

RAIL Back On Track: 2011 Public Transport Passenger Survey.

Question 18 - Comments:

[12](#)It annoys me that I often have to use a paper ticket rather than go card to get the cheapest fare home in the evening, when I am running an errand on the way. I normally catch a bus to the city (zone 1 to 1) then get a connecting bus home (zone 1 to 2). If I am doing something in the city that means I won't quite catch my 2nd bus within an hour it saves me more than a \$1 to get a paper ticket at the start of my journey rather than using my go card (since the paper ticket has a 2 hr transfer). I dislike the situation of having to think about using paper or go card depending on how long I will be in the city. Go card should be priced so it is always the cheapest way...of course daily caps would solve this problem.

[13](#)Rail offpeak frequency continues to be a major disappointment for inner city areas especially with the success of the BUZ projects.

[19](#)Services are not frequent enough - rail or bus.

[21](#)I believe that QR and Translink operate a safe public transport network. I value my personal safety when using public transport and don't want reductions in staff at stations reduced any further. Long distance trains must have toilets. Operational restrictions on the Sunshine Coast Line are as joke.

[22](#)With regards to bus frequency, on the whole the main trunk routes are pretty good, but it's where you're out in the suburbs trying to get from your house to one of those trunk routes or a train station that there's a problem. The service either doesn't exist, or is poor.

[23](#)Train Frequency is TERRIBLE!!!

[24](#)Current public transport planning is it increasing overall % of trips despite 50% patronage growth rates. Current planning processes guarantee car usage is high as public transport frequencies are too low.

[25](#)Particular issues in the network are off-peak rail frequency, bus delays and frequency. Too many routes and too many buses going illogical routes with too many stops. Ideally, BUZ services should go the route someone would go should they drive, with the exception of busways.

[26](#)All in all a good survey and everything the QR one should have been.

[28](#)More Trains for Cleveland so as I don't end up standing for most of the trip home, or feeling like a squashed sardine on the trip to work.. Frequency will help with the poor connections at Roma Street to my final destination. I have been traveling on the Train for 25 years, and the reliability seems to get worse each year. My worst trip home to Cleveland this year took an incredible 2.5 hours as opposed to the scheduled 1 hour (avg) trip. Why do we need to pay more for a service that increasingly fails as each year passes?

[32](#)Lots of improvement needed in bus rail interchange. buses are unfriendly to new or occasional transport users with little bus station or onboard information to assist knowing correct stops to use radial transport is a joke and causes everyone to travel in and out of the city regardless of destination. we should be building radial rail networks now!

[33](#) Listen to Robert

[34](#) IF HAD MY WAY THERE WOULD BE TRAMS STILL RUNNING, (CLEM JONES) (COCK HEAD) SHOULD NOT HAVE NOT TAKEN THEM OFF BRISBANE ROADS, THEY WERE BRISBANE ICON, RAIL BEST THING NOW SINCE BREAD, THERE SHOULD BE MORE TRACKS LAIED QUEENSLAND IS A BOOMING STATE THAT WHY THEY YOUNG ANNA-BLIGH CALLED SUNSHINE STATE, AND A RAIL FROM CAIRNS TO MELBOURNE SHOULD BE CALLED BULLET TRAIN, LAST I BE HAPPY WHEN GOVMENT GETS THER FINGER OUT AND STARTS PETRIE TO KIPPA-RING, HOW LONG THIS HAS BEEN ON GOINGING SAGA 102 YEARS, GOVERMENT SHOULD CONCRATE ON THIS BEFORE OTHER PROJECTS, THIS IS A PRIORITY YES PRIORITY, THAT MY SAY BYE.

[35](#) I find it increasingly frustrating to have to contact Translink at least once a week to have incorrect fares adjusted due to faulty card readers.

[38](#) Public transport is becoming too expensive - especially with the three planned fare rises over the next three years. I use public transport less because of this, and will use it less with the future fare rises. Go card needs: - 25% off-peak reduction (not planned 20%) - Daily fare (as other cities do)

[41](#) Buses in particular are variable - some have excellent frequency, some very poor. Often the bus just doesn't turn up. Fares are becoming much too expensive.

[42](#) Seek assistance is a joke when stations are hardly ever attended. Many stations don't have readers in the middle of platforms. There are not enough options on card topping up (no change or change in dollar coins, notes need to be in mint condition to be accepted). The slot to receive the paper receipt is too low down on the machine.

[44](#) When politicians state that we have a world class transport system it shows that they have never experienced Europe and in particular Germany.

[45](#) Service frequency and hours of operation are the key. Half hourly trains do not attract off-peak patronage. Similarly bus services that drop to hourly during the day and cut out as early as 7PM are only ever going to attract peak hour commuters, and will run mostly empty for the rest of the time. Go Card fares are acceptable at present levels, but the 15% rises are likely to start changing my habits. A couple more of these 15% rises and it will be cheaper to just drive, given that I have free parking available at work. For my short (10km) bus commute, public transport vs. car is already a break-even proposition. Add in a couple more fare rises that exceed CPI or increases to the cost of motoring and the balance will tip firmly in favour of driving, at which point it will be "bye bye Translink".

[46](#) Off peak fares need to be at least 30 to 40% cheaper than the peak fares. Off peak rail and bus is very bad. It is a wasted investment.

[48](#) Reinstate return tickets. Lower the prices, particularly for short journeys.

[53](#) I often get a red light every time I touched off my go card, but hardly see this on anyone else.

[52](#) I would probably have rated a few things somewhere in between "satisfactory" and "outstanding" The main focus needs to be on increasing frequency, especially for rail, e.g. this could mean running more 3 car sets at 15 minute intervals rather than 6 car sets at 30 minute intervals.

[54](#)I continuously get charged a fee of \$5 for "not swipping" I can't of course prove that I am swipping my card, I wonder how many other thousands are in the same boat and how much revenue Go Card is rorting in this manner!

[58](#)(1) Increase rail frequency on all main train lines to 15 minutes similar to the BUZ bus routes. (2) Reintroduce periodical fares as Go Card fares are so expensive. (3) Improve Sunday morning rail services to half hourly as they are currently hourly until about 9.30 am on most lines. This makes it difficult getting to the airport from other lines or to attend Sunday morning activities that start earlier than 10 am. (4) There should be more Translink inspectors on trains. I've only seen them checking tickets on my line once or twice in the past 6 months.

[63](#)The railway trains are not frequent when it is not peak in the morning and afternoon. Also many bus routes finish too early.

[65](#)I recently was in London, and the difference regarding frequency, fares and ticketing was overwhelming. The Gocard system is dreadful. The paper tickets were so much easier to use, and the multi-trip weekly/monthly were very good. I can no longer use the transport system to travel around several destinations without having to consider how long I can stay there to be able to use the three continuations allowable to a single gocard fare journey. I often would travel to Indooroopilly, stay for several hours, then travel further to the city and stay there also for some period, not necessarily an hour. The whole 'hour' issue is compounded by the fact that buses so often do not run on time and you could be outside this time allowed purely for no fault of your own. I have also recently discovered the inflexibility of the Gocard regarding refunds. I had cause to request a refund of a fare, due to a bus no turning up and my having to find an alternative way home and incur further changes. Translink advised could not refund the fare on the card, but purely as a 'gesture of goodwill'(an odd term, considering the fact I had had to wait over half an hour to discover the bus was not turning up, decide what to do next as it was nearly dark, get back on a train, travel further and catch another bus) would give me a free journey via my local bus service. This was in June, the bus company finally spoke to me at the end of August and was baffled by translink being unable to refund on the card and could only offer me cash. Fine I said and the employee said she would bring it to my house. This went on for some time, due to this lady having a heavy family problem. It was only on Thursday, the 24th that she finally gave me this money. Impressive, it only took 6 months. Ridiculous, as I pointed out to Translink at least twice in this interval. The Ipswich line is still only half hourly, a situation that has existed since my childhood and the old deisels. Even more impressive is the fact that the train is taking nearly five minutes longer to get to Brisbane with the new timetable. This is now nearly an hour - 54 minutes. Also nearly the time it used to take with the deisels. Progress is a marvellous thing. I have used public transport all my life, my father was in the railway and we had no car. Over the years there have been improvements, but I am not impressed with how the current system is running. The projected fare rise next year is also looming. Words fail me regarding this shocking piece of chicanery. One wonders if the government actually wants us to use public transport.

[66](#)RBOT does a great job, I wish more Queenslanders knew of it, joined & were keen to help. Fares too expensive. Trains need to be more frequent and more often.

[68](#)I live in an area where there are lots of parents with prams, and i find that the buses get overcrowded with prams as there is only a limited space. I have had to fold down my pram with my

young child and have found it very stressful and would like more space on buses for this reason i am in caboolture.

[70](#)Bus 250 Cleveland-Brisbane City is always very late...

[71](#)I have stopped using public transport basically because of the massive fare increases. I now ride a bike to work from Middle Park to the Valley and only use the Train if the weather is inclement in the morning.

[74](#)Rail frequency is appalling, offpeak services are truly third-world. Fares continually increasing makes no sense and is making PT more and more unaffordable, and come January, expect traffic to get worse. The new rail time table is a kick in the face to Nambour line commuters, slower and more packed services that leave earlier to arrive later is shameful.

[77](#)Government needs to freeze future GOcard fare rises for at least 2 years to get people back on Public Transport. Frequency on the Beenleigh/Gold Coast line needs a massive boost, yes I realise this requires CRR so get to building it now!!!

[78](#)Use ex employees free pass on trains, go card on buses

[79](#)I live at Rosewood and would like to see express services to and from the City from Ipswich. Now that the new service to Richlands is now operating an express service for Ipswich residents is achievable. The Service from Rosewood after peak hour during the day is hourly and is not commuter friendly. Half hourly service would be more acceptable. I have a concession Go Card and I have to leave Rosewood in peak time to get to the City for Drs appointments early. I think I have to pay full fare. Pensioners would use the trains more often but the fares are really not cheap for them. A Day Rover ticket like they have in NSW is a fantastic idea. It used to be \$2.50 and you could travel all over, train, ferry and bus anywhere in the Sydney area. A similar fare could be granted to pensioners and I am sure it would be a winner. Timetables and the fare structure for Rosewood residents would be very favourable.

[80](#)Fare increases of 15% a year are TOTALLY UNACCEPTABLE. \$3.68 for an 8 km trip is too expensive. \$2.65 for a three station (Milton to Valley trip) is far too expensive. The one hour continuation should be extended to 2 hours as in many other cities. The penalty of \$10 for not tagging off is unacceptable. The amount of window damage from graffiti is unacceptable. Trains should run faster between stations.

[81](#)Bus services overall compared to the Southern States are excellent. Rail service compared to all states is extremely poor as far as off peak frequencies are concerned. There is room for improvement in the peak service in particular the AM service, where dwell times at the Suburban terminus is excessive. These dwell times become even worse in the off peak on certain lines. The out bound morning peak on the caboolture line in particular is a disgrace considering there are several empty workings from the city to petrie. The easiest remedy to the dwell times and to to make more rolling stock available would be to return to the 2003 time table and rewrite it.

