

# Go Card sparks mixed commuter reactions

**GO Card? Back to the drawing board, our commuters say.**

**I HAVE** used these e-tickets overseas and know they make public transport easier and quicker. My Go Card is costing me more than either a weekly ticket or a Ten Trip saver.

I am about to return my Go Card for a refund. My mum found her off-peak tickets were costing her \$1.30 more for a return journey using the Go Card. She has already submitted her Go Card for a refund. Translink, reduce your Go Card fares and I will gladly use it again. – **Sally Donovan, Newstead**

**THE** Go Card is really hard to get. I work in Fortitude Valley. Yet Brunswick Street station, I believe the second busiest station in Brisbane, does not have any information or forms to apply for one of these cards, until the new station renovations are unveiled, so I am told.

Why? I've tried to ring Translink with several queries, but when I press the various buttons (e.g. press 1 to inquire about)...no connection.

I tried to buy one at Eagle Junction but the attendant told me I would need to buy one and then fill out the form to register. I just want to



**PERFECT FIT:** Readers say overseas versions of commuter travel cards, such as London's Oyster card are much more user friendly than Brisbane's Go Card.

buy a card, put \$100 on it, check its progress online and top it up from my account. Is that too much to ask? – **J Masters**

**I COMMUTE** from Robina to Central 5 days a week - Zones 1 - 15. I buy a monthly ticket which gives me unlimited travel in these zones for a calendar month and it costs me \$286.

I looked into the Go Card as I understand it,

to make one trip from Robina to Central will cost me \$11. I would make 10 trips in a week, 2 trips a day back and forth. You get a discount of 50 per cent after six trips. So it would cost me a week to do the same trip  $6 \times \$11 + 4 \times \$5.50 = \$88$  Over four weeks this will end up costing me \$352 which is \$66 more than what I currently pay to have the convenience of not having to buy a paper ticket. No thank-you.

The monthly ticket gives me a full month of travel rather than just four weeks.

Also if I needed to catch the train on a weekend, my monthly ticket covers this. If I use the Go Card, I will get charged again for this. – **David Mudge**

**I WORK** part-time for Brisbane City Council so haven't been eligible for the weekly discount for a long time. I purchase a daily ticket three times a week so for me the Go Card is great.

No longer do I have to scrounge for cash and I can top up my account when I do my net banking or top up my e-toll. I'm happy to embrace the technology but also accept that there will always be bugs. Ultimately though it fits in with my lifestyle very well.

The only comment I would make is that I had to make a stop the other day at the Valley briefly on my way into work and I was unsure whether to trust the technology to realise to charge for the normal journey from Strathpine to Central and realise that even though I made a detour I still completed my original journey within the hour.

Overall though - very happy to support the Go Card. – **Alissa Hunt**

**The go card team is visiting near you soon.**

For a list of locations visit [www.translink.com.au/go](http://www.translink.com.au/go) or call 13 12 30.

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Visit [www.translink.com.au/go](http://www.translink.com.au/go) or call 13 12 30 for more information.



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