff are local - Parts come from East Gippsland
6	Is the demand seasonal? Are there implications of this?	Better access into bush during winter which quickens transit

The Future

No	Question	Feedback
1	Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?	<ul style="list-style-type: none"> - Mining with Eastern Iron - Need to diversify into value adding products due to decline in timber industry
2	Please identify any potential or emerging freight network issues.	<ul style="list-style-type: none"> - Decline in timber industry - Declining workforce
3	Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)	Mining in WA/QLD is attracting drivers away from area Environment is changing
4	How might some network issues be resolved?	<ul style="list-style-type: none"> - Help emerging industries establish in East Gippsland Shire - Labour force needs certainty. Need to create work opportunities

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	<ul style="list-style-type: none"> - Bairnsdale during peak holidays - SE Arterial (Melb). Timing truck travel around peak - Sale back road cannot have B Double and is poor condition - Need Bairnsdale Bypass
2	How do roads operate during peak holiday season?	<ul style="list-style-type: none"> - Too congested around Bairnsdale - All roads in EGSC are effected during peak
3	Safety – how do trucks operate amongst people?	<ul style="list-style-type: none"> - Issue in Bairnsdale CBD - People need education on the interaction between cars and trucks - All Pelz trucks are on GPS to stop speeding
4	Safety – how do trucks operate amongst cyclists?	
5	Safety – how do trucks operate through towns?	<ul style="list-style-type: none"> - No engine brakes after hours - Bairnsdale is a major hold up going through CBD (particularly in peak time) - Truck route should not be through town centres - Alternate routes should also consider driver welfare (amenities, food, etc.)
6	Are there conflict points with school buses?	<p>At present Pelz is banned from using some roads during school bus time. This should be changed to slower speed limits with communications and signs to allow both transits to use.</p> <p>Definite need to educate bus drivers, kids and parents around bus stops and parent drop off points on the threat towards safety with truck routes going through these areas.</p>
7	Do you serve ports? What products do you take in and out?	<p>Transport to SEFE. 24/7</p> <p>Woodchips throughout EGSC</p> <p>100,00T in and 50,000T out (bark)</p>
8	Desired lines – where would you like to run freight to?	Greater utilisation of Eden Port and improvement of the Princess Hwy
9	Is the transport network reliable? Network reliability – upstream & downstream	Lack of mobile phone network coverage is a large concern. It is a restriction and safety issue around fires etc.
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	<p>Big delay effects</p> <p>Last wind storm resulted in a 4 day closure of A1. 60 loads cancelled with \$60,000 income lost</p>

Outcomes

No	Question	Feedback
1	<p>What would you see as a freight road hierarchy for Gippsland:</p> <p>a. Principal /significant roads</p> <p>b. Feeder roads</p> <p>c. Roads not suitable for freight</p>	<p>Princess Hwy Bonang Cann Valley</p> <p>Omeo Hwy Cann Valley Bonang</p> <p>All of the above are not at the require standard for efficient and effective transit</p>
2	<p>What is the minimum standard of road you need?</p>	<p>B Double rating</p>
3	<p>Are there specific locations with issues e.g. load ratings, bridges?</p>	<p>Sale Bypass below B Double rating No B Double allowed on Bonang</p>
4	<p>Rail to road – is it a possibility for your operation?</p>	<p>Not at this point in time</p>

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Generators)

Business Name	monacellars wines and spirits
Location	Cnr Tramway Rd and Princes drive
Industry Sector	liquor industry
Interviewer	
Interviewee	Mario Monacella
Date	11/08/2013
Time	8.00 pm

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major inputs come from?</p> <p>b) What are the general volumes?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Melbourne and Sydney via Hume hwy and Princes hwy</p> <p>Approx 150 pallets per week average</p> <p>Main freeway and logistical centres - Dandenong South , laverton and Wollongong</p> <p>No lost opportunities for inputs</p> <p>Congestion thru out metro Melbourne</p>

<p>2</p>	<p>Let's move on to Outputs.</p> <p>a) Who do you service, where are they located?</p> <p>b) What are the general volumes involved?</p> <p>c) What routes will be taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Hospility industry and retail liquor sales</p> <p>Approx 150'pallets per week</p> <p>All major roads thru out Gippsland and Eastern Melb suburbs</p> <p>Routes determined by customers location and demands</p> <p>Congestion and poorly maintained roads</p> <p>Congestion on main metro roads and Traralgon</p> <p>And poorly maintained roads in Gippsland</p>
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3	What are your primary cost drivers?	wages and fuel
4	What types & quantity of vehicles are in the fleet?	12 vehicles in the Fleet , ranging from 2 tonnes vans to prime movers
5	When is the main time of use?	6 am to 5 pm Monday to Friday
6	What role does Gippsland play in your operations – destination, labour, training/admin, maintenance etc.	destination 70 % labour 100% training/ admin 100% Maintenance 90%

7	Is the demand seasonal? Are there implications of this?	<p>peak trading period is between December and April</p> <p>No great implications concern</p>

The Future

No	Question	Feedback
1	<p>Do you expect any change in your market in the:</p> <p>short-term (next 5 years); and</p> <p>long- term (next 20 years)?</p>	<p>lack of business confidence in gippsland and future direction is a negative vibe and will continue to halt invest in our business in the short term</p> <p>The lack of economical growth in Gippsland in driving our future directions to the west closer to metro Melb and growth corrodes . This may lead to a relocation closer to</p> <p>Lager customer bases, especially in the Pakenham / Carboroune areas</p>
2	<p>Please identify any potential or emerging freight network issues.</p>	<p>Not at present , the lack of direction for growth is creating investment stagnation</p> <p>Future plans of growth needs to be established and from there a logical framework developed from that . Freight and distribution is a by-product of other primary industries eg tourism, farming ,manufacturing, education and mining so if these areas grow and creat wealth then our business is in greater demand.</p>
3	<p>Do you expect to change your operations, technology or transport modes in the?</p> <p>Short-term (5 years)</p> <p>Long term (20 years)</p>	<p>It will depend on future directions and demand but we will continue to develop our operation via IT and improving efficiencies thru our business in order to take advantage of opportunities to increase sales</p> <p>developing the business to keep up with growth and demands . As the last 10 yrs , investing in systems and people to create a platform for growth . Planning for the future in imperative , creating an educated future vision and working to achieving long term goals.</p>

4	How might some network issues be resolved?	Investment in gippsland roads Framework for investment in gippsland
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Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	monash fwy , Pakenham , Traralgon
2	How do roads operate during peak holiday season?	poorly in certain area eg Phillip island ,Traralgon to Sale But in general not too bad
3	Safety – how do trucks operate amongst people?	our drivers are all well trained and customer focused , so very good
4	Safety – how do trucks operate amongst cyclists?	safety is a poirity
5	Safety – how do trucks operate through towns?	all driver are trained to obey traffic rules as penalties are paid by drivers so Huge Incentive.