[85](#)Off-peak rail frequency needs improving.

[90](#)I use the Sunshine Coast line daily and frequently have issues with delays to the service north of Beerburrum. The delays generally are connected with the lack of a duplicate rail track beyond between Beerburrum and Nambour. This seems at odds with the planned growth in the region. I also understand that the conjunctive use of the line for passenger and freight services doesn't occur in other areas of the network. So why is it the case that the Sunshine Coast line has these constant bottleneck issues?

[93](#)I would use rail and other Modes of public transport more frequently if it wasn't so expensive. The public have been paying very high fees now for several years with marginal improvements in public transport infrastructure and frequency. Clearly a disproportionate increase in fares when compared to overall improvements to the network. Even more inequitable for long-distance public transport users. Gold Coast and Sunshine Coast users.

[94](#)Rail frequency needs to be a minimum 15 minutes off peak and the ongoing 15% fare increases are unsustainable and coupled with the lack of consistent frequency of services an increasing deterrent to rail public transport usage as an alternative to private car usage.

[99](#)Off-peak rail frequency is still very poor. Any genuine policy on this from either major party will help me decide my vote in the next state election.

[101](#)Higher frequency for trains on a core network [109](#)Been waiting over six years for additional peak hour services on Shorncliffe line.

[110](#)Bus/rail connections are poor on the Gold Coast. The 745 on weekends is SCHEDULED to arrive about 2 mins after the train leaves (or 28 mins before the next train)

[113](#)There is too much reliance on the Busway network in the translink area. While busways are efficiently used in the network, there needs to be more feeder buses supported by higher frequency rail services.

[115](#)Need urgent improvements on the Shorncliffe rail line - frequency and on time performance. Shorncliffe is a forgotten line - it continuously gets a raw deal at the benefit of all other lines. Frequency is terrible and needs to be greatly improved. Need much improved off peak services too - 15 minute service frequency. Instead of upgrading Sandgate station, put a second line to Shorncliffe to enable faster turnbacks.

[122](#)The state of rail in Brisbane is still quite abysmal, especially the units used - gosh, those corrugated sides don't inspire any confidence especially when trains are so infrequent (FERNY GROVE!!) and often delayed. Also wish go cards would allow for direct deposit topups

[123](#)trains are dirty

[124](#)A few comments about the outcomes through Translink/BCC/QR recently. The good: - New BUZ services to areas where it's greatly needed- 100, 120, 180, 196 - P88 Indooroopilly stop locations - Richlands rail service and 15min trains to Darra - Handling of 2011 floods was professional and well organised, in particular relaying information about the status of services across the region - New cross route 590 is a step in the right direction for cross town services The bad: - Train reliability is extremely poor and this is disappointing to see - Still no upgrade for north coast line - While track

upgrades are important, they seem to be increasing in frequency and this is quite annoying - Old Cleveland Rd bus service debacle, in particular the 222, decreases network legibility and needs to be fixed ASAP. Too many air parcel peak hour express services. - Still no leadership for public transport reform, seems to be very little interest in improving the network other than useless glossy brochures and very vague, confusing and un-funded 'visionary' network plans and infrastructure plans - Route 192 timetable reversion debacle- poorly handled and this left many commuters confused by misleading timetables for buses which will never arrive - CITY STOP LOCATIONS!! - Still no bus services for the bulimba area. The 230/235 are becoming increasingly unreliable and this needs to be addressed. - Fare increases are too excessive and decrease desirability to use PT - Train revision 2, when is this occurring? No information provided. Overall, Translink and the State Government have done better in 2011 than in 2010 and 2009, however there are still issues in the network and these need fixing.

[126](#)Yes. Complete the Sunshine Coast Duplication Beerburum to Nambour. NOW. Postpone the Redcliff-Kippa Line & the Sunshine Branch Line to Maroochydore Sunshine Plaza. Construct a Light Rail Line from Sunshine Uni to Sunshine Coast Airport via Kawana, Moolooloba & Maroochydore Sunshine Plaza.

[132](#)I have been using Public Transport for approximately 45 years and I really think that the service is going backwards. Instead of having heaps of staff standing around doing nothing and wearing fancy uniforms and travelling for free why don't you put the funds back into the transport and get it working like it used to. Lots of toilets on the new trains don't work, the old silver bullets had toilets and work and there were never any problems. The prices you are charging don't reflex the service and that fact that half the time you can't get a seat. Why are QR, Qld Rail and Police getting free rides whilst everybody else has to pay. You have your own security guards etc so you don't need to give police a free ridge and also what other public servant gets a free ride to work. How about getting realist and putting the money back into the transport system then people might use it more and not complain as much.

[133](#)Rail generally OK, satisfactory service. Fares are too high with further increases unjustified. there is a need to reward regular users with discounts for frequent use (more than 7 journeys a week not 10) or have gocard monthly, quarterly and yearly discounted tickets.

[134](#)Toilets required on all trains on Sunshine Coast route. Duplication of the SC track required before 2031 to improve service frequency and remove buses. Service frequency on SC route in evening is poor and discourages me from coming to Brisbane for evening meetings.

[135](#)There needs to be more counter-peak services on the Ipswich line, especially Roma Street-Toowong section, at least 10 minute frequency (currently 15 minutes). 15 minute off-peak on all lines. More car parking at outer suburban stations to encourage passengers to park and ride at their local station (instead of driving 90% of the way to the city). Future fare increases to be linked with CPI.

[136](#)To improve service on the Sunshine coast we need: 1) Newer, faster Intercity rolling stock - not the city train stock we currently have (these are not designed for rail journeys in excess of 2 hours) 2) More Express services to Brisbane from Nambour 3) Track Duplication north of beerwah 4) Beerburum extension through to Maroochydore 5) Annual pre-paid GO CARD paid with pretax

salary sacrifice 6) Upgrade Sunshine coast stations north of Beerburrum 7) Prices to be benchmarked against similar journeys in other main cities. QR need to spend to upgrade, as a Sunshine coast resident I feel like a poor relation to our Gold Coast cousins.

[138](#)I would like to see more express trains from and to the Sunshine Coast and for fares to be much cheaper. NSW fares for the same distance are half the price

[139](#)I travel just over 90kms one way 5 days a week. A mate in NSW travels 86kms one way 5 days a week and pays half what I do and takes half the time (1.5hrs for my mate). How can the ACCC allow the 15% increase for each & every year for 5 years? Can QR stop calling expresses "expresses" as they are now more "most stops" and some of the advertising still states major stops only but stops at intermediate stops. e.g. Will be express to Northgate however will stop at Albion, Woolloowin etc.

[140](#)The cost of Rail Transport in Queensland is far greater than anywhere else in Australia - why? I stand for more than half of my journey to home and my journey is 2 hours in each direction - not only is it uncomfortable, but I have the privilege of paying full fare for that. The recent changes to the timetable for the Sunshine Coast line show how out of touch Translink is with the commuter - longer periods of standing, more stops and greater overcrowding of the trains.

[141](#)Lack of inter suburban connections, 1/4 hourly frequency on most train lines would probably rectify this. Many buses meeting trains at suburban stations are designed for passengers travelling from the direction of the CBD to go back to the CBD. About 30 years ago I used to travel From Ashgrove to Manly about 7 am on Sunday morning, it was quicker to go on foot (I am a runner). It still is quicker!

[142](#)I would like to use the Bribie Island bus to commute to Caboolture Railway Station. Timetables and routes are not user friendly and therefore commuters are back in their cars. Buses are clean and comfortable however they really do need to have a GOOD look at their timetables/routes/frequency on the Bribie Island/Caboolture direct services.

[144](#)The reduction in express services from the Brisbane CBD on the Caboolture line has impacted many passengers. The decision by Queensland Rail to withdraw express services to Northgate, opting for all stations services instead, has seen an increase in passengers, with overcrowding and many passengers standing, has decreased the level of passenger comfort, increased noise and increased travel time.

[145](#)I caught the bus between Buranda and RBH and found there was no way to identify Roma St stop, no announcement from bus driver, no screen inside bus, no visible sign on platform or approach. First time on this route, so not familiar with route.

[146](#)Please improve the sunshine coast line timetable, frequency, capacity, time, etc.

[147](#)I'm happy to see the installation of more go card machines at bus stops (like at UQ!!) Keep it up. Also: in the bus ways, it is difficult to know what the next station is, especially if you are new to the busway. Is it possible to somehow announce (like they do on the trains) what the next stop is. or atleast have greater signage at bus stops (ie. current station: Boggo Rd, next station: Mater Hill).

[150](#)The busway is great, but the trains suck. Too slow, don't run often enough.

[152](#)I've examined the numbers comparing driving to the city to catching public transport for my own personal situation. I've included my hourly rate for any time I lose with family or at work by catching public transport. I've also included in my estimate rising car running costs and as of 2012 I'm officially at break even point as of 2013 allowing for an average CPI increase to state taxes and fees It will officially be cheaper for me to drive to work. Admittedly I don't work in the city but I still travel more than 150 kilometres a day return. The government no matter what there political persuasion needs to be hammered on this.

[153](#)Forcing users such as myself from QR Season Pass to the Translink Go-card this year resulted in a ~70% increase in transport fares. With more 15% increases every year on top of this, it is getting to the stage that actually abandoning public transport and going back to private motor vehicle for daily commuting to work (with all the inherent disadvantages that brings to self and society) is going to become financially viable! Wake up Translink!!

[161](#)Transport planning since the late 1960's has delivered us into the transport mess that we have today. We have wasted billions of dollars trying to out-build congestion, killed thousands of people, maimed thousand's more, destroyed our inner city suburbs and vast tracks of our cities with freeways, placed our economy at extreme risk due to peak oil and public transport % of trips is declining. Our cities are a transport nightmare and urban design horror story. Our Govt's are fiddling around talking 5-10% mode share increase in public and active transport when our economy, environment and communities required 50-60%.

[167](#)When can QR get their act together i seam the more u conplain the less u do to fix the system. On the Caboolture the train r the oldest u have i'm sure unless QR stuffs up and puts a newer one on for one morning, and how long do u have to travel on a train for QR to put a toilet carriage on. Fares what a joke shit trains and shit service pay more money, i bet the ppl that read this survey don't travel buy train so y don't the higher payed ppl get off their arse and travel on all the lines for a week and talk to ppl and just c what shit the public have to put up with.

[168](#)There is insufficient consideration for longer haul commuters especially to the Sunshine Coast who now have to endure for the main part, an absence of the previous express service. While the peak northbound s are suitable, the city inbounds stop continually after Caboolture. Keep the ICE trains as they are by far the most comfortable and INCREASE their frequency on the Nambour and Gympie peak operations. Fares should be able to be bought weekly, monthly while keeping the intended 10+trips/week discount option.

[169](#)Having lived and worked in a number of major cities Melbourne, Sydney, Los Angeles, Rome and Amsterdam I can't believe how great the service is with Queensland Rail. I find it amazing that the media and general public set such high expectations when the service is world class. When they get more money for improved infrastructure like Cross River Rail the service will be even better.

