

# Ground Transport Operator (GTO)

Operating procedures



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# 1 Summary

The key principle of Ground Transport Operations at Brisbane Airport is for the pre-arranged transport vehicles to wait in the designated central parking area (CPA) until the corresponding flights / passengers arrive. All terminal pick up locations are controlled by an electronic tag access system. A valid electronic tag and Brisbane Airport GTO license is required to gain access to controlled areas.

## 2 Introduction

**Brisbane Airport provides controlled access to designated pre-booked passenger loading zones for ground transport operators at Brisbane Airport. These zones are controlled by an electronic tag system and boom gate on entry and exit.**

All vehicles are charged according to their length of stay in the GTO areas. This is achieved by reading the entry time of a vehicle, then the exit time, and charging for the total time spent in the area based on the vehicle class.

Time based charging ensures all GTO operators utilise the pick-up areas efficiently and hence ensure fairness by providing sufficient access to all operators. It also allows the operator to stay in the area if necessary, rather than circling around and re-entering.

## 3 GTO Licence

Applications for a Brisbane Airport Ground Transport Operator license is completed via an online web portal <https://gto.bne.com.au>. To be applicable for a GTO license you must hold a valid Queensland Transport accreditation number. Further details relating to transport accreditation numbers can be found at <https://www.tmr.qld.gov.au/Business-industry/Accreditations/Operator-accreditations.aspx>. If you do not hold a valid accreditation number you will not be able to complete the online application.

## 4 Registration

To apply for a GTO license log into <https://gto.bne.com.au> and complete all steps. Once you have completed all the required steps, your application will be submitted to Brisbane Airport for processing. This usually takes between 24 and 48 hours to review. You will receive an email once your license has been approved. As part of the registration process you will be asked for:

- Company/Business details (including accreditation number)
- Vehicle registration details
- Electronic tag details.

You cannot save your application halfway through the process, so please ensure you have sufficient time, plus the required information before starting your application.

### Updating your details

Once your application has been assessed and approved by Brisbane Airport, the online web portal <https://gto.bne.com.au> will allow you to manage your details, vehicles and electronic tags at any time. Updates take approximately 90 minutes to be processed, so if you need to update or add an additional vehicle, please ensure you allow sufficient time for the system to update before attempting to gain access. The portal will also provide transaction details; however this is only for information purposes. For detailed e-tag transactions, please refer to your e-tag account.

*It is extremely important that you check your electronic tag numbers and ensure they are correct as incorrect numbers will not allow you to enter the collection areas. Further details on tag numbers can be found on the following pages.*

# 5 Electronic Tag Access

All terminal collection areas are controlled via an electronic tag system which utilises standard road issued e-tags for example Queensland Motorways. If you do not have an e-tag, you will need to acquire one. Currently Brisbane Airport can accept tags from the following providers:

- Queensland Motorways (GoVia/Linkt)
- Interlink (Eway)
- NSW RMS/RTA.

During the GTO registration process you will be asked to provide your tag number. This number is located on the topside of your tag and is usually between 10 and 11 digits long.

## Tag examples

**Linkt (GoVia)** – usually 11 digits



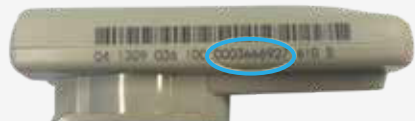
**Eway type 111** – usually 12 digits



**Eway type 108** – usually 10 digits



**RMS tag**



### 5.1 Account management

Brisbane Airport Corporation (BAC) is not responsible for the account/top-up management of your account. This is done via your e-tag provider.

### 5.2 How the system works

Brisbane Airport receive a list from your tag provider at midnight 24/7. The list contains e-tags that are suspended by the provider. If you are on that list you will not be able to gain access until you have been removed by your provider and BAC have uploaded the new list.

### 5.3 How do you ensure your account remains in a positive balance?

- Arrange an automatic top-up. With an automatic top-up, money will be deducted from a nominated bank account or credit card when your account reaches a nominated low balance level. This will also help you to avoid unnecessary fees.
- Top-up your account with enough credit to last for two days of travel on toll roads and airport access at any given time.
- If your account falls to zero and your account is suspended by your tag provider it may take up to 24 hours for your tag to be reinstated by your provider.



## 5.4 Tag balance for trouble fee operations at Brisbane Airport

If you spend \$100 on tolls on a typical day, your safe minimum needs to be at least \$200. That will give you a buffer equal to a full day's tolls.

If your typical daily cost of tolls is different to the above example, then the recommended minimum and top-up can be adjusted accordingly.

Your e-tag provider can assist you in setting the appropriate minimum and top-up amount.

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**Note 1: e-tag accounts are managed by your tag provider. The above information is provided as a guide only and Brisbane Airport recommend that you speak to your tag provider for further details.**

**Note 2: Brisbane Airport does not manage any e-tag account details so if your account is suspended you must contact your e-tag provider.**

Should you need further assistances with any operational issues please lodge an email with [gto.info@bne.com.au](mailto:gto.info@bne.com.au).