6	Are there conflict points with school buses?	No
7	Do you serve ports? What products do you take in and out?	No
8	Desired lines – where would you like to run freight to?	growth in gippsland is our passion but reality is pushing business to the west Thence easier access to metro grow areas eg Pakenham , Hastings , and Cranbourne
9	Is the transport network reliable? Network reliability – upstream & downstream	yes but can always improve
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	peak holiday periods

Outcomes

No	Question	Feedback
1	<p>What would you see as a freight road hierarchy for Gippsland:</p> <p>a. Principal /significant roads</p> <p>b. Feeder roads</p> <p>c. Roads not suitable for freight</p>	<p>Princes freeway</p> <p>Connecting roads to gippsland towns eg Traralgon - Maffra rd</p> <p>Roads into Walhalla and Cowes</p>

2	What is the minimum standard of road you need?	Capable of handling 14 tonne truck
3	Are there specific locations with issues e.g. load ratings, bridges?	servicing Phillip island and some larger town in gippsland due to lack mobility for our vehicles
4	Rail to road – is it a possibility for your operation?	No , the system is to rigid for our operation , may suit others

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Generators)

Business Name	Lion Dairy & drinks
Location	Morwell
Industry Sector	Manufacturing-Dairy
Interviewer	
Interviewee	
Date	2.8.13
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major inputs come from?</p> <p>b) What are the general volumes?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Melb</p> <p>None</p>

<p>2</p>	<p>Let's move on to Outputs.</p> <p>a) Who do you service, where are they located?</p> <p>b) What are the general volumes involved?</p> <p>c) What routes will be taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Morwell</p> <p>On average 16 refrigerated pans per day</p> <p>Princes Hwy direct to Leakes road in laverton. No lost opportunities</p> <p>Nil</p>
<p>3</p>	<p>What are your primary cost drivers?</p>	
<p>4</p>	<p>What types & quantity of vehicles are in the fleet?</p>	<p>6</p>
<p>5</p>	<p>When is the main time of use?</p>	<p>24/7</p>

6	What role does Gippsland play in your operations – destination, labour, training/admin, maintenance etc.	Located in Morwell and transport company is based in Morwell
7	Is the demand seasonal? Are there implications of this?	Nil

The Future

No	Question	Feedback
1	Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?	Nil
2	Please identify any potential or emerging freight network issues.	Nil
3	Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)	Nil
4	How might some network issues be resolved?	NIL

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	Monash Freeway
2	How do roads operate during peak holiday season?	A bit better
3	Safety – how do trucks operate amongst people?	Ok
4	Safety – how do trucks operate amongst cyclists?	
5	Safety – how do trucks operate through towns?	Ok
6	Are there conflict points with school buses?	No
7	Do you serve ports? What products do you take in and out?	No
8	Desired lines – where would you like to run freight to?	

9	Is the transport network reliable? Network reliability – upstream & downstream	Yes
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	Nil

Outcomes

No	Question	Feedback
1	What would you see as a freight road hierarchy for Gippsland: a. Principal /significant roads b. Feeder roads c. Roads not suitable for freight	A
2	What is the minimum standard of road you need?	Truck access
3	Are there specific locations with issues e.g. load ratings, bridges?	
4	Rail to road – is it a possibility for your operation?	No

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Generators)

Business Name	LEFCOL
Location	Lakes Entrance
Industry Sector	
Interviewer	Chris Cook
Interviewee	Dale Sumner
Date	
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major inputs come from?</p> <p>b) What are the general volumes?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Fuel – Williamstown, Melbourne Return stock from freight that is then sold at LEFCOL – Comes from Melbourne Fuel</p> <p>19m B-Doubles, 2-3 weeks receive delivery. Have underground storage tanks for diesel Return stock 110 T fish/yr</p> <p>Princess Hwy to Melbourne.</p> <p>No real issue for inputs</p>
2	<p>Let's move on to Outputs.</p> <p>a) Who do you service, where are they located?</p>	<p>Melbourne Fish Market for fish-80% of the 4,000 T per year from LEFCOL to Melbourne Port at Lakes receives 10,000 T of fish per year</p>

	<p>b) What are the general volumes involved?</p> <p>c) What routes will be taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Deliver commercial gear and equipment to end users through TOLL and TNT – Melbourne and Australia. The Gearstore is one of the largest importers of Commercial Fishing Equipment in Australia. At any one time, the store stocks between \$300,000 and \$350,000 worth of gear.</p> <p>A1 to Melbourne A1 east and Cann Valley Hwy (B23) to Sydney Lost opportunity in Sydney due to extra freight cost – driver hours, route safety restrictions (A1 to Sydney) Minimum freight load required to send a truck is \$2,450 worth which equates to 8T of fish opposed to Melbourne that requires.</p> <ul style="list-style-type: none"> - No alternative routes – At the mercy of flooding, fire and wind storms (issues between Bairnsdale and Lakes) - Flooding at Mitchell bridge in Bairnsdale. Causes all fishing to stop. - Hard to access freight as they aren't interested in fish – refrigeration requirements and regulations
3	What are your primary cost drivers?	Fuel - currently dispense approximately 3 million litres of fuel per year. In addition to this, approximately 2 million litres is sold to members at other port locations around Australia.
4	What types & quantity of vehicles are in the fleet?	Contract with O'Donnells Refrigerated semis – ridged side walls
5	When is the main time of use?	On average 2 days a week guaranteed a truck to Melbourne Other days require 2.5T minimum load to obtain a truck. Expect Sundays, due to extra driver cost require a 6.5T minimum load.
6	What role does Gippsland play in your operations – destination, labour, training/admin, maintenance etc.	
7	Is the demand seasonal? Are there implications of this?	Subject to fishing seasons – more activity in winter with cooler waters. Warmer waters boats need to head south to Tasmania to follow the fish.

The Future

No	Question	Feedback
1	Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?	No real change as quotas keep volumes at around 4,000T per year. Cannot really build on output can only maximise the effectiveness of the network. Minimising wait and lead times as well as lost perishable stock that's had to sit waiting for too long.
2	Please identify any potential or emerging freight network issues.	Accessing trucks in a timely manner to and from Melbourne. Large lead and waiting times to get trucks at Lakes Entrance. Fish waiting for a day until minimum volume is met (2T)
3	Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)	Looking into Air freight possibilities: - Reduced lead times which is important for perishable product - Gets around the 2T minimum trucking freight issue where we have fish waiting but not enough volume to transport Issues with Lakes Entrance Airfield – disputes about trees near landing strip
4	How might some network issues be resolved?	Acquiring air freight would get around the issues with trucking freight with minimum volumes and accessing trucks concerns.

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	Lakes Entrance, Bairnsdale, Sale town centres. Mitchell River Bridge
2	How do roads operate during peak holiday season?	More congestion doesn't have a major effect on business
3	Safety – how do trucks operate amongst people?	Relocated retail store as trucks were conflicting with staff and people on premise
4	Safety – how do trucks operate amongst cyclists?	