[170](#)A daily/weekly cap would be extremely useful, even more so when several members of the family use public transport - it is proving a very expensive outlay without the daily cap.

[172](#)I live in Westlake but won't use public transport as my main mode of transport until buses run every 15 minutes to Centenary. The tunnels are good to Garden City, it makes it worthwhile time wise to take the bus.

[173](#)The recent changes in rail timetable for sunshine coast commuters has severely impacted on my daily commute. I am now in a position where I have to drive to Caboolture train station from the sunshine coast so I have more choice in services that enables me to arrive at my destination by a designated time. The benefit of catching an express train from the sunshine coast no longer exists therefore it is now quicker for me to drive to caboolture and get a train from there. Very disappointed that more consideration was not given to sunshine coast commuters given the length of our journey. It appears that inner city commuters are the only ones that have benefitted from the change. I also fail to see how the government is meeting its objective of reducing congestion when they are forcing public transport users back onto the road.

[174](#)The extra time added to the journey for Sunshine Coast passengers i.e. all stops from Bowen Hills to Northgate has made train travel cumbersome. I now depart home at 5.40am and travel to Caboolture from the Sunshine Coast and then take a train to Fortitude Valley. I would prefer to take the 7.08 train from Landsborough but there is no parking at that time and there is no 615 bus to Landsborough from Sippy Downs for that peak hour train.

[175](#) I HAVE TO TRAVEL ON THE TRAIN ALL THE WAY FROM FORTITUDE VALLEY TO BEERWAH EVERY EVENING AND I AM SICK OF STANDING ALL THE WAY TO PETRIE IT WAS SO MUCH BETTER BEFORE THE CHANGES AS I ALWAYS GOT A SEAT.

[176](#)Rail service timetabling is poor to the Sunshine Coast. To many of the afternoon services designated for Nambour or Gympie are only partial express trains. These services need to stop at Caboolture, Northgate and Bowen Hill only. Many sunshine coast commuters are having to stand to Petrie and so are electing to drive instead. Car pooling is becoming common because of poor timetabling and rising fares. There is no seasonal tickets available and many do not want to buy a ticket or top up every week. That is what you are forced to do when the Go card only "holds" \$250 and your weekly commute costs \$108 per week. So every week you must top up which is not convenient. The machines are faulty on some occasions creating more issues. The overall service and cleanliness of the trains is generally quite good in Queensland it is let down by poor timetabling however.

[177](#)QR should offer free trips when trains run more than 10 minutes late

[178](#)The rail service to the Sunshine Coast is extremely poor and this is disappointing given the costs of our fares. Of particular concern is the number of stops the Sunshine Coast trains make, extending the journey by at least 10 minutes. There is only one express train each way each day being the Gympie North train which isn't suitable for most workers as it arrives in Brisbane too late and leaves too late at night. This train isn't in peak times. The trains are consistently late, there is no baggage room no port racks) and the new trains are too uncomfortable for long distance trips which is what the Sunshine Coast commuters are travelling on.

[179](#)There needs to be expansion of services in the northern gold coast area as having more frequent services or new services would most likely see a increase in public transport usage. Also Surfside need to be more open to ideas about service changes mainly regarding school buses.

[180](#)rural country bus services serve no purpose they never wait for late running trains! we only have one return service daily

[181](#)As a previously regular train commuter on the Sunshine Coast line, the services, cost increase, reduction of available seats and timetable inflexibility is appalling. With the reduction of "Express" lines to Brisbane and the increasing frequency on which I have had to sit on the train floors / corridors in my business suits has resulted in my opting for alternative transport to Brisbane (I now drive my car).

[182](#)Trains need to come on time with seats available and be clean. Stations need to be manned for me to feel safe

[186](#)The Go Card doesn't work. It STILL doesn't work. When I recently phoned the media about people being booked after it was confirmed that the system wasn't working, the Transport Minister LIED and said that there were no problems with the system. I am fed up with the GoCard not working, getting into trouble with inspectors when I and others have done nothing wrong. I have had a gut full of the lies told by the Minister for Transport (this new one and the old one!) about the Go Card. I am outraged at how much the public transport costs and what you get for it! Thank you for the online survey. I don't expect that the government will do anything about public transport in response though - they don't give a damn! Thank you!

[188](#)I live in Redbank Plains and we had quite a good bus service 18 months ago. At that stage 5 services were slashed from the area with no buses travelling direct to Redbank Plaza and station. I ended up buying a car and now do not use public transport. I was of the belief that the State Government was trying to ease road congestion it appears they don't care.

[191](#)All services should have toilets and drinks/snacks carts to make the trip more enjoyable.

[192](#)Biggest problem with public transport is lack of frequency. Particular on the Rosewood line, services must be doubled at least. Express services to the city are good, but increasing the length of the express stretch would be good. Fares in general are extortionate and discourage wider use of public transport. Public transport should be a subsidised service and commuters should not be expected to cover the full cost with their fares. The recently-announced discounted fares after ten journeys in a week is a political cop out. Most people who commute by rail do ten trips in a week and no more. Most people will see no benefit from this media stunt. Ease the burden on commuters by providing meaningful relief in the form of every tenth and or ninth journey/s of the week free. Get busses off the Bell street and use the purpose-built transit centre. To abandon it on the basis of cost is disgraceful.

[193](#)Safety at railway stations big issue -also on the trains at times. Some of the stations have huge number of stairs to climb and quite hard for older people to get to the other side of platform to exit. The frequency of trains needs to improve out of sight also buses. We are so behind on that score. More people would use the public transport if frequent and safe. Why oh why can we not have paper tickets as well as the Go Card? Visitors do not want to be bothered getting a Go Card.! Why not have return tickets as well? Another thing transport is too expensive in Qld.

[195](#)I no longer travel by rail due to too many times I have been late to work due to the rail system.. plus the fares you charge are ridiculously high.. I can't see how you can justify the costs.. Why don't you put a small fee of say \$20 on everyone's electricity bill or water bill to cover the cost and make

train/bus travel free.. not only will it cut the cost of carbons & traffic congestion but you will be reaping in the \$\$ and make a profit.. they do this in England and it's successful

[201](#)My partner and I both catch the train to and from the City from East Ipswich every day. This equates to \$23 a day. We can get Early Bird parking in town for \$19 a day or a monthly pass for \$460. Currently we can't justify driving because we would still have wear and tear on the car and petrol and would have to sit in the traffic however, with fares increasing in 2012 and again in 2013 it won't be long before driving becomes a much cheaper alternative for us. The other comment I would like to make is about the frequency of trains through Darra, every 15 min all day long is great and I have even driven to Darra on a weekend so I can get more convenient trips into the City. If we know we will be working back past peak times during the week(when express services run) we will drive to Darra in the morning just for a more convenient trip home later in the evening - the other benefit of this is we don't have to sit with all the riff raff that seem to use the Ipswich line between Darra and Ipswich outside of peak times. Thanks for the opportunity to have my say.

[202](#)Too many train failures and not good enough back up systems. Go Card system requires a sms service for \$10 default fares

[204](#)Bring back express services for Sunshine Coast trains. Inner city already has enough options for travel without the need to overcrowd and delay trains being used by passengers travelling longer distances.

[205](#)I catch Ipswich and Brisbane buses on a daily basis. I have answered the questions in relation to buses on an overall basis but if I had to answer a survey on just Ipswich buses then my answers would be quite different.

[206](#)qr needs to increase the frequency of services on the ipswich line. (beyond darra) If the services are more frequent, more people will use it. As well as that translink should be lowering fares (instead of increasing) to encourage more people to use the service.

[207](#)I am a pensioner living in Sunshine Coast Hinterland

[209](#)I am a self funded retiree. Before the Go Card system, I used to visit the city, State Library, Art Gallery, and Southbank quite frequently using an off peak saver ticket. I now rarely visit any of the above as the trip to and from, for 4 sections, is just far too expensive. As a rare user, I do not want to top up using a credit card, and therefore it is quite inconvenient finding a place in a major shopping centre to top up the card, plus also remembering to top it up between visits.

[210](#)Go card seems not reliable at many occassions- do not read. Got Charged extra for non recording of touch on/touch off. Am a big supporter of public transport, however the fare is excessive. That makes me to think going back to using personal transport.

[212](#)Fares are ridiculously too expensive in SEQ. It costs me just under \$24 per day to commute from Varsity Lakes to Brisbane. In Sydney a comparable length/time journey from Gosford to City costs only \$15 return.

[214](#)Refusal of Rail staff to register GO Card means I have lost a lot of money when my children lose their go-cards. Too many children abusing the system by spending their bus money at tuckshop (or

the corner shop) and then still getting on the bus without paying, knowing that the driver of the bus has to convey them. Bus service in Ipswich area is first-rate for being on time and driver quality (especially the female drivers - best in the world) but the service does not run enough over the weekend. Rail service to Ipswich can not be described as third-world as that would be an insult to third-world. QR gets minus scores for reliability, ease of access (why do the platforms have to be so low compared to the carriage entry which is really hard on elderly people). Why can't ALL school-children and over 55's travel free like many countries, even in Brazil and other South American countries? Translink do not get to many positives from me except for the Westside Bus Services.

[215](#)having literally suffered Victorian trains for years, QRail is a breath of fresh air. No only are they reliable, the security for after hours is excellent and so comforting when my kids were not driving. Many, many thanks for this excellent service.

[219](#)In Ipswich Line there are no Bus links for commuters when the Train does not turn up. The frequency of Train to and from Ipswich is half hourly even during peak. Morning peak the 7.37am has only 3 cars. It would make more sense to have more cars during this time and maybe have 3 cars Train more frequently than currently atleast during evening office closure time. Bus links to Brisbane when trains do not turn up atleast upto stations wfrom where train can be caught would be great help.

[220](#)For a 5 day a week city commuter there needs to be caps on the fares charged. They introduced it for pensioners, but they are not the ones using the services everyday. QR Took away the options of weekly/monthly/yearly tickets which saved the commuter alot of money and the roads a lot less cars. Give us some rewards in the way of capping fares once X amount of trips have been taken to say thank you for using and supporting public transport options. Also there needs to be more parking available at Train stations, particularly major transport junctions. It is ridiculous to offer 150 car spaces when over 1000 people would catch the train from that station each day. If I am not at the station by 7.00am in the morning, I can't get a park. Working late into the evening, i would prefer to park in the commuter carpark with the CCTV for safety than having to walk 3 blocks away late at night alone. Shopping centres have double story carparks why don't train stations. When doing a station upgrade think about the parking also.

[222](#)The buses air conditioning is too cold and they are often not at the landsborough station to meet the train. The landsborough to brisbane and return train service has deteriorated in the past 8 years I have been using this service. The trains often arrive late to either destination. The trains are too full and now too slow because the old express (caboolture to bowen hills) has been replaced with the new incorrectly named éxpress'i.e. petrie to northgate. No consideration is taken of the long term commuters psychological state. It really is only by endurance that long term commuting can be achieved. The yearly 15% increases are adds insult to injury for a deteriorating service. Wating on lines for other trains to pass, vehicles into boom gates on road crossings, power lines brought down, making commuters late for work. Also, often we sit there not knowing what the delay is for.