If you would like an incident investigated, please provide the following details in your email.

- Date and time
- Location
- Type, make, rego and color of vehicle
- Any information provided by kerbside staff.

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**Note 3: No e-tag account support is available via this email. For account enquires, contact your e-tag provider.**

## 6 Vehicle Classes

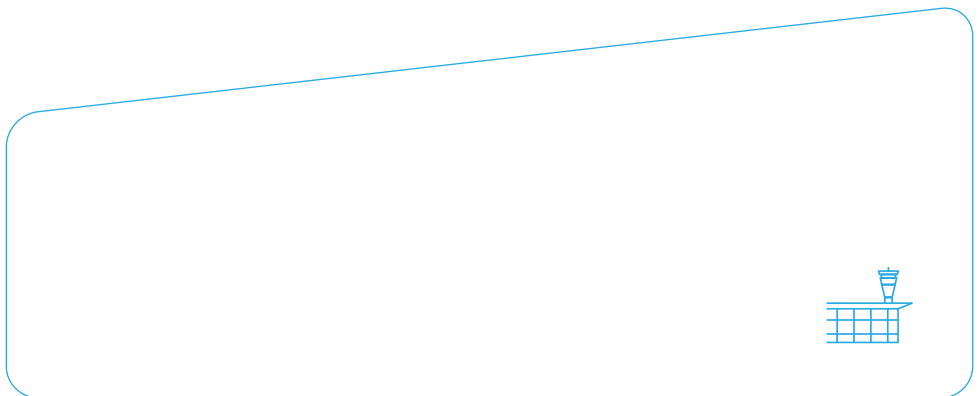
Vehicle class is determined by passenger capacity.

<i>Class</i>	<i>Passenger Capacity</i>	<i>Type</i>
A	1-4	Limousine, pre-booked taxis, other sedan vehicles
B	5-11	Mini bus
C	12-28	Bus
D	29+	Coach
E	Vehicle registered as a Limousine and displaying a "L" registration plate capable of carrying 5 or more passengers	Stretch Limousines
F	BAC approved luggage truck	Luggage vehicles that are accompanying another vehicle for the purpose of carrying luggage only
O	5 - 11	High volume Courtesy Vehicles for off-airport car parking companies and Off-Airport Rental Companies
R	1 - 7	Booked Hire vehicle (ride share)

Access fees and times are as per table in the GTO terms and conditions. The terms and conditions will be sent to your email address at the end of your online application. There are no fees applicable for the Brisbane Airport GTO application. The system is pay per use only, meaning your e-tag account will only be charged when you use the GTO facilities.

# 7 International Terminal (ITB)

The International terminal pick-up area is located at the southern side of the International Terminal and is accessible via the level 2 arrivals road. The area is a shared facility with all classes of GTO vehicles and ride share operators using the same area. Please observe the parking signs installed and refer to Map 6 on page 19 for directions and parking locations.



## 8 Domestic Terminal (DTB)

Pick-up facilities are separated into three different areas at the Domestic Terminal:

- 1. Bus and Coach area** – located directly in front of the Multi-Level car park (refer to Map 2 on page 15). This area is reserved for class B, C, and D vehicles.
- 2. Limousine and pre-booked taxi parking** – located on Fraser Road (refer to Map 3 on page 16). This area is reserved for class A vehicles only.

- 3. Stretch Limousine, crew transfer buses, ride share operators and approved Brisbane Airport vehicle area** – Located on the left hand side of Macleay Way (refer to Map 4 on page 17). This area is reserved for class E, class R and approved class B vehicles.

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Note: any class B vehicle must be approved by Brisbane Airport and is for airline crew transfer vehicles only – to request approval email [gto.info@bne.com.au](mailto:gto.info@bne.com.au).

# 9 Central Parking Area (CPA)

**The Central Parking Area** is located off Nancy Bird Way and provides free parking for all licensed operators, including a dedicated waiting area for ride share operators to park whilst they wait for their ride to be ready at the terminal pick-up areas. Facilities available at the CPA for all operators include toilets, a cafe, and flight information boards. Access to these waiting areas is off Bert Hinkler Drive. (refer to Map 5 on page 18 for directions).



## 10 Passenger Drop-Off

All operators can utilise the public drop-off areas at the International and Domestic Terminals free of charge. Operators may also utilise the pick-up areas to drop-off passengers, however standard fees will apply.



# 11 Other Locations

There are occasions when operators will be required to operate in locations that are not controlled by the e-tag system. These locations include the retail and business precincts and other tenant locations that may require transport services. Although access fees and charges will not be applied, all parking signage and other requirements listed in the GTO licenses are still applicable.