5	Safety – how do trucks operate through towns?	
6	Are there conflict points with school buses?	
7	Do you serve ports? What products do you take in and out?	As described
8	Desired lines – where would you like to run freight to?	Sydney if freighting costs could be minimised with a stronger network
9	Is the transport network reliable? Network reliability – upstream & downstream	Upstream is fine. Downstream there is an issue acquiring trucks. - Don't like to serve fishing industry - Need to be refrigerated with ridged side walls (VIC only law) - Require minimum of 2T to get a truck. Leads to some quantities of fish waiting for a day or more in some cases – lost stock
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	Flooding along route shuts down business as no real alternative routes Ships cannot fish locally if entrance floods. Too much debris for ships to enter Lakes Entrance – Larger trollers wait or head into Welshpool – Need to relocate staff and equipment to serve boats at Welshpool then get fish to Lakes Entrance Fire along Cann Valley – truck has to wait. Stock lost as it cannot be stockpiled Wind – had near miss where a tree went through a bega cheese truck just in front of a LEFCOL serving (O'Donnells) truck heading to Eden along A1

Outcomes

No	Question	Feedback
1	What would you see as a freight road hierarchy for Gippsland: a. Principal /significant roads b. Feeder roads c. Roads not suitable for freight	A1 east and west, Cann Valley (don't serve Sydney anymore)

2	What is the minimum standard of road you need?	Semi
3	Are there specific locations with issues e.g. load ratings, bridges?	Mitchell River – Flooding and congestion Only require semi load rate
4	Rail to road – is it a possibility for your operation?	

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Generators)

Business Name	HVP Plantations
Location	By telephone (5122 0608)
Industry Sector	Agriculture, Forestry, Fisheries
Interviewer	Ian Hopkins
Interviewee	Cameron McDonald, Jack Barnes
Date	Friday 9 August 2013
Time	11am

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major inputs come from?</p> <p>b) What are the general volumes?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>60% ~two-thirds of plantations are in the Strzeleckis. Balance is around Longford, Stockdale, Noojee.</p> <p>1.4 million tonnes of timber. 30 percent moved by B-double, 70% by single truck semis up to 45 tonnes. Majority of product distributed to Morwell (1.1 million tonnes) to Australian Paper and Carter Holt Harvey sawmill; much of balance to Yarram sawmill. The sawmills specialise in various timbers so some products go to Morwell, some to Yarram; roundlogs and chips are produced at both.</p> <p>Key routes are Hyland Hwy, Princes Hwy in both directions. Note though that although most trips use these roads, they make up a small percentage of the kilometres of the supply chain.</p> <p>(Comment from Outcomes: "South Gippsland Highway route not used to full potential due to quality. It's quicker to go over the hills and use the Princes Highway.")</p> <p>Local councils struggle to fund their roads. HPV wants to upgrade to B-double capability. Levies to Federal Government don't get back to local roads. HPV uses 50 to 70% of the extent of the local road network in Gippsland. HPV invests \$100K directly into local roads.</p>
2	<p>Let's move on to Outputs.</p> <p>a) Who do you service, where are they located?</p>	<p>HVP also moves woodchip in bins between sawmill and paper mill.</p> <p>A small amount of product goes to Melbourne.</p>

	<p>b) What are the general volumes involved?</p> <p>c) What routes will be taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>160,000 tonnes p.a. mostly from Morwell (2/3rds), balance from Yarram (1/3rd)</p> <p>Hyland Highway. Melbourne bound product goes via transit yard to tranship to B-doubles.</p>
<p>3</p>	<p>What are your primary cost drivers?</p>	<p>Harvesting and haulage is the biggest cost – distance based. Productivity of fleet. HVP invests in their plantation roads but the local roads don't match.</p> <p>HVP uses outsourced vehicle tracking and despatching to maximise utilisation. This also provides non-cost benefits e.g. compliance with school bus safety considerations and curfews.</p>
<p>4</p>	<p>What types & quantity of vehicles are in the fleet?</p>	<p>See 1b above.</p>
<p>5</p>	<p>When is the main time of use?</p>	<p>Harvesting : 5 days per week, 4am to 5pm. They would like to expand this but are constrained by operator hours and practices at the destination.</p> <p>Chips: 24 hours.</p>
<p>6</p>	<p>What role does Gippsland play in your operations – destination, labour, training/admin, maintenance etc.</p>	<p>Gippsland is about 50% of volume and plantation estate. Balance is in north and west of state. Higher cost base due to terrain.</p> <p>Nurseries in Gelliondale, 8 million seedlings trucked to plantations.</p> <p>Run a contractor model with outsourcing of bulk of on-ground work.</p>
<p>7</p>	<p>Is the demand seasonal? Are there implications of this?</p>	<p>Some seasonal movement internally in terms of plantations used i.e. avoid mountainous plantations during winter in favour of lower areas.</p>

The Future

No	Question	Feedback
1	<p>Do you expect any change in your market in the:</p> <p>short-term (next 5 years); and</p> <p>long- term (next 20 years)?</p>	<p>Woodflows are fairly constant. In 15 years' time there will be a drop-off because of recent fires.</p> <p>Economies of scale – customers want to be bigger, but woodflows are fixed. Can't get more area of trees.</p> <p>Processors consolidating and centralising. Overseas mills are twice the size of Australian ones.</p>
2	<p>Please identify any potential or emerging freight network issues.</p>	<p>HPFVs and deeper access for them into the forest.</p>
3	<p>Do you expect to change your operations, technology or transport modes in the?</p> <p>Short-term (5 years)</p> <p>Long term (20 years)</p>	<p>[Load] Breakdown trailers – not up in the forest at the moment.</p> <p>Labour operators to despatch trucks</p> <p>Back loading opportunities</p> <p>These ideas are tweaking around the edges.</p> <p>Exports through Hastings are small in the scheme of things.</p>
4	<p>How might some network issues be resolved?</p>	<p>HPFV network has been volume driven not mass driven. It needs to be mass-based to be suitable for HVP.</p>

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	Burnley and Domain tunnels. Monash Freeway.
2	How do roads operate during peak holiday season?	Beach traffic in summer, as well as increased volumes into the Strzeleckis.
3	Safety – how do trucks operate amongst people?	There is a lot of local engagement on safety issues, and accreditation bodies conduct audits.
4	Safety – how do trucks operate amongst cyclists?	HVP has modified their haulage program to accommodate cycling events.
5	Safety – how do trucks operate through towns?	HVP has ‘town agreements’ re: carting times. They have agreed approved routes and ask their contractors to stick to them.
6	Are there conflict points with school buses?	School bus routes are identified on operations plans. Conflicts are avoided through scheduling and use and monitoring of the despatch system.
7	Do you serve ports? What products do you take in and out?	70,000 tonnes of product is containerised, packed in a yard in Somerville Road Sunshine.
8	Desire lines – where would you like to run freight to?	Improved access to rail would be desirable.
9	Is the transport network reliable? Network reliability – upstream & downstream	Network performs fairly consistently, although road quality is an issue. Lower in the hierarchy these issues are greater.
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	Any public road event has an impact. They can have a significant impact over a week’s activity; adds complexity and a layer of management and associated costs.