[223](#)What happened to the day rover - with the introduction of the Go Card that ceased to exist! Tough on pensioners!

[224](#)What has happened to children sitting where there are elderly an disabled adult standing on the trains. They don't take notice of the signage and if challenged tell you to f..k off.

[225](#)Suggestion: a region indicator would be of much value. Living in Springwood I can truthfully say the buses are fantastic. But if I were to be living 2km from the nearest bus stop, or needed to use stops along Gympie Rd in peak... well, there's just no comparison in the bus cleanliness, age, running to timetables, frequency, coverage. The same with Rail lines - I've used the Caboolture line - Carseldine in and out. Also I've used Beenleigh line - Kuraby in and out. Kuraby's got access to express trains, plus trains beginning and terminating at that station, plus frequent services in the morning, - fantastic! Carseldine's more hit and miss, although clearly better than other stations. Also, my experience of a train station's going to be vastly different to somebody getting to the station 45 mins later, getting-a-seat-wise. Just saying, I've got good and bad things to say about trains, but no way to qualify that and just have to choose 'Satisfactory' - not going to be USEABLE feedback without regions.

[227](#)The service to and from the Sunshine Coast will not be able to be acknowledged as anything better than satisfactory until the express services between Bowen Hills and Caboolture are returned. The impact of the longer trip on Sunshine commuters is significant as an already long trip has been made unnecessarily longer. This affects available time, which in turn creates added stress, life/work imbalance, tiredness and has led to health issues at peak times of the year.

[228](#)Train schedules do not always provide the best travel times to and from the city

[231](#)Public Transport is far too expensive in Brisbane compared to other cities in Australia. Car parking at Oxley station is far too inadequate, especially with all of the new housing development happening in the suburb

[232](#)The removal of seasonal rail passes to promote go cards was the worst thing to happen to regular train commuters. Frequent go card users take traffic off the roads and should be rewarded. Public servants should be offered go cards as part of a package.

[234](#)New Richlands station already parked out, no overflow, have to go home without travelling. Hope Springfield line finished soon, badly needed. All stations seem to have parking problems, but a new one should have been better planned. Only possible bus is hourly for halfhourly service, not good enough. We need one transport authority for all Greater Brisbane travel. We badly need a daily ticket (for visitors and other casual users). We need to simplify the system, far too many zones (cf Melbourne with two, Sydney about seven). Seniors travel should be all day as elsewhere, not confined to our very restrictive so-called off-peak times (3.30 to 7.00, can't go out at night). There are too many level crossings, the one at Wacol has caused deaths and always causes holdups. Having to touch off the Go card on exiting bus is a real pain. If you touch on when entering train station but there is not a train for 30 minutes, timed travel is a joke. Every day I see more buses "Not in service" than carrying passengers, yet our nearest bus is hourly, none after 6pm, and even the 6pm bus often goes to the depot without completing its route.

[236](#)Ipswich line - trains are very good in the morning - regular & not over crowded. Afternoon trains are dismal. Not as regular & very over crowded. As they are express, if you don't get a seat, you are standing until at least Darra.

[237](#)more trains please - more frequency - and why do we have relatively unused rail lines...

[238](#)Reduce fares to and from gold coast, bring back weekly, monthly and yearly passes. It's now cheaper for me to drive and park outside city and walk the rest. Rail is just far too expensive!!!

[239](#)There should be more express trains from outlying areas into the city, there are too many stops and makes a long journey. Staggered express and multiple stops would allow people to select which they prefer or require to get to their destination. The trips are getting too expensive and it is fast becoming cheaper to drive and park in the city (there are specials on parking) including wear and tear on the car. When exiting the trains the queue to touch off can be very long at both ends and requires a wait and patience to get through the one gate to leave the station. Either more exit points are required or a better way to touch off. Travelling in other cities shows just how easy some of these things can be and QLD just seems to be getting further and further behind.

[241](#)On the 100 bus line, there are a load of (private) school kids who take up most of the bus in the morning and afternoons. Why not make the schools get together and fund a SCHOOL bus specifically for them? There are enough of them to justify it. That's what we did in NSW when I was growing up.

[242](#)The comfort of 141 buses must be improved. The buses used are often the park ridge transit buses and are older, not air conditioned and uncomfortable for a 30 to 40 minute journey. Brisbane transport should run this route all the time as although it goes between the city and browns plains (Logan city area), the catchment served by the 141 is on the whole Brisbane only. Browns plains commuters take the 142 which is direct, and should be serviced by the park ridge buses

[243](#)The standard of public transport in Brisbane has been well below standard since Translink took control. I have had to contact Translink ten times to get reimbursed for GoCard errors in the 18 months I have had one. Fares have gone up by ten times inflation, this is not acceptable!

[244](#)dont let the price go up next year, it costs enough as it is (\$60 a week) dont have the air conditioning so cold that we need jumpers. Ipswich to the city is a long time to be cold [246](#)Train services and facilities are shocking. Overcrowding, lack of toilets on long journeys. (gold coast and sunshine coast) , cleanliness. Express services stopping at unwarranted stops eg coopers plains, Loganlea etc.

[247](#)Brisbane Public Transport (BCC) is very poor. It is unreliable and most of the bus drivers these days are unfriendly and/or act like they hate their job.

[248](#)I live at North Lakes and work in Brisbane City. I find it extremely frustrating that I have to drive my car 15min to either Petrie or Bald Hills station just to catch the train each day. Surely with the number of residents now living in North Lakes, it warrants a better public transport system. Also, the ever increasing fares of the GoCard are a complete rip-off. Why does Brisbane have one of the most expensive public transport systems in Australia? I certainly don't see where the money is being put to use.

[252](#)i think there should be a fail safe system for the go card so that you are not branded a criminal just because the go card malfunctions.

[253](#)Separate carriage to be allocated for those travelling to the airports from the Gold Coast during peak periods to save embarrassment for those going to the airport with their bags getting in the way of daily commuters. Suitable seating for longer distance travel for the Gold Coast trips 1hr 20min

(to/from Central) where you do not have 4 people squashed into less than 1m sq. Wireless and minimum 3G coverage for the duration of the trip from Gold Coast to Bne CBD. Not being able to use your lap top and mob phone is archaic.

[254](#) I constantly find trains don't have air-conditioning on in all carriages, in Queensland this is unacceptable. There are also constant train delays due to track faults or the like, therefore making me very late for work or on my way home.

[255](#) Given the ridiculous increases in fares the service provided by QR needs to improve rapidly. If the trains are late, passengers need to be compensated.

[256](#) Go cards are too expensive and the outrageous increases in price each year are not keeping in line with the rising cost of living

[257](#) I miss having off-peak and peak charges as I frequently travel off peak nowadays

[260](#) Wish there were more services to/from the Gold Coast, a train every 15 minutes would be helpful

[261](#) The GoCard system is NOT functional, not accessible, not affordable, not fair and not user friendly. They should scrap the system.

[262](#) New timetable on the Ipswich line has greatly improved the crowding issues that were previously experienced. I have found the the 7.50am train from Gails is often early. I set my watch to Roma Street QR time, and I often find the train arrive (approx 2mins early) as I pull up to park, and it leaves before I get there, well before 7.50am. This causes me to then miss the train.

[263](#) My biggest gripe would be with card readers at suburban stations, a so called world class corporation supplies sub standard equipment that is not fit for purpose under most circumstances. There are numerous times when I can not distinguish if I have touched off ! Gripe 2 is sometimes it is hotter in the train than outside. Besides that I think the go card concept is the sooo... much better than old paper tickets, except the problems associated with the elderly.

[264](#) I use public transport in both Ipswich and Coolangatta. I find the public transport that I use generally good for individual journeys. My major concern is when I require to transfer to other services as they often don't meet and when missing each connection generally an extra half hour is added in each instance to the total journey. I am not sure who identifies what time period is required to get off a mode of transport to go to another but in many cases this time is not sufficient to meet the next connection. A case in point is the 7.32am 509 bus service which arrives in Ipswich (Bell Street) at 8.03am and the train departs at 8.07am which allows 4 minutes to get the connection which can be difficult when you have luggage or are elderly as the bus stop is some distance from the railway station entry. I often use public transport to get from Ipswich to Coolangatta and even if I am able to get every connection in the current timetables this journey takes about 4.5 hours which to me isn't satisfactory particularly as when using your own transport (which I don't have) it takes about 1.75 hours. I also use the local public transport around Coolangatta and Tweed Heads and the go card is unable to be used in this general area which makes the fares somewhat expensive for the short distance of the journey.

[265](#)The trains are not the cleanest, Also the tilt train needs refurbishment it looks old and worn. There should be one smoking carriage on trains when trips are over 2 - 3 hours. You can't even get off and have a quick puff as you can't smoke on the platforms, that are out in the open anyway. Some of the local platforms are very low, and because I have mobility problems find it hard to climb up especially if I have a shopping bag and of course no one helps you these days, just get cranky with you.

[266](#)It's good that go card can be used in all public transport

[269](#)Frequency and fares the issues! But also bus integrating with rail.

[270](#)I only use trains, so the following comments are about trains: SEQ NEEDS 15 minute frequencies off-peak, and most certainly during peak in the counter-flow direction (eg 15 minute services outbound in the mornings, and inbound in the evenings at the extreme least). Cross River Rail must be completed before GC Commonwealth Games. Go-Card needs to offer quarterly, 6 monthly or 12-monthly pricing options.

[271](#)I think that there should at least be vending machines containing water at every station. If they are worried about vandalism, perhaps the ticket master could sell water over the counter? Parking is also an issue. Some stations have small car parks that are always full and have cars parked illegally on the the street. Other stations have quite large car parks that are never full and are still being made larger.

[272](#)the quiet carriage idea's great!

[273](#)I use an adult go card and currently dont have a job as im 6months pregnant i need to use it everyday on trains and buses. i can barely afford it as it is its just so expensive especially because your putting fares up again next year. i thought you want to help the environment and maje peopke catch publuc transport maybe you should make it cheaper and easier

[276](#)I catch the train between Towong and Goodna and change at Indooroopilly. Okay I realise I have to change trains (which is annoying enough), but what really annoys me is: - trains arrive at the 'same' time and you race across to the other platfrom to get the other train and it does not wait a minute or so to allow people to get the other train. Then you have to wait for the next train. Why can't they wait a short time when they arrie at the 'same' time. - since I have to change trains, it takes me longer to get to work than the old train timebale. - about the \$10 fee if you forget to touch off. This is absolutely ridiculus. People will forget to do it at stations where you don't go through a gate to get in or out. You could very easily change your computer system to record the largest fare charged over say the last month, and when a person does not touch off, then charge that largest fare as the default and not this HUGE amount of \$10 compared to my normal fare of \$4.14. This would be fair and 99% of the time would be the correct fare that the person should have been charged in the first place. Being a computer programmer myself, I know how easy this change would be to implement.

[277](#)Go card prices need to stop rising. I use mine everyday and travel from Ipswich - Brisbane and back. It would be nice if an insentive was used for example - Travel for 5 days straight and get a 1 way fare free. The express services in the morning and afternoon are fantastic!! They have cut travel time for me and the ride doesn't seem as long winded. Only thing is when I finish work early

(3:00pm) then I have to get a train that stops all stations. Its not the end of the world but maybe something to think about! :)

[278](#)Nightlink service to Redcliffe. It seems odd that there would be a approximate 12.30pm bus Monday to Friday, and only one extra one approximately an hour later on Saturday evening.

[279](#)The train service on the Doomben line is appalling. No night service, no Sunday service. It's like the third world! There are many people living near that line now, and many housing developments being built in the area which would benefit from a decent train service on that line.

[280](#)Trains need to run more frequently through stations we laready have and be a bit more on time. Look at melbournes transport system, very good. Trains and trams stations and bus staions in very sunburb. Brisbane needs more train stations built in every suburb. We also need connecting translink bus services between ipswich and the city, to relieve over crowded train services, as they can not cope. Other state governments run this in other states, why cant brisbane???? This is a service that needs to be considered, as our areas are growing along with population, in our majore service centres.

[281](#)bus survey based on buses in redlands, not brisbane

[282](#)Bus and train travel from outer areas is expensive, congested and not frequent enough.

[284](#)Ipswich line in off peak time periods should run with a 3 car service and down to every 15 mins to central rather than 6 car service (where multiple seats are available) and every 30 mins. 3 car service every 15 mins would allow ease of travel and improved frequency. Put in place a 2:30am train from central to ipswich on friday and saturday nights. With the current QLD government lock up period at 3am it leaves a 45min window till people can return home leading to increased violence and assults from frustration of just wanting to get home. For nightlink services if a 12:30, 1:30 and 2:30 and then the usual 3:45am trains were put in place more people would catch the train as it is cheaper than taxi fares.

[285](#)Public Transport prices are too expensive for the level of service we get and the distances we travel

[286](#)Increase the frequency on the Ipswich line to 15 minute intervals, even if only 3 carriage are used. Stop the annual 15% go-card fares increase!

[287](#)There is a need for more car parking spaces at most Railway station across Brisbane. As a mainly off peak rail user I really struggle to find somewhere to park my car safely to access the rain. I am really concerned about the small amount of car parking to be provided at the new stations Springfield (200) and Springfield Central (100) on this new line. This is a growth corridor and planning needs to be done now to meet the projected demand. The government needs to address parking at bus interchanges and railway stations as a matter of urgency if patronage of public transport is to increase. Thank you for the oppportunity to provide feedback.

[288](#)Rail frequency needs to be improved on all lines.

[290](#)Whilst BCC & Translink would not be amused, I enjoy the free journey I receive at least once a week when the card readers are not working. I contend that a better way to encourage bus

patronage is to make fares either free or very cheap at non-peak times, particularly weekends, and definitely pre 0630 on weekdays. I can't understand why we poor suffering regular public transport users are treated to the indignity of an annual 15% fare rise annually as "thanks" for our loyalty to the system. The proposed plan to reward 10 trip weekday users with free weekend rides doesn't really 'cut it', sorry. Thanks for the opportunity to contribute, & keep up your good work RBoT !!

[291](#)I travel twice a day Monday to Friday at peak hours on the Gold Coast line from Ormeau to Southbank and NEVER get a seat all year. I stand all the way in and all the way out each day and I find this appalling for the cost of the ticket. Please upgrade this line either by placing another train directly behind this full one which I catch at 7:45am in the morning and 5:23pm in the evening. I have been doing this for three years and have found this situation is getting worse not better. The amount of people using this line at these times is increasing and this should be addressed as I do not believe that one should have to pay this amount of money to stand for 3/4's of an hour each way in and out. Also I work at the University of Queensland and have to disembark at Southbank, then walk to the Southbank Busway and then pay another fare to catch the 109 bus to the University. Would it not make sense if this line could travel express from Beenleigh to Park road as this line is mostly filled with students and staff working at the University and in theory we are being charged to "back-track" to Park Road during this time frame. Dear Transport Minister - listen to the people who actually USE this train line and heed our requirements and last of all ACT ON THEM PLEASE!

[292](#)I am disappointed the current GoCard fare system does not offer any discount to high volume travellers. I used to have an annual paper pass before Go Card and was very happy with the pricing of that; the current fares are too expensive; frequent travellers (e.g. > 8 trips per week) should receive some form of discount.

[295](#)Newer trains now being used on the Sunshine Coast Line are very uncomfortable to travel on for the two hours it takes to get to and from the city. Since the introduction of the new timetable the time it takes to travel to and from work has become longer. The go card is not convenient to use for travel and you can only have a maximum amount of \$250 loaded on to them, which means topping up every two weeks for those of us that live in the outer zones. Previously I would buy a yearly ticket which was cheaper and more convenient for me as I only travel by train. I recently topped my go card up at the machine at my local station and the top up was not added to my card - I have been told by the Translink call centre that it will take 5 - 10 days for them to investigate and credit my card with the amount and in the meantime I either have to find some more money to put on my card (not easy as it costs me more than \$100 per week to travel) or effectively travel without a ticket.

[296](#)Have tried to have my voice heard, have got nowhere, but do not like the changes to all the bus services around the Inala (Qld)area back in June 2011. I feel the bus services around the area have taken 2 steps back, and not improved the services, and I catch buses every day.

[297](#)As we have lots of visitors in from overseas I find that unless we buy them each a go card the cost of travel is too expensive. I also find that not recognising pension rates for overseas tourists is very bad as when we travel overseas we always get pensioner rates on our travel. The airport train is very expensive comparing it to airport travel in other countries. All these factors can be a huge added expense to the many tourists we are trying to attract.

[298](#)The new timetable means that I lose 2 rail services in the morning, either I have to leave earlier or arrive late for work.

[299](#)I regularly use inner city trains (eg, Brunswick St to Roma Street) and occasionally (say 10 trips / year) Landsborough to Brunswick Street, so my rail answers are skewed by that. Bus is my usual mode, which is improving, but catching the 375/377/378/382/383/385 series, there is little benefit from the extensive bus network. The inner northern bus way is great to leapfrog Roma Street traffic (except for 375 which sits in t, the traffic) but then there is little benefit once you're into Paddington. Driver are getting friendlier, they could now swap jobs to become, say, grumpy teachers at a school in Hell rather than grumpy headmasters in Hell.

[300](#)I ANSWERED some of the questions overall but not the detailed ones as I don't use it frequently enough to judge.

[301](#)Fares should be capped or reduced. Go Cards should be scrapped and paper tickets re-introduced. Nearly everyone has a horror story about a malfunctioning Go Card---but how many horror stories have been heard about a malfunctioning paper ticket?

[302](#)Timetable changes should be for the better, and not make journey times longer. goCard needs a serious redesign of how it is recharged, the fare structure for frequent travellers, and allowing infrequent users to buy a return paper ticket.

[303](#)1. While the security guards on the evening trains are usually friendly, I find it incredibly offensive to see them patrolling with attack dogs. 2. The go card touch on-off is not sensitive enough. It's very easy to think you have touched on or off (especially when in a hurry) only to discover later that you haven't. 3. Just because go card is cheaper than paper tickets doesn't mean that I won't feel ripped off when the price increases by 16% a year! My income doesn't rise by 16% a year and the services certainly don't get 16% better. 4. A big thank you to the hardworking QR staff :)

[306](#)Yes, the reasons why i believe the rail services are poor: 1. rarely on time getting me to work or home. 2. trains are rarely clean (chewing gum, food, etc etc). 3. "express" trains are NOT express!! It's ridiculous to call them that. The trips from the Sunshine Coast are longer now than they were 10 years ago!! They cannot possibly call this "improving" services !!! They have reduced services on the longer lines to benefit stations closer to the city and in reality, VERY FEW people actually get off our train on the way home earlier than Petrie. 4. many of the services are overcrowded - I have photographic evidence of people sitting on the floor of peak hour services on a daily basis. And, when our trains are so overfull and an extreme safety risk i might add) they make the incomprehensible decision to reduce the train from 6 carriages to 5 - if there was ever proof required of the stupidity of the people managing these services, this is it. 5. The services are appalling value for money for all the reasons above. There are no financial benefits for me to catch the train frequently - and it's a joke to introduce discounted fares after the 10th trip - do they think we are stupid? The majority of people travelling on the trains are Mon-Fri workers and don't travel to the city on the weekend. We are well aware that this is disguised to look like a benefit without really being one. As predominantly liberal electorates, there is no question that the reduction of services and other vital infrastructure, like a desperately needed duplicated line, are the result of political manouvering gone too far - they can reduce the level of services without risk of losing

voters. My car, for one, will be joining the other single occupant vehicles on the trudge to the city, clogging up our city roads and creating traffic chaos - as a small economical 4 cyl it honestly doesn't cost me all that much more to experience the spacious comfort of my lovely clean car. And, in the majority of cases I've tried it - IT'S QUICKER!!!

[310](#) Goodna and areas in Ipswich (namely Tivoli, parts of Bundamba and parts of Raceview & Riverview) desperately need more buses (indeed some of these areas mentioned don't have any buses or buses close for passengers) and more frequently including Sundays and Public Holidays. The bus transport in Ipswich desperately needs bringing into the 21st century. The 515 has the most buses - that frequency of service should be for ALL Ipswich commuters. Pension off Westside16 and Westside17 buses or get them repaired and get the airconditioning working properly especially in Westside 16 - it's overdue for the scrap heap!

[311](#) The Sunshine Coast line is one of the weakest links in the Queensland Rail network, and this by the Governments own admission back in 2005. Work stopped on the duplication of the rail line at Beerburrum in April 2009, 24 days after the election. No announcement was ever made for the stop work. The duplication from Beerburrum to Landsborough was promised to be started by former Transport Minister, Paul Lucas, he said this "Construction of the \$550 million rail corridor is expected to start in early 2009 and be completed by mid-2012," the Minister told State Parliament today. The line is unique in the nation for the number and types of trains that use it. The North Coast Line (NCL) which includes the Sunshine Coast is part of a 1669km north south national freight corridor from Brisbane to Cairns. It is predominately a single line, 3" 6" narrow gauge track. This section of railway has a great potential for encouraging the use of public transport and easing congestion on the Bruce Highway from Nambour to Brisbane. According to Queensland Rail's own report, there are significant cost savings to be made by moving freight from off roads to rail. This correspondingly reduces carbon emissions. Highway road maintenance expenditure can be significantly reduced and road accident costs can be saved, along with lives. In its" present state the rail services are severely limited due to a single line congested track from Beerburrum north to Nambour (and beyond). As a symptom of its congestion, 44% of total passenger weekday services from Nambour (Sunshine Coast) to Caboolture are buses in lieu of trains, this 54km journey by bus taking up to 3 times longer than a car. This does not promote public transport use. The urgent duplication of the line from Beerburrum to Nambour is required to allow for real improvements, i.e. better transit times, more services and improved reliability to Sunshine Coast rail services. The Sunshine Coast will grow by 60% in the next 20 years and is the 3rd highest growth area in Queensland. 2nd highest in the south east quarter. The population today is over 330,000 and is projected to be 508,200 in 2031. A joint report produced by both State and Commonwealth Government departments, the 2007 Brisbane-Cairns Corridor Strategy exposes the critical need for rail duplication to improve freight & passenger services and relieve congestion on the line. This strategy was developed by; The Australian Government Department of Transport and Regional Services (DOTARS); the Queensland Department of Main Roads (QDMR) and Queensland Transport (QT). This 2007 Strategy identifies 7 major strategic issues. First and foremost being: "the efficiency and safety of passenger and freight movement in the section between Brisbane and Gympie." It states on p(ii), "road and rail transport activity is expected to grow strongly at around 2.5 – 3.0% a year." However under Most likely future scenario, p14 it predicts; "up to four per cent a year growth for rail freight." In its" analysis under Current Corridor Performance p7, it says; "a major impediment to NCL overall performance" as "rail congestion between Brisbane and Nambour." TABLE 3 Summary of Transport Issues in Regional

Centres, tells us on p13, in reference to Caboolture, Sunshine Coast and Gympie track sections; "Poor rail track alignment impedes efficient transit times." Under Short Term Priorities (to 2015) p19, it recommends; "Continue the current programme of road and rail works ... aimed at addressing rapid growth on the corridor between Brisbane and Nambour/Gympie North."