# 12 Maps

## 12.1 Map 1 - Brisbane Airport GTO parking and access areas





## 12.2 Map 2 - Domestic Terminal Bus and Coach area



12.3 Map 3 - Domestic Terminal limousine and Pre-booked taxi area



12.4 Map 4 - Domestic Terminal stretch limousine, pre-booked taxi, ride share operator and class B crew bus area



12.5 Map 5 - Central Parking Area (CPA)



## 12.6 Map 6 - International GTO area



# 13 Parking Restrictions and Penalty Infringement FAQs

## Parking Restrictions

**Brisbane Airport is a designated 'No Stopping' area unless otherwise signed. You may not park your vehicle anywhere, unless it is signed as a parking area. Public parking is available at the International and Domestic Terminals.**

## Parking regulations at Brisbane Airport

All parking infringements issued at Brisbane Airport are issued on behalf of the Federal Government under the Commonwealth Airports (Control of On Airport Activities) Regulations 1997.

Brisbane Airport Corporation derives no income from the collection of parking infringements for the Commonwealth.

## Q. Why are the parking restrictions at the Airport so strict?

**A.** Parking restrictions are in place to ensure the safety and security of all visitors and the efficient operation of the airport. Security requirements at all Australian airports have been upgraded by the Commonwealth Government and this includes terminal face access roads by motor vehicles.

## Q. Can I stop in a bus zone if there are no buses waiting?

**A.** You will appreciate that vehicles parking and stopping in bus zones create an ever-increasing problem for bus drivers pulling into and out of these bays. The danger created by buses forced to double park and manoeuvre into and out of an inadequate space is of great concern to us, and we therefore view this offence very seriously. You should note that it is irrelevant how long your vehicle remains stationary in the area - simply stopping the vehicle in a bus zone constitutes an offence and may result in an infringement notice being issued.

**Q. What if my passengers got out (as fast as they could) while I was waiting for people on the pedestrian crossing?**

**A.** It is imperative that pedestrian crossings are not encumbered by vehicles stopped either partially or entirely across them. Pedestrian safety is a major priority of Brisbane Airport Corporation and vehicles stopped or even parked in such a manner cause visibility problems for pedestrians and other motorists alike.

It is an offence under the parking regulations to even stop your vehicle within a certain distance from a pedestrian crossing. In an effort to prevent vehicles from stopping on or near a crossing we have designated the area either side of the crossing a “No Stopping” zone.

**Q. What if I just stopped for a moment to drop off or collect a passenger?**

**A.** If your vehicle was stopped at the time of the offence in an area designated as a “No Stopping” zone by virtue of road markings/signage, then you should note that no part of a vehicle may be stopped in a “No Stopping” zone as the entirety of such zones must be kept clear at all times. It is irrelevant how long your vehicle remains stationary in the area - simply stopping the vehicle in a “No Stopping” zone constitutes an offence.

**Q. What if I own the vehicle but I was not driving at the time of the offence or I have recently sold the vehicle?**

**A.** If you were not the driver or you did not own the vehicle at the time of the offence you must complete a statutory declaration stating the name and address of the driver or owner of the vehicle, and send it to Brisbane Airport Corporation, at the address listed below.

**Q. Why am I not permitted to stop on Airport Drive or other airport roads?**

**A.** All airport roads are signed “No Parking” or “No Stopping” for a number of safety and security reasons. Most importantly, many accidents have been caused by drivers attempting to re-enter the roadways or merge with moving vehicles at speeds of up to 90 km/h.

**Q. If I want to appeal this infringement what do I do?**

**A.** All appeals must be in writing and posted to Brisbane Airport Corporation, PO Box 61, Hamilton Central QLD 4007, or emailed to [PINS@bne.com.au](mailto:PINS@bne.com.au).



## Complaints and Feedback

Your first point of contact is the Kerbside officers, if the officer is unable to provide sufficient information or rectify an issue please request to speak to the shift supervisor.

All complaints and feedback needing BAC's attention must be submitted in writing to [gto.info@bne.com.au](mailto:gto.info@bne.com.au).

## Contact Information

### **Brisbane Airport website**

[www.bne.com.au](http://www.bne.com.au)

### **New GTO applications**

<https://gto.bne.com.au>

### **Pre-booked taxi access**

<https://gto.bne.com.au>

### **Complaints/Compliments email to**

[gto.info@bne.com.au](mailto:gto.info@bne.com.au)

### **Faults**

Please report all faults to kerbside officers

### **Ground Transport office**

9 The Circuit, Brisbane Airport  
(adjacent to Skygate)

### *Office Hours*

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Monday to Wednesday	7.30am to 3.45pm
Thursday	7.30am to 1.45pm
Friday	7.30am to 3.45pm

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**Email:** [gto.info@bne.com.au](mailto:gto.info@bne.com.au)

**Phone:** +61 7 3406 3261

**Fax:** +61 7 3866 3075

## **GoVia (e-tag account) contact information**

**Online** <https://govia.com.au>

**Email** [enquiries@govia.com.au](mailto:enquiries@govia.com.au)

**Phone** 13 33 31