Outcomes

No	Question	Feedback
1	<p>What would you see as a freight road hierarchy for Gippsland:</p> <p>a. Principal /significant roads</p> <p>b. Feeder roads</p> <p>c. Roads not suitable for freight</p>	<p>Arterials – cross Strzelecki routes, Bass Highway and South Gippsland Highway – this latter route not used to full potential due to quality. It’s quicker to go over the hills and use the Princes Highway.</p> <p>Princes Highway East of Traralgon not great but not much demand past Sale.</p> <p>Avoid nominating roads in this classification if possible.</p>
2	<p>What is the minimum standard of road you need?</p>	<p>Suitable for 45 tonne gross mass semi-trailers. As much B-double access as possible. HPV experiences a ‘middle kilometre’ problem in that the arterials are rated suitably, plantation roads are rated, but the Shire road connection is not.</p>
3	<p>Are there specific locations with issues e.g. load ratings, bridges?</p>	
4	<p>Rail to road – is it a possibility for your operation?</p>	<p>Not internally in the Region, but could potentially use to deliver volume across Victoria e.g. western plantations to Maryvale. Rail needs to play a bigger role in long distances.</p> <p>Bulk would still go to Portland/Geelong; containerised export to Melbourne / Hastings.</p>

Final comment: The big driver is to get mass-based High Productivity Vehicles, not volume-based HPFVs.

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Carrier)

Business Name	Evans Petroleum Gippsland Pty Ltd
Location	22 Hughes St Leongatha
Industry Sector	Petroleum Distributor/ Retail /Transport
Interviewer	
Interviewee	Stuart Evans
Date	02-08-2013
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major loads come from?</p> <p>b) Where are your major loads bound for?</p> <p>c) What are the general volumes?</p> <p>d) What routes are taken and why? -any lost opportunities?</p>	<p>Petroleum transport and distribution throughout the Gippsland region from terminals in Melbourne</p> <p>BP and Shell Terminals at Yarraville and Newport</p> <p>Our Depots and Service Stations and other contracted clients in the Gippsland region and north of Melbourne</p> <p>Average 16 to 20 loads per day ex Melbourne and approx. 10 to 12 loads per day ex our depots at Leongata, Traralgon and Sale</p> <p>South Gippsand Highway, Princess Highway, Bass Highway, Hume Highway, these routes are taken as these are where our clients delivery points are.</p>

	<p>e) What issues do you currently have with these routes? – between which areas?</p>	<p>Mainly road conditions with lack of maintenance</p> <p>Excessive cost of repairs to vehicles caused by road conditions</p> <p>Travel times at peak times with the volume of traffic</p>
<p>2</p>	<p>Let's move on to other freight movements.</p> <p>a) What other tasks do your trucks need to perform? E.g. trips for fuelling, maintenance, ad-hoc freight</p> <p>b) What are the general volumes involved?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	
<p>3</p>	<p>What types & quantity of vehicles are in the fleet?</p>	<p>4 x 19 Meter B-Doubles 4 x Rigid and Quad-Dog 1x semi 7x Rigid Fuel Tankers</p>

4	When is the main time of use?	Day Time Melbourne trucks usually start at about 4.00am with a couple of Night shift start at about 4.00pm
5	What role does Gippsland play in your operations –, destination, labour, training/admin, trailer exchange, maintenance etc.	All vehicles start and return to their relevant Depots each day
6	Is the demand seasonal? Are there implications of this?	Work quietens off during winter months peaking from September to May

The Future

No	Question	Feedback
1	Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?	No
2	Please identify any potential or emerging freight network issues.	
3	Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)	Not really but aim to be more efficient
4	How might some network issues be resolved?	

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	Melbourne through to Pakenham seem the Monash Freeway is fairly congested most of the time with it gridlocked mornings and afternoons
2	How do roads operate during peak holiday season?	At times they can be congested
3	Safety – how do trucks operate amongst people?	Trucks have reversing beepers and aim to do deliveries in quieter times
4	Safety – how do trucks operate amongst cyclists?	Divers give cyclist wider berth on roads
5	Safety – how do trucks operate through towns?	Drive to speed limits
6	Are there conflict points with school buses?	No
7	Do you serve ports? What products do you take in and out?	Yes deliver diesel to ports in Gippsland
8	Desired lines – where would you like to run freight to?	
9	Is the transport network reliable? Network reliability – upstream & downstream	Yes

10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	Traffic congestion Vehicle breakdowns
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Outcomes

No	Question	Feedback
1	What would you see as a freight road hierarchy for Gippsland: a. Principal /significant roads b. Feeder roads c. Roads not suitable for freight	
2	What is the minimum standard of road you need?	A well maintained road with good repairs so they aren't so rough
3	Are there specific locations with issues e.g. load ratings, bridges?	No
4	Rail to road – is it a possibility for your operation?	Rail is not an option for us as a lot of our work is for same day delivery or next day

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Generators)

Business Name	Eastern Iron
Location	Nowa Nowa
Industry Sector	Mining
Interviewer	Chris Cook
Interviewee	Greg DeRoss
Date	
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major inputs come from?</p> <p>b) What are the general volumes?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Fuel (truck & mine), spares and equipment and not a lot of consumables by road from Melbourne</p>
2	<p>Let's move on to Outputs.</p> <p>a) Who do you service, where are they located?</p> <p>b) What are the general volumes involved?</p>	<p>1,000,000 T of iron ore by road (B Doubles) to Eden. Different products have different transport solutions</p>

	<p>c) What routes will be taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Nowa Nowa to Eden. Eden is a deep port that is 18% utilised and is expected to double with Eastern Iron</p> <p>Passing Lanes – not enough - Greg does not have great knowledge of the road - Would like to increase load capacity to 48T, but might cause issues with bridge loads</p>
3	What are your primary cost drivers?	Transport (50% of cost minus shipping) - \$120/T for Iron Ore
4	What types & quantity of vehicles are in the fleet?	B Doubles – 42T pay load, 6 hr round trip from site 1,000,000T per year Each truck does 2 loads a day
5	When is the main time of use?	24/7, 365 days Mine life is expected to be 8-10 years
6	What role does Gippsland play in your operations – destination, labour, training/admin, maintenance etc.	
7	Is the demand seasonal? Are there implications of this?	N/A

The Future

No	Question	Feedback
1	Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?	Proposed Project, no changes, Freight expected to begin Mid 2014
2	Please identify any potential or emerging	SEFE going out of business. Implications are that Eastern Iron would have to run site on own and are aware of the additional cost of doing so.

	freight network issues.	
3	Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)	
4	How might some network issues be resolved?	