Unfortunately, all work ceased on the rail duplication work in April 2009, leaving a single line track from Beerburrum. It did not result in improvements to rail services. A Ministerial briefing note dated 15 July 2009, confirms that the benefits of increased capacity would not be fully realised until the rail duplication is completed to Landsborough. The North Coast Line (NCL) is shared by significant freight services and short and long-distance passenger services. It is recognised, in government reports, as unique (on a national basis) for the many types of services that utilise it, e.g. tilt-train, travel-train, city-train passenger services and rail freight services. This infrastructure construction work has been delayed until 2020 for duplication and realignment to Landsborough (originally promised by Paul Lucas by mid-2012) and 2031 (originally 2026) for Nambour. These form part of the Queensland State Government's South East Qld Infrastructure Plan and Program (SEQIPP) for 2010- 2031.

Caboolture to Landsborough Rail Upgrade Study: Needs Assessment by Queensland Transport (2002), http://www.arup.com.au/clrs/genfiles/needs_assessment_executive_summary.pdf Conclusion p(iii), states; "In summary, it has been concluded that the majority of the desired levels of service cannot be met with the existing rail infrastructure. Hence, an upgrade of the Caboolture to Landsborough (my note: NOT Beerburrum) section of the main north coast rail line is needed." The needs assessment found that an upgrade (my note: to Landsborough) will: "improve the level of service for passenger and freight rail services in terms of service frequency, hours of service, seating capacity, freight capacity, reliability, and travel time; allow for a progressive increase in rail services throughout the day and a consequent decrease in Rail bus services in the corridor;" 44% of weekday trains are buses, there's no rapid rail service to the Sunshine Coast. Landsborough to Nambour - Initial Advice Statement by Arup Engineers (2007), http://www.dip.qld.gov.au/docs/library/pdf/mp_landsborough_nambour_rail_IAS.pdf The „Initial Advice Statement“ to the Queensland government for the Landsborough- Nambour rail corridor stated under section 2.3.2.1 "Do nothing" Option; "It is likely that the region would experience adverse socio-economic effects should the NCL between Landsborough and Nambour not be upgraded. " "Increases in demand are likely to significantly challenge the ability of the current infrastructure to support an acceptable level of rail service in the future." National Transport Commission (sic) Rail Productivity Review Submission by QR Limited (2008), <http://www.ntc.gov.au/rfcDocuments/QR%20Limited2008100614090277.pdf> Summary p1, states; "Productivity improvements have continued in subsequent years, but largely in coal haulage sectors of the industry... by contrast, there has been little productivity improvement in containerised rail services ..., with the worst performance occurring in Australia's freight heartland – the East Coast. ..." It further states on p11, "The infrastructure for longer trains also needs to be provided. Train lengths on Queensland's North Coast Line are limited by the length of the smallest loop (currently 682 metres). The prospect of a doubling of average freight train length on a rapidly growing and potentially rail-friendly corridor represents one of rail's most significant national productivity opportunities." Conclusions p18, "... QR has concentrated in this submission on one of the major productivity black spots for rail, inter-capital city container movement on Australia's east coast." "The final pieces of the jigsaw are: ... • Metropolitan Brisbane rail upgrades (including the Inner City Rail Capacity project); and • Infrastructure upgrades to allow longer trains Brisbane-Townsville, and ultimately Brisbane-Cairns." Improvements to rail freight services and capacity are another

significant cost-saving reason why duplication of the Sunshine Coast rail line (part of the NCL) is required. There are economic benefits with rail freight improvements. Refer Point 12 below. Inner City Rail Capacity Study - Stage 3 Freight Analysis (2008), http://www.tmr.qld.gov.au/~media/af53e52d-d3ef-4e57-a3c6-cb2d650cef2c/pdf_icrcs_stage_3_technical_pre_feasibility_appendix_b.pdf This report produced for Queensland Transport by SYSTEMWIDE, states in Chapter 9; Conclusion p25, "From an inner city perspective, the best course of action for the future of freight is to increase the North coast intermodal train consist lengths to 1500m. Doing so will alleviate the need to upgrade the inner city, and will allow the current (desired) freight distribution to be maintained with operational viability. If 1500m trains cannot be accommodated, the freight services should be spread apart ... This will avoid infrastructure upgrades to the inner city under medium growth, and only requires a fifth track around Roma West junction under high growth to ensure a robust operation. The freight curfew should remain, as running freight services during the peak hour can only be achieved by extensive additional infrastructure, or by removing passenger services causing unacceptable overloading." Inner City Rail Capacity Study: MBP (2008), http://www.tmr.qld.gov.au/~media/da0198b7-14c9-4603-98db-0bfa1ed65fe3/pdf_icrcs_stage_3_technical_pre_feasibility_appendix_a_3_passenger_demands.pdf This study produced for Queensland Transport and jointly prepared by Maunsell | AECOM, Parsons Brinckerhoff, KPMG, Veitch Lister Consulting (vlc) and SYSTEMWIDE, states under; Service Numbers – North p20, "The Caboolture and North Coast lines have the greatest forecast increase in patronage before 2026, whereas the Shorncliffe, Doomben and Airport lines are NOT expected to increase greatly." A special corridor. p5, Section 4B. "The Caboolture - Nambour track is now probably the most congested section of single rail track in Australia. It was recognised as congested as long ago as 1994 in the BTCE report of the National Transport Planning Taskforce." "This is shown by freight train curfews in peak hours, expanding the Brisbane Rockhampton electric tilt train transit time from 7 hrs to 7 hr 15 min in 2003, and, before then the introduction of the Caboolture - Nambour 'railway' bus." (now comprising 44% of weekday services). The Sunshine Coast Regional Council Interim Roadmap 2010 (2010) http://www.rdasunshinecoast.org.au/wp-content/uploads/2010/11/Sunshine-Coast-Interim-Regional-Roadmap-Final-20101125-v3_online1.pdf Section 2.12 Transport, states; ... "transport demand has been growing strongly as well. There are signs that the currently (sic) infrastructure is having difficulty coping with the current demand." "Visitors to the region ... are saying that congestion on the Bruce Highway is a deterrent." "A number of initiatives are proposed to alleviate some of the demand and these include: Major network additions (e.g. the proposed CAMCOS public transport corridor, North Coast Rail duplication or the Multi Modal Transport Corridor)." Section 2.12 Transport; goes on to state; "However, even these would not adequately meet the projected demand under each population scenario and more would be required to meet the needs of a substantial population increase." e.g. the Caloundra South, Palmview developments and other areas – approx. 87,200 more Sunshine Coast residents. These new developments will require infrastructure improvements between the Sunshine Coast and Brisbane. QR Submission to Productivity Commission by QR Limited (5 July 2006), Review of the Economic Costs of Freight Infrastructure and Efficient Approaches to Transport Pricing http://www.pc.gov.au/___data/assets/pdf_file/0004/48577/sub053.pdf North Coast Line Study, p94, This analysis includes an estimate of the future transport task (based on underlying market growth rate estimates) in the corridor and identification of the economic benefits for government and society associated with investment in rail ... Note: Figures below refer to North Coast Line from Brisbane to Cairns. An investment of circa. \$300 million in a number of "below rail" projects on the

NCL could result in: (note present value PV = 2006 dollars) • Extraction of just over 850,000 tonnes of general freight / containerised traffic from road to rail on NCL markets. • Road accident cost savings of Present Value (PV) \$43 million over 20 years. • Environmental gains valued at PV \$23 million over 20 years. • Road pavement / maintenance savings of PV \$94 million over 20 years from reduced heavy truck movements. • Benefits associated with better transit times, improved service reliability and improved service availability valued at PV \$127 million over 20 years. • Benefits to rail operators and customers valued at PV \$143 million over 20 years. • Potential reductions in rail freight costs in the range of 2% to 6% across NCL markets if gains to “above rail” operators are passed on to customers. • An increase in GTKs (gross tonne kilometres) on the NCL associated with additional containerised traffic of 34% „over and above“ underlying growth. These total \$430m (2006 dollars) in potential savings, for a \$300m outlay. What needs to occur: Construct the North Coast Line (NCL) from the Beerburrum bottleneck through to Landsborough ASAP and to Nambour with funding and planning for construction and completion by 2020. The duplication of the line along this part of our national freight corridor will, as a consequence, also enable improvements to currently limited passenger services. After June 6 when the revised timetable was implemented, Sunshine Coast to Brisbane journey times became longer (time-wise) than those pre June 6 - which already are the longest (both time-wise and distance) on the SEQ rail network. The issues identified are: 1. Significant population pressures on the Sunshine Coast. It has the 3rd highest growth in Queensland, after West Moreton and Mackay respectively. (Source Qld. Gov’t statistics) 60% growth projected between 2009 and 2031. 2. Congestion: The 2007 Brisbane-Cairns Corridor Strategy identifies “a major impediment to North Coast Line overall performance” as “rail congestion between Brisbane and Nambour.” 3. Rail congestion limits passenger services. This is confirmed by the 26 buses that replace passenger trains every day. 44% of weekday services from Caboolture to Nambour are buses which take up to 3 times longer to travel 54km. (car ½ hour, bus up to 1½ hours). 4. Rail congestion limits freight services. Freight curfews operate (limits on freight train movement during peak travel times). 1500m freight trains cannot operate here due to short passing loops. 5. Poor track alignment impedes efficient transit times for passengers and freight. Winding tracks and steep grades inhibit rail service speed and efficiency. 6. Improvements from the \$298m rail works between Caboolture and Beerburrum, completed in April 2009, will not be fully realised until the duplication is completed through to Landsborough. No gains were achieved by the early cessation of work. Beerburrum is now a bottleneck. 7. “It is likely that the region would experience adverse socio-economic effects should the NCL between Landsborough and Nambour not be upgraded.” (Arup Engineers 2007) 8. “Increases in demand are likely to significantly challenge the ability of the current infrastructure to support an acceptable level of rail service in the future.” (Arup Engineers 2007) That future is here. The evidence of the urgent need for the North Coast Line duplication from Beerburrum to Nambour is indeed overwhelming.