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	No towns to go through. Hence, no congestion.
2	How do roads operate during peak holiday season?	Will be busier. Caravans and slow moving traffic – Need for more passing lanes or pull over points
3	Safety – how do trucks operate amongst people?	Need for passing lanes to ease pressure on trucks and people at points of congestion Fatigue Management – Port to mine is 2.5hrs so within limits
4	Safety – how do trucks operate amongst cyclists?	
5	Safety – how do trucks operate through towns?	Cann River, Newmeralla, Orbost, Nowa Nowa - Night time travel would observe Noise regulations (EGSC) - Source local carriers who know the roads/towns
6	Are there conflict points with school	

	buses?	
7	Do you serve ports? What products do you take in and out?	Eden – Product Out
8	Desired lines – where would you like to run freight to?	Any suitable port closer than Eden (230km) - Port Anthony is same distance but has more congestion point/towns. No real cost advantage
9	Is the transport network reliable? Network reliability – upstream & downstream	Port – may go broke, plenty of capacity Upstream – not a big user of consumables so no foreseeable issue
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	Transport and operational issues

Outcomes

No	Question	Feedback
1	What would you see as a freight road hierarchy for Gippsland: a. Principal /significant roads b. Feeder roads c. Roads not suitable for freight	Princess Hwy East of Bairnsdale Buchan Rd PH load limit
2	What is the minimum standard of road you need?	42T
3	Are there specific locations with issues e.g. load ratings, bridges?	42T minimum. Desire 48T
4	Rail to road – is it a possibility for your	Not part of plans, but is possible Rail presents a cheaper cost than road

	operation?	
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C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Carrier)

Business Name	Dyers Transport
Location	Sale Depot
Industry Sector	Freight Carrier
Interviewer	
Interviewee	David Dyer
Date	
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major loads come from?</p> <p>b) Where are your major loads bound for?</p> <p>c) What are the general volumes?</p> <p>d) What routes are taken and why? -any lost opportunities?</p> <p>e) What issues do you currently have with these routes? – between which areas?</p>	<p>Out East to Orbost, Cann River and Mallacoota North of Bruthen, Swifts Creek and Omeo Lakes Entrance and Bairnsdale West to Stratford, Sale, Maffra, Heyfield Central Gippsland out to Cowes and Melbourne Metro</p> <p>Princess Hwy East and West of Bairnsdale Great Alpine Rd to service out to Omeo Bypass Sale with Single Trailers not B-Doubles</p> <ul style="list-style-type: none"> - Great Alpine Rd is tight and rough in a lot of patches although condition of road is improving. - Improve line of sight and safety around tight areas – need for more pull over areas as people around trucks are taking high risks with lack of opportunity - Town congestion at Sale and Bairnsdale - Flooding at Mitchell River - No Go Structures and Bridge Ratings around townships and feeder routes – Particularly in Western District. Improvement would lead to a lot more trucks in and make Dyers more competitive on an international scale.

<p>2</p>	<p>Let's move on to other freight movements.</p> <p>a) What other tasks do your trucks need to perform? E.g. trips for fuelling, maintenance, ad-hoc freight</p> <p>b) What are the general volumes involved?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	
<p>3</p>	<p>What types & quantity of vehicles are in the fleet?</p>	<p>B double and single trailers – B Double to Orbost and Bairnsdale. Most trips are smaller vehicles (single trailer)</p>
<p>4</p>	<p>When is the main time of use?</p>	
<p>5</p>	<p>What role does Gippsland play in your operations –, destination, labour, training/admin, trailer exchange, maintenance etc.</p>	
<p>6</p>	<p>Is the demand seasonal? Are there implications of this?</p>	

The Future

No	Question	Feedback
1	Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?	
2	Please identify any potential or emerging freight network issues.	
3	Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)	
4	How might some network issues be resolved?	

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	<p>Sale and Bairnsdale Town Centres – Bypass on these towns would promote better delivery and get heavy vehicles out of town centres. Sale currently has a route around but needs to be upgraded to be B Double rating 77T standard.</p> <p>Myrtlebank-Fulham Road is very tight and narrow and the bridge going over Thomson River needs to meet 77T rating.</p> <p>Bypasses would eliminate school bus/zone and truck conflict points as well as town centre congestion and pedestrians.</p>
2	How do roads operate during peak holiday season?	

3	Safety – how do trucks operate amongst people?	Great Alpine Rd – heavy traffic on tight road with no overtaking lanes only pull over points. Lack of opportunity to overtake leads to greater risks being undertaken by drivers around trucks.
4	Safety – how do trucks operate amongst cyclists?	
5	Safety – how do trucks operate through towns?	Apart from delays no real issues in town
6	Are there conflict points with school buses?	Aware of risks and timing – No real issue for business but is a safety concern
7	Do you serve ports? What products do you take in and out?	
8	Desired lines – where would you like to run freight to?	Captured most markets – Upgrade of bridge ratings would help capture more of the Western region.
9	Is the transport network reliable? Network reliability – upstream & downstream	Relatively pleased with network. Only issues are in town congestion points and bridge ratings/no go structures.
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	<p><u>Flooding</u> Major implications in Bairnsdale at Mitchell Bridge. Have to reroute towards Wy Yung through Eastwood – Massive delays can take up to 1 hour just to get through Bairnsdale for up to 3-4 days at a time. Need for better flood management in Bairnsdale for traffic diversion.</p> <p><u>Fire</u> Recently lost 1 day in Cann River. Can wait for up to 4-6 hrs without losing product. Never really had a delay greater than 24 hrs. Lose segments of road but never complete shutdown of network</p>

Outcomes

No	Question	Feedback
1	<p>What would you see as a freight road hierarchy for Gippsland:</p> <p>a. Principal /significant roads</p> <p>b. Feeder roads</p> <p>c. Roads not suitable for freight</p>	<p>Princess Hwy Great Alpine Rd</p> <p>Eastwood Rd (when Mitchell River bridge is closed)</p>
2	<p>What is the minimum standard of road you need?</p>	<p>77T B Double Rating on feeder roads and bridges along A1 and Great Alpine.</p>
3	<p>Are there specific locations with issues e.g. load ratings, bridges?</p>	<p>77T Bridge at Thomson River Sale, Mitchell river Bridge. Need a review on Bridges and No Go Structures that don't meet a 77T rating particularly around Western region of East Gippsland.</p> <p>This could lead to 20% of Heavy Vehicles out of town centres while boosting productivity of the network which makes us much more competitive on a national and even international scale.</p>
4	<p>Rail to road – is it a possibility for your operation?</p>	<p>N/A</p>

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Generators)

Business Name	Durkin Produce
Location	Thorpdale
Industry Sector	Vegetables
Interviewer	Mandy Habener
Interviewee	Kelly Durkin
Date	
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major inputs come from?</p> <p>b) What are the general volumes?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Market potato and onions</p> <ul style="list-style-type: none"> - Press market - Internal freight movements <p>Most from Melbourne (bringing in fertiliser etc)</p> <p>Fluctuates between 5-10,000 tonne per year</p> <p>Monash Hwy and Princes Hwy</p> <ul style="list-style-type: none"> - Bypasses not big enough - Hallam bypass (still 1980's infrastructure) - 5 lanes down to 2 lanes causes issues - Longwarry traffic clogs up - Cars same speed as trucks (causes issues) - Variable speed limit is good (i.e. 80 during the day and 100 during night) - Monash outbound 80km/hr restriction, if cars were still able to drive at 100km/hr would break up congestion.
2	<p>Let's move on to Outputs.</p> <p>a) Who do you service, where are they located?</p>	<p>Large supermarkets (pretty much all over VIC, NSW and QLD)</p> <ul style="list-style-type: none"> - Generally go through Melbourne - Sometime all the way through East Gippsland

	<p>b) What are the general volumes involved?</p> <p>c) What routes will be taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>6 months: 20-3000 tonnes</p> <p>Melbourne (Monash and Princes) When heading East divert away from Lakes (i.e. Bairnsdale, Bruthen, Nowa Nowa) Monaro Hwy from Cann River</p> <p>Nowa Nowa and Bairnsdale works pretty good – no issues coming through town More rest stops required between Morwell – Traralgon – Cann River, this would improve safety</p>
3	<p>What are your primary cost drivers?</p>	<p>Fuel is a big factor Traffic flow improvements would reduce cost</p> <ul style="list-style-type: none"> - Bottlenecks use up a lot of fuel - Maintenance and fuel increase with start and stopping
4	<p>What types & quantity of vehicles are in the fleet?</p>	<p>B-Doubles x 6</p> <p>Single Semi Trailers x 4</p>
5	<p>When is the main time of use?</p>	<p>All Times 24/7</p>
6	<p>What role does Gippsland play in your operations – destination, labour, training/admin, maintenance etc.</p>	<p>Base in Gippsland</p> <p>Money generated in Gippsland</p> <p>Maintenance and Labour all local</p>
7	<p>Is the demand seasonal? Are there implications of this?</p>	<p>Seasonal Mid Jan to Mid June (for vegetables)</p> <p>Cart general freight during downtime (paper and timber)</p>

The Future

No	Question	Feedback
1	Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?	Short term – maintain current levels to slight growth Long term – unknown, expansion possible, but happy with current operations.
2	Please identify any potential or emerging freight network issues.	
3	Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)	Would be driven by government and registrations Preference to stick with road as perishable goods
4	How might some network issues be resolved?	

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	
2	How do roads operate during peak holiday season?	Going east can cause problems (tourist traffic) Going to Melbourne is peak holiday season often better as less traffic in school holidays
3	Safety – how do trucks operate amongst people?	All good – school zones are great
4	Safety – how do trucks operate amongst cyclists?	Kamikaze attitude of some cyclists, take up the whole lanes Bike lanes or wider shoulders required or more enforcement for cyclists
5	Safety – how do trucks operate through towns?	All ok

6	Are there conflict points with school buses?	
7	Do you serve ports? What products do you take in and out?	N/A
8	Desired lines – where would you like to run freight to?	Issues are in NSW
9	Is the transport network reliable? Network reliability – upstream & downstream	If floods on the East have options
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	

Outcomes

No	Question	Feedback
1	What would you see as a freight road hierarchy for Gippsland: a. Principal /significant roads b. Feeder roads c. Roads not suitable for freight	
2	What is the minimum standard of road you need?	Depends on trucks, most B-Double approved
3	Are there specific locations with issues e.g. load ratings, bridges?	Not really, years ago there were
4	Rail to road – is it a possibility for your operation?	Wouldn't consider as perishable goods.

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Generators)

Business Name	BURRA FOODS AUSTRALI
Location	47 STATION STREET, KORUMBURRA
Industry Sector	DAIRY
Interviewer	
Interviewee	LYNN BEHMER
Date	
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major inputs come from?</p> <p>b) What are the general volumes?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Burra Foods sources raw milk for processing at its Korumburra factory from places as far afield as Maffra, Warragul, Koo-Wee-Rup and Yanaki.</p> <p>Inbound tankers delivery up to 1 million litres of milk per day in our peak season equating to approximately 40 truckloads. All production consumables are also delivered by trucks that vary in size from 1-tonne couriers to B-double loads, totalling some 7 loads average per day.</p> <p>Inbound loads are pickups from our farmer suppliers, located throughout the Gippsland region. Many sited on the myriad of minor roads throughout the area.</p> <p>The condition of all roads throughout Gippsland is of major concern to our company. Poor quality or maintained roads lead to higher fleet costs due to wear and tear and indeed breakdowns of equipment.</p>

<p>2</p>	<p>Let's move on to Outputs.</p> <p>a) Who do you service, where are they located?</p> <p>b) What are the general volumes involved?</p> <p>c) What routes will be taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>There are three distinct product groups for our outbound movements. Bulk sales are delivered in tankers to customers located in the LaTrobe Valley, Melbourne and Sydney. All finished product is transported to our warehouses in Melbourne awaiting export through Melbourne Port.</p> <p>Outbound volumes range from 80mt per day up to 300mt per day in our peak season.</p> <p>All loads of finished are moved to Melbourne via the South Gippsland Highway, through Cranbourne and along the M1.</p> <p>Our transport contractors all report that the poor quality of these major roads is of concern in two areas. Firstly, that of safety for their drivers and of course the general travelling public. Secondly, the higher cost of fleet maintenance resulting from accelerated wear and tear on equipment.</p>
<p>3</p>	<p>What are your primary cost drivers?</p>	<p>Efficient and timely movements of inbound/outbound loads from our Korumburra processing plant.</p>
<p>4</p>	<p>What types & quantity of vehicles are in the fleet?</p>	<p>Our out-sourced transport requirements are bulk tankers, refrigerated semis and B-Doubles. Seasonal demands dictate the number of vehicles needed.</p>
<p>5</p>	<p>When is the main time of use?</p>	<p>Inbound movements are all day although farm pickups are suspended during the hours of 6am-9am and 4pm-7pm.</p> <p>Outbound movements are between 4am – 3pm.</p>

<p>6</p>	<p>What role does Gippsland play in your operations – destination, labour, training/admin, maintenance etc.</p>	<p>Burra Foods' processing plant is located in Korumburra and draws upon the region for its requirement of raw milk. Wherever possible the company sources required labour, training and maintenance from the local surrounds.</p>
<p>7</p>	<p>Is the demand seasonal? Are there implications of this?</p>	<p>Our business is aligned with the seasonality of the dairy industry. This dictates our hours of processing and inbound/outbound truck movements.</p>

The Future

No	Question	Feedback
<p>1</p>	<p>Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?</p>	<p>Burra Foods has consistently grown its business, particularly over the last four years with the building of a spray dryer. The company continues to plan for expansion in both the short and long term periods.</p>
<p>2</p>	<p>Please identify any potential or emerging freight network issues.</p>	<p>As the company grows so too does its reliance on a quality highway system into Melbourne for the movement of finished goods to our two warehouses. As the population in Gippsland continues to grow, focus on maintenance and upgrading from single lane roads to cater for additional road traffic becomes imperative.</p>
<p>3</p>	<p>Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)</p>	<p>The company will continue to rely on movement of all loads via road.</p>
<p>4</p>	<p>How might some network issues be resolved?</p>	<p>Focus on creating dual lane carriageways along the length of South Gippsland highway for improved efficiency of trucks and cars travelling together. Creation of the Koo-Wee-Rup by-pass for a better connection between the South Gippsland Highway and the M1. This would provide a faster transit to the metropolitan market for all Gippsland based businesses.</p>