[323](#) Forced to use the Go card otherwise the expense would be far too high. Would be better if the buses weren't only coming every hour then people would use public transport more.

[324](#) make the buses on the 'western' corridor run more frequently instead of once an hour

[326](#) It cost too much to go a short distance. It has become cheaper to put the whole family in the car and the cost is cheaper than the train or bus service's. They need to reduce the cost or more will leave using public transport. The government have no idea how to charge and we are paying for years of neglect of the service's.

[327](#)cost way to much to be on bus and trains.Lived in edinburgh for 5 yrs,had card with photo on it and loaded with £'s on for 4weeks,in this time i could go as far as i wanted to all day on the one touch of my card.Just came back from Edinburgh again,now £3.60 for a day ticket from 9am till 2am and could get on and off as many times and go as far as you wanted to.All brand new buses and running on time and clean.Why do we have to pay so much here?Day tickets are the way to go,bring them back.You can't even get a return on a bus now.No wonder people drive and pay for parking.And in uk over 65's get a free travel card to use after 9am.Should be done here.Just not sure that there will be to many more people getting public transport soon.thankyou

[329](#)Southside of Brisbane is given preferential treatment over the northside of Brisbane when it comes to bus services. 1. Huge increases in frequency of services on the southside (e.g. oversupply of buses on Old Cleveland Road corridor) when northside services suffer from extremely poor frequency (e.g. hourly bus services on routes can't attract patronage). 2. Huge tracts of the northside have negligible services, e.g. Albany Creek, Everton Hills. 3. Almost all of the new buses in the last three years are housed at southside depots - Virginia depot houses only Scania buses which are all older than the average age of the whole fleet (this makes the northside flagship 333 service look second rate as there are only older buses on this route).

[339](#)I feel public transport should be reasonably priced to encourage everyone to use and this is not the case with the Government increasing the pricing each year. It is ridiculous as people can car pool and it is cheaper than public transport. Wake Up Govt. Also overseas visitors always complain about how expensive our fares are and how hard it is to get a Go Card which they shouldnt have to get anyway when visiting for a short time. Once again Wake Up Govt

[340](#)the whole system is far too dear and fares need to be cheaper asap.

[341](#)Brisbane Public Transport is VERY expensive compared to other capital cities because we do not have a daily card. Please bring this back. I went out one day and used many forms of public transport and it cost me over \$20 on my go card. This is totally unacceptable for a major city and an embarressment to visitors to Brisbane. Actually friends that have visited from interstate and from overseas have commented on the fact there is no daily card. SHAME! All other capital cities in Australia have a daily card. Actually as someone who has travelled the world I would say all capital cities of the world have a daily card. Brisbane calls itself a world class city but it fails on this very basic necessity for public transport users. I think we have very good buses, trains and the city cat is wonderful. Don't make it hard for people to use these great means of transport on offer.

[342](#)From my point of view the overall standard of the Sunshine Coast QR passenger rail service has changed very little since 1995; still poor today.It's such a disappointment that politicians from all parties today don't have any nation (or state) building "vision" when it comes to public transport. For heavens sake Japan has had its bullet trains running since 1964!Australia's State and National passenger train services are just an embarrassment.As a nation Australia has a lot of money and should spend it on infrastructure to benefit all of its citizens rather than wasting it on stupid submarines and jet fighters that will never ever fire a shot in anger....and while I'm at it, the sooner we get our young diggers out of that stupid no win Afghanistan war the better.

[343](#)Translink fares are an absolute rip off. It is ridiculous that it is cheaper for me to drive to and from work than catch public transport. Pure greed on the part of the State Government. It would be

slightly different if QR was a world class organisation with world class service, but unfortunately it is far from that.

[344](#)Extremely expensive & more increases to come! Why is there no daily or weekly card? There should be one fee for a weekly or daily with unlimited use for that time period. Every other major city in the world has this available. Also extremely bad and expensive for our tourists. They wouldn't want to buy a Go Card, so they end up paying even more than regular users. Not a good way to promote and encourage tourists to Brisbane.

[345](#)Cost of rail passenger transport is very expensive particularly when compared to convenience; quality; and safety provided by Queensland Rail to its passengers.

[346](#)The go card fare structures are too expensive - we need a return to a daily fare to travel around Brisbane from the outer areas eg Gold Coast, Sunshine Coast and Ipswich - not pay for every trip - plus you need the internet to see what has been done and charged or not charged. We need a simpler and affordable system for tourists and locals who are only occasional travellers. As I get older I feel that I will need to use public transport so it needs to be cost effective for the customer and easier to understand and use. A tourist 7 day or 14 day pass and a local one day card would be a great idea.

[347](#)Brisbane needs some fare structure that recognises more than two trips in a day. Not all public transport trips are work commuters. Since fares are so high, it is a disincentive for occasional users to use public transport. On a recent trip to San Francisco we were able to use all public transport all day for only \$7. A little research reveals that one can use public transport in other major cities of the world for far less than we must pay in Brisbane. London, Munich, Berlin, Rome all have passes that allow for multiple trip day use. Brisbane needs the same. I would certainly use public transport more if I had this option.

[348](#)Brisbane needs to return to the availability of an annual pass. As I use the service daily, the annual pass was much less expensive and saved the constant topping-up that is necessary with the go-card. We also need a daily pass that allows for cheaper use of transport after two trips in a day (similar to that offered to seniors). This is available in other cities in the world and encourages tourist use. Single paper tickets are far too expensive. Even Sydney is cheaper.

[349](#)The 385 bus runs on time however in peak times in the afternoon there is not enough services. When getting on at Roma St after 4.30pm it is most likely you will have to wait for at least 3-4 buses before you can fit on one (or it even stops) and when you do get on you are crammed in like a sardine!

[351](#)There are many countries and even cities in Australia who use a go-card like system - if only Brisbane had looked more closely at them. One of the most frustrating things is the fact that you can't load coins in a machine to add credit to your go card. In addition, why did we scrap the daily card and the fare saver? The new system and fares are difficult to understand not to mention the penalties for not touching on and off - these are harsh esp when the reader has not read the card properly and it's after hours at a suburban train station so you can't get any assistance. You're then stuck with less credit on your go card because you apparently didn't touch off, even though you tried to! Fares are getting too expensive as well.

[352](#) If you want more people to use trains or buses, you need to retake land(homes) and build massive car parks that are free to park at and people will come in droves. Then, with more people on the system fares can go down which will again draw more people and then you could either bring in a charge to drive into the city or put a levy against all paid parking areas in the city (i.e. \$1-\$2 a day) and allocate all that money to improving public transport or reducing public transport costs

[354](#) My main issue is service frequency, bus or train. I live at Yeronga and see a continual procession of not in service buses on Fairfield Road. I travel by train to Coopers Plains every day to work and return and see a stream of not in service trains. These empty vehicles do not generate revenue nor do they help goodwill with passengers waiting at stations. I am very unhappy about fare increases. I cannot see any justification apart from propping up Anna Bligh's budget. My pay has risen only 2.3% in the last 2 years yet we are looking at 30% fare increase.

[355](#) Go cards are expensive with limited access point at some rail station which are usually located at step make them a safety risk to those entering and exiting stations

[367](#) REAL incentives to use public transport during week days and week-ends, NOT the current 10 trips and then discounted! Bus timetable reliability needs improving. Are intersection light electronic prompts being used by drivers?

[368](#) The recent change to fares is merely a return to the fare structure which existed prior to the introduction of Go Card. The banning of buying paper return tickets and off peak fares was a rip-off and resulted in making the use of public transport an overly-expensive exercise for the casual user of public transport.

[369](#) Fares too expensive for regular users. Not conducive for families going out as you can drive and use a car park for less. I live on well serviced bus route and also near SE busway so really have no problem finding a bus. Parking near the bus way is a pain in the neck if you arrive in the middle of the day. It is totally unrealistic to expect everyone to be walking to the busway.

[370](#) I really like the Go card system but I believe it is difficult for visitors to the city where they have to purchase higher cost tickets to use our transport. My overseas experience is that public transport is very cheap and plenty of people use it because of this. They also have special same day passes etc for visitors to the city. I believe the transport in Brisbane is too expensive and it needs to be a set rate to get our public to use transport rather than drive.

[372](#) I am now driving to work in the Valley as it is just as cheap including parking. Public transport should be a lot cheaper to attract more customers

[373](#) I have used public train transport in all capital cities in Australia & Brisbane is the dearest of them all. When you take into account the poor state of our rail stations and the actual quality, frequency and timeliness of the trains themselves, the public are being ripped off severely by paying overpriced fares for very poor service. Either you lower fares or improve the quality to make it fair for the paying customers.

[383](#) Bus 230 route timetable has not changed in the 30 years I have lived here. Used to be older people living in district but now lots of young people so buses need to start earlier on Sunday and run later all evenings and run more frequently on Sunday rather than every 1.5 hours!

[388](#)Gold Coast line trip durations must be reduced. Fares are overpriced, flat fee of \$1/trip local, \$2 cross town and \$5 inter urban.

[398](#)Fares are a rip off. To add insult to public transport users, the fare structure is abysmal when compared to the previous paper weeklies, monthlies and yearlies. Off peak and Peak times need reviewing. There is no way that 2.00am can be considered morning peak. What about off peak incentives to kick in before say 6:30am and after 6:30pm. Frequency does not currently match peak and off peak bandwidths. The new timetables on the Caboolture line are a joke - a saturation of services up each others backside all carrying less than optimal loads and a counter flow of expensive dead running to fuel the frequency or return rollingstock to the depot in the PM peak. Dead running still costs money!! After 7.30am, services between Morayfield and Dakabin are 20/30 mins apart whilst a 6-12 min frequency still operates from Petrie with 25% occupancy rates on some services. From the sublime to the ridiculous - a good theme for timetablers!!

[426](#)When a rail service is delayed, I'm sure most passengers would like to know sooner rather than later instead of letting us either wait on the platform or in the train for some time before there is an announcement. Some passengers may be able to catch alternate transport. Bus transport is very often late, not so much the express busses but very often the 'all stops' busses. I realise they have more stops to make but quite often it's the passengers themselves who are to blame. Passengers who don't have Go cards, don't have correct or 'close to' correct fare money, haven't taken the time to find out where they are going & ask the bus driver. The bus driver has a difficult job as it is without having to be a tour guide.

[435](#)Gold Coast rail line must maintain or improve trip duration to Central. Fares far too expensive, it's called public transport, subsidised by the govt and should be cheaper. Flat fares, \$2 or \$5 for the day.