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	Our transport contractors were unanimous in citing the Old Courthouse intersection in Leongatha and the Koo-wee-Rup turnoff on the South Gippsland Highway as the two major hot-spots in the region.
2	How do roads operate during peak holiday season?	Traffic turning onto the South Gippsland Highway from the Koo-Wee-Rup road during holiday seasons is of major safety concern. Truck drivers regularly give examples of cars pulling out in front of them - perhaps tired of having spent long periods trying to find a break in the traffic.
3	Safety – how do trucks operate amongst people?	Our transport contractors state that safety is their number one priority when on the road.
4	Safety – how do trucks operate amongst cyclists?	One of our transport contractor expressed concern about a regular posse of cyclists riding on the Korumburra-Inverloch road in the early mornings forcing all traffic to overtake them on the opposite lane. Otherwise no other issues were raised.
5	Safety – how do trucks operate through towns?	Respect for speed limits and noise restrictions is shown by professional drivers.
6	Are there conflict points with school buses?	No issues.
7	Do you serve ports? What products do you take in and out?	The majority of production from Burra Foods' Korumburra manufacturing facility is exported through Melbourne Port.
8	Desired lines – where would you like to run freight to?	There are no planned changes from our current destinations.
9	Is the transport network reliable? Network reliability – upstream & downstream	Upgraded roads regularly maintained is the key to reliability.
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	Traffic diversion onto minor roads following an accident or during major road repair is difficult for our larger trucks, particularly the B-Doubles and hinders the transit to our Melbourne warehouses.

Outcomes

No	Question	Feedback
1	<p>What would you see as a freight road hierarchy for Gippsland:</p> <p>a. Principal /significant roads</p> <p>b. Feeder roads</p> <p>c. Roads not suitable for freight</p>	<p>All highways.</p> <p>Any sealed road.</p> <p>Wherever our farm suppliers are based we have to consider the roads as suitable for freight to service their pick-ups.</p>
2	<p>What is the minimum standard of road you need?</p>	<p>All highways to be dual carriageways and in good repair.</p>
3	<p>Are there specific locations with issues e.g. load ratings, bridges?</p>	<p>None.</p>
4	<p>Rail to road – is it a possibility for your operation?</p>	<p>Unlikely.</p>

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Generators)

Business Name	Bonaccord Ingram
Location	Lindenow
Industry Sector	Agriculture
Interviewer	Chris Cook & Nathan Green
Interviewee	Ross Ingram
Date	
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major inputs come from?</p> <p>b) What are the general volumes?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Sourced from Melbourne – fuel, packaging material and fertiliser & seed Gibson's Fertiliser (Rosebud), O'Connors</p> <p>1 load per week of fertiliser - 1 B-Double per week of fuel - Packaging 3 loads per week in Winter, 8-9 loads per week in summer</p> <p>West bound: Princess Hwy</p> <p>East bound: Princes Hwy onto Can Valley Bombala-Cooma Hume Hwy at Goulburn</p>

<p>2</p>	<p>Let's move on to Outputs.</p> <p>a) Who do you service, where are they located?</p> <p>b) What are the general volumes involved?</p> <p>c) What routes will be taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<ul style="list-style-type: none"> - Coles - Woolworths - Marathon Foods - Salad Fresh <p>All to Sydney and beyond (Brisbane)</p> <ul style="list-style-type: none"> - 6 Veg Cart per day, All bags which do not bag themselves - 1x 14 pallet truck per day <p>Princes Hwy onto Cann Valley Bombala-Cooma Hume Hwy at Goulburn</p> <ul style="list-style-type: none"> - Only suitable freight routes to Sydney <p>Melbourne Bound:</p> <ul style="list-style-type: none"> - Getting through City can be an issue - Sale and Bairnsdale Bypass is needed <p>Sydney Bound:</p> <ul style="list-style-type: none"> - A1 is the only route: no backup options when things go wrong both in and out. Environmental factors such as wind, fire close road off and lead to large backlogs of trucks and truck hours - Poor condition of roads. Narrow shoulders and verges. Abrupt change in super elevation, not heavy vehicle appropriate (e.g. Cann Valley Hwy)
<p>3</p>	<p>What are your primary cost drivers?</p>	<ol style="list-style-type: none"> 1. Fuel – 28% 2. Labour 3. Freight Maintenance <ul style="list-style-type: none"> - Not much change in costs - Adjust levy to control fuel costs ie 2-3% base to cover extra cost
<p>4</p>	<p>What types & quantity of vehicles are in the fleet?</p>	<p>41 Prime movers</p> <ul style="list-style-type: none"> - All semi-trailers, no B-Doubles due to access restrictions in Sydney and lack of infrastructure locally to justify B-Double
<p>5</p>	<p>When is the main time of use?</p>	<p>24-7, 363 days (shut over Christmas)</p>
<p>6</p>	<p>What role does Gippsland play in your operations – destination, labour, training/admin, maintenance etc.</p>	

7	Is the demand seasonal? Are there implications of this?	<p>Peak Season: December through to end of May: Highest volumes 12 trucks/day</p> <p>Off Peak Season: Winter – Service mainly Melbourne. Volumes back to half summer rate</p>
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The Future

No	Question	Feedback
1	<p>Do you expect any change in your market in the:</p> <p>short-term (next 5 years); and</p> <p>long- term (next 20 years)?</p>	<p>Change in carrier operations is flexible. Can grow on a needs basis. Seen 25% growth in last 2 years however, growth is expected to slow to 3-4% in generation. Truck fleet expected to grow to approximately 50 trucks from 41 in 5 years If local water becomes more secure exponential growth could occur.</p>
2	<p>Please identify any potential or emerging freight network issues.</p>	<p>Balance in Winter downturn is an issue</p>
3	<p>Do you expect to change your operations, technology or transport modes in the?</p> <p>Short-term (5 years)</p> <p>Long term (20 years)</p>	<p>Inputs: - Fuel input could be changed to rail if the network becomes smart enough. Bulk advantage of rail over truck. Rail underutilised.</p> <p>Outputs: - No expected change with long term contracts and no real expected change from competitors.</p>
4	<p>How might some network issues be resolved?</p>	<p>No current willingness to do so at the moment. A change in attitude is required</p> <ul style="list-style-type: none"> - Bairnsdale and Sale Bypass to get freight out of the town centres - Upgrade to troubling roads by widening shoulders, create more pull-offs for slow moving vehicles, more overtaking lanes and rest areas - Correct issues of fast changes in super-elevation particularly around Cann Valley to minimise risk of rolling - Increase buffer zone on trees along freight route. Shop fronts and eaves also pose an issue in small towns - Current danger and issue in school zones particularly entering Bairnsdale from west. Propose following solutions: <ul style="list-style-type: none"> - Divert local traffic off major freight routes (A1). For example extend Peart St to Nagle College to ease threat of new estates. - Integrate a school bus service to minimise parent drop offs. Include bus friendly roads around town. - Upgrade access to industrial estate in Bairnsdale. Bosworth Rd and bridge could be upgraded to get industrial bound freight out of town centre.

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	Bairnsdale, bridges, schools and CBDs
2	How do roads operate during peak holiday season?	In peak holiday season issues are multiplied
3	Safety – how do trucks operate amongst people?	Major concern at busy school areas along freight routes. A need to separate routes.
4	Safety – how do trucks operate amongst cyclists?	
5	Safety – how do trucks operate through towns?	Poor road environments multiply issues. I.e. narrow roads in town (i.e. Bruthen) lead to increased pedestrian collision risk. Lack of markings (i.e. Cann River) lead to increased risk of vehicle pull outs.
6	Are there conflict points with school buses?	Some concerns at Cann Valley along both directions. Caravans are more of an issue – need for pull offs.
7	Do you serve ports? What products do you take in and out?	N/A
8	Desired lines – where would you like to run freight to?	Content with current lines

9	Is the transport network reliable? Network reliability – upstream & downstream	
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	<p>Flooding - causes huge interruptions especially in the East</p> <p>Fires - Significant issue when route shut. Situations of up to 20 trucks waiting. At \$20-150,000 worth of perishable load</p>

Outcomes

No	Question	Feedback
1	<p>What would you see as a freight road hierarchy for Gippsland:</p> <p>a. Principal /significant roads</p> <p>b. Feeder roads</p> <p>c. Roads not suitable for freight</p>	<p>Princess Hwy (A1) Can Valley Hwy</p> <p>Dargo Rd (C601)</p> <p>Fern Bank Rd – Overhead trees Lemon Tree Hill Rd Lindenow South Rd Shire Roads – tree damage (10-15 trucks affected over 3 yrs – one trailer lost, 3mths lost time).</p>
2	What is the minimum standard of road you need?	Well maintained, wide and good shoulders
3	Are there specific locations with issues e.g. load ratings, bridges?	Sale Yards Bridge on Bosworth Rd
4	Rail to road – is it a possibility for your operation?	For inputs such as fuel - yes

C4G – GIPPSLAND FREIGHT INFRASTRUCTURE MASTERPLAN Stakeholder Survey (Generators)

Business Name	Australian Paper
Location	Maryvale, Victoria and Nowra, New South Wales
Industry Sector	Pulp and Paper Manufacturing
Interviewer	
Interviewee	Phillip Porter
Date	5 th August 2013
Time	

Current Operations

No.	Question	Feedback
1	<p>Let's talk about your main freight movements.</p> <p>a) What location/s do your major inputs come from?</p> <p>b) What are the general volumes?</p> <p>c) What routes are taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>Major input is timber logs sourced from forests and plantations primarily from the Gippsland Region.</p> <p>More than 1.7m cubic metres per annum</p>

<p>2</p>	<p>Let's move on to Outputs.</p> <p>a) Who do you service, where are they located?</p> <p>b) What are the general volumes involved?</p> <p>c) What routes will be taken and why? -any lost opportunities?</p> <p>d) What issues do you currently have with these routes? – between which areas?</p>	<p>A range of printing and packaging companies throughout Australia, New Zealand and internationally. We also sell an extensive range of copy papers.</p> <p>We sell over 660,000 tonnes paper per annum</p> <p>Major routes from Gippsland to capital cities</p> <ul style="list-style-type: none"> ➤ Road – different maximum payloads in some States and inability to operate 2 x 40' trailers on B-Doubles. ➤ Rail – Gippsland regional rail infrastructure requires upgrading to allow more efficient freight trains to operate. ➤ Rail – Gippsland regional rail line is still broad gauge necessitating an inefficient double-handling from broad gauge to the national standard gauge rail system.
<p>3</p>	<p>What are your primary cost drivers?</p>	<ul style="list-style-type: none"> ➤ Labour costs ➤ Exchange rate (nearly all of our competition is from imported papers) ➤ Energy ➤ Transport
<p>4</p>	<p>What types & quantity of vehicles are in the fleet?</p>	<p>Australian Paper generally buys its raw materials delivered to Mills, and we outsource the logistics task for the delivery of paper.</p>
<p>5</p>	<p>When is the main time of use?</p>	<p>All year</p>

6	What role does Gippsland play in your operations – destination, labour, training/admin, maintenance etc.	It is the centre of our manufacturing operations, we directly employ >900 people
7	Is the demand seasonal? Are there implications of this?	Operate all year

The Future

No	Question	Feedback
1	Do you expect any change in your market in the: short-term (next 5 years); and long- term (next 20 years)?	Am hoping the Australian dollar will devalue a further 10 – 15% so we can compete more evenly with imported paper prices. Increasing energy prices will have a major impact on manufacturing costs
2	Please identify any potential or emerging freight network issues.	Cannot operate 2 x 40' B-Double equipment between Gippsland and capital cities. Regional Gippsland rail line is broad gauge, interstate rail line is standard gauge. Increasingly difficult to freight trains to obtain pathways through metropolitan passenger rail network. There is no on-wharf rail access at the Port of Melbourne.
3	Do you expect to change your operations, technology or transport modes in the? Short-term (5 years) Long term (20 years)	Yes, we are continually looking at more efficient ways to manufacture and distribute products in order to improve our cost competitiveness.
4	How might some network issues be resolved?	Gippsland rail line needs to be upgraded to accommodate more efficient and longer freight trains. Dedicated freight lines need to be built within the metropolitan network so as we don't have to compete with passenger services. Rail capacity could be increased on current rail network by installing state-of-the-art rail signalling.

Hot Topics

No	Question	Feedback
1	Where are the major road congestion points?	To/from the Port of Melbourne Monash Freeway
2	How do roads operate during peak holiday season?	
3	Safety – how do trucks operate amongst people?	
4	Safety – how do trucks operate amongst cyclists?	
5	Safety – how do trucks operate through towns?	
6	Are there conflict points with school buses?	
7	Do you serve ports? What products do you take in and out?	We export > 200,000 tonnes of paper per annum through the Port of Melbourne. We import some fibre, equipment parts, chemicals.
8	Desired lines – where would you like to run freight to?	
9	Is the transport	On-going maintenance works on the Gippsland regional rail network, and the metropolitan rail network,

	network reliable? Network reliability – upstream & downstream	frequently disrupt the ability to operate freight trains between Melbourne and Gippsland.
10	What sorts of events disrupt your transport service? What effect does this have on your business and customers?	If we do not have transport services we have to shut our manufacturing facilities after 2 – 3 days because there is insufficient on-site storage.

Outcomes

No	Question	Feedback
1	What would you see as a freight road hierarchy for Gippsland: a. Principal /significant roads b. Feeder roads c. Roads not suitable for freight	
2	What is the minimum standard of road you need?	High productivity B-doubles, i.e. able to have 2 x 40' trailers with increased gross weights.
3	Are there specific locations with issues e.g. load ratings, bridges?	Vic Roads has this information.
4	Rail to road – is it a possibility for your operation?	We already rail approximately 240,000 tonnes of paper from Gippsland each year and could increase this to 340,000 tonnes if the Gippsland rail line was improved.

D R A F T