[445](#)Please look at the Timetable/Service for the Nambour and Gympie North Timetables. If time was spent on as long as the Commute, maybe there might be a better solution for this horrendous trip to and from the City Monday - Friday. Reliable Toilets for every service on this line in order to allow efficient rest break for the elderly and other people alike, which is provided on other services ie Gold Coast Line

[455](#)- prefer the previous system of paper tickets for off peak ticket as it would be able to transfer many times without time limit as long as still in the off peak periods and counting from getting on the transport, NOT including waiting time before transport come. - prefer the previous system of paper tickets for single trip within 2 hours as it would be able to transfer many times without time limit as long as still in the 2 hours and counting from getting on the transport, NOT including waiting time before transport come. - prefer the previous system of paper tickets for weekly & monthly tickets as it would be able to transfer many times & many days & also don't need to worry about forgetting to touch on & off. - the public transport, not really cover all area, so people still need to have cars to be able to access to some places that too far from the public transport covering area. - the hourly public transport / early finishing in some area / bus full is painful, if missing that bus, need to wait for an hour / no more next one, people feel too risk & too inconvenience. - the increasing fares more than 40% in the past 2-3 years is horrible, people have compared with driving by themselves might be cheaper & less troublesome.

[456](#)I always travel by train when going into the city. I cannot remember the last time I used a bus it was so long ago. I find the trains especially at peak times are overcrowded and seeming to run slow. I see a great number of people who do not swipe on or off with a Go card and they obviously do not have a paper ticket either. The whole Go Card system is a joke as far as fare evasion goes.

[457](#)Daily cap on fares for all go card users. Reintroduce return paper tickets for tourists and day 'passes'

[458](#)I love public transport in Brisbane. Bus drivers tend to be a grumpy club, and not always happy to handle queries from first time users who need to buy tickets, especially international visitors and students.

[459](#)1) 13 12 30 Go Card service staff - very helpful and prompt resolution. 2) 10 trips - for 5 day a week workers have last day free. Fare can remain the same. I live in Ipswich, catch the 5.09am (East Ipswich) and travel to RBWH for a 6.30am start as buses always late. 3) Very, very very few uniformed police travelling the 3.18pm from the valley to Ipswich. The plain clothes police always get off at Redbank instead of travelling all the way to Ipswich Station (I am ex police and I can pick them out like the proverbial....) 4) 3.24pm and 3.36pm from valley to Ipswich need inspectors in 1st carriage as the school students run riot and will not observe the 'quiet' carriage. That's why I get the earlier train. 5) For me - train arrival in the morning do not synchronise with a 333 or 66 bus. Always have to wait for bus for 12 - 16 minutes every morning. Translink journey planner - Train arrives at 6.03am 333 Bus arrives 6.00 for a 6.06am departure. THIS NEVER HAPPENS...(Intentional emphasis here) I can provide my touch on stats if necessary) - Lindsay at s9500aol@gmail.com

[460](#)There's always room for improvement. Fares are far too expensive.

[461](#)Public transport is far too expensive

[462](#)I think the Go Card charging system is too complicated. In the US and Canada, you pay a flat rate regardless of zones travelled. There are no zones and you only need to swipe on. This would eliminate errors in charges which happen a fair bit. Also, along the busway, if every bus stopped at every stop on the way to the city, there would be big reduction in waiting time. You would nearly always be able to jump on a bus immediately. Lots of express buses are travelling into the city half empty, while others are packed and you have to stand.

[463](#)I travel on the Caboolture line to Petrie. Since the change of timetable, it's ridiculous how you can get overfull trains and the next train will be virtually empty. Most people just want a seat and to get where they are going in the quickest possible time. I now arrive at work later (8am) just so that I can get a seat. Luckily there is generally a few places left to park my car at the station. I drive to the station because there is no bus route to where I live. On a seasonal note - I was very surprised after a Christmas 'do' with colleagues I couldn't get home after 11.30pm. Would it not be possible to run later trains? It would help revive central Brisbane after work hours, particularly at this time of year!

[464](#)I use train/bus each day Mon - Fri from Cleveland to Milton. Constantly frustrated with late or non-existent buses, trains being delayed. I also work shift work. Hate working on a Sunday as trying to get a train from Cleveland to Milton is ridiculous. The time table is still in the dark ages. One train per hour is not enough.

[465](#)Go card top up should be instant on the net. There should be a way of topping up a go card at bus stops because topping up on net is not instant. Machines should work all the time for any amount on visa to top up go card. Especially at Roma st

[466](#)No public transport available for work commute between Samford valley and toowong since 1950s. By car, the drive to work takes 45 mins. By drive, from samford to park and ride from Ferny grove to toowong takes 1 hour, 20 mins. I also travel interstate about 8 times a year so tried airport link, trip time with train from Ferny grove to Bowen hills and interchange to airport was 2 hours, 15 mins versus driving, 50 mins.

[467](#)I don't use public transport as there is no direct service and it would take two hours instead of the 15 min it takes by car

[468](#)Big deal!!!! so if you make 10 trips in one week then the rest are free. What are the stats on that. with the go card it should be easy to work out. how many people now make more than 10 trips a week not including transfers because they are included in the one trip. I would make more occasional trips but being a senior and no abundant amounts of cash to throw around and no longer being able to buy a daily ticket which allowed me to move from one end of the network to the other to visit places of interest and family on the one ticket. The reintroduction of a dailyticket would improve peoples views of the system especially mine anyway. I am certain also that it is not only seniors who are feeling the pinch. Fares just keep going up and up. Reduce the fares and as a consequence increase the number of users and tht would go a long way to easing some of the congestion on our roads!!!!

[469](#)The fare increases after the initial discounts for getting a go card have been outrageous compared to CPI and one wonders what the impact of selling the profitable frieght section of the rail has had on cross subsidisation within Q Rail. The Qld Government appear to be broke and have sold off the family silver to survive and now commuters are paying for it!!! Some improvements like the new toilets are central came about 15 years too late and they used the drought as an excuse to remove the cold drinking fountain at Sandgate which made the walk to the station more attractive. Rolling stock is still excellent Main station signage is peeling and falling off many stations and should be improved. I love catching the train and the experience but there are some frustrations. They should be giving the last day of the week free to encourage use of transport for the whole week (as can be seen by my infrequent patronage). Huge fare increases and then free weekend transport are not attractive!

[470](#)I live at Bribie Island. The bus service to connect with the train at Caboolture is well run, but is not frequent enough. It is only hourly all day, it needs to be half hourly at least during peak AM and PM periods. Also it needs to operate for longer time, at moment last bus from Caboolture is at 1958hrs which means departing Brisbane at 1837hrs which is far too early if you want to attend functions or entertainment. Week-end services stop running even earlier. Saturday night at least need to be extended. Thank you.

[474](#)As a Sunshine Coast Commuter (Beerwah to CBD)for almost 20 years the service is worse now than it was when I first started commuting in 1992. Journey time is longer, peak hour trains have more overcrowding, have more stops and even the seating on the new trains is less comfortable. Peak hour trains to Caboolture and the Sunshine Coast realistically should be genuine "express"

services stopping only at major stations & junctions - seems strange that the "off peak" services already do this isn't it ? Just driven in this morning and whilst my "home to work" journey is much quicker than by train (80mins v 110mins) I'll be back on the train tomorrow - you can't legally read a book, paper or work on the laptop when you're doing 110km/hr on The Bruce !! Perhaps consideration should be given for commuters to Landsborough & Nambour to be able to catch the 4.55pm northbound Tilt Train - at least we'd fill the empty seats and provide additional revenue on that service.

[475](#)The Brisbane - Gold Coast situation at peak times (really from 6.30 to 9.00am and 3.30 to 6.00pm) is back to the DISGRACEFUL overcrowding, standing room only, sit-on-the-floor "Bombay Express" situation. NOTHING has happened to fix this dreadful situation and we can only hope something happens before the Commonwealth Games! (Remember - in the ULTIMATE stupidity, the Gold Coast light-rail system does NOT connect with Translink! Truly unbelievable when you look at the same schemes in Europe and Asia - just a DUMB Australia!

[476](#)Trains have a superior advantage by its inherent traffic control features, so why is it we regularly have to wait for traffic to clear? 10 minutes is excessive. A train full of paying passengers with hardly any standing room is quite an insult as we are told QR apologises, but does not correct it. Then there is the trains that change identity while on it, eg Ferny Grove becomes a Shorncliffe, or is changed to an express so it does not have to pick me up. Then there is the express train that takes longer to get to Ferny Grove than the all stop train. Why does an express train scheduled to stop and wait at Keperra? Surely timing manipulation is in the domain of QR to schedule the wait out of the schedule? And public transport fares are so high, short distance travel of just over 1 zone is so expensive in relation to the time or distance travelled. Public transport should be a no-brainer, make it cheap so that we feel great about using it not feel it is a luxury. The go-card frauds us as the customer, if there is an error in the card reading the customer gets slugged and the customer has to notice and take the responsibility to get it fixed - surely the system could use its computing intelligence to make a best guess as to what the customer has done that day to minimise the overcharges, penalties. If I get a bus and a train, and there is an error, I get slugged heavily, my history shows the frequency and travel habits so add intelligence into it and compensate , it does not have to be a dumb rule decision!

[477](#)Having lived in both London and Zurich, where the train reliability can be variable but for which the frequency will often compensate and where the cleanliness can be stark in contrast, I returned to Brisbane to find the qr services for city train quite good. The issues for locals is that most have not experienced other cities public transport systems enough to make a balanced judgement on the local option. I travel the GC line to the city (each way daily for work) and over the past 8 years can count on two hands the catastrophic failures - no trains, detains to bus. There will always be delays but when balancing the cost of car (fuel, parking, depreciation and risk) its a better alternative in my view. The fares adjustments recently introduced by the forced go card system were a shock in terms of uplift for us who used monthly and annual cards and this is possibly one area where dedicated commuters like myself should get a break - which may induce greater patronage across the board. Wifi also makes sense. In summary, I think the rail services are possibly the best we can expect given the economics and population it serves, but as always tweaks in the system can make a big difference. Keep up the good work, when you speak - we listen.

[478](#)I LIVE IN BEENLEIGH AND WORK AT RICHLANDS WHERE THERE IS A NEW STATION . I WOULD LOVE TO BE ABLE TO CATCH A TRAIN FROM HERE TO WORK BUT HAVE TO GO VIA BRISBANE . WHY CANT THERE BE A LINK FROM HERE TO IPSWICH VIA RICHLANDS?

[480](#)The configuration of the rail carriages is terrible at peak hour. There should only be bulk seating facing the inside of the car to enable more people to stand and exit comfortably. The Go Card is a disgrace. It is a good idea and when it works it is OK but I have kids and a wife as well as myself that use it and at least one of us is overcharged almost every day. We need to get to Caloundra by rail, it would be as popular as the Gold Coast run. Only being able to get to Landsborough means thousands of people drive that wouldn't if there was a train. No park and ride means people like me might as well drive. Pathetic

[481](#)The buses are normally on time during peak but are almost always late in non peak times. Would prefer a service that runs at least every 15 minutes in non peak times. A smaller bus more often is what is needed. Also as someone with a visual impairment the bus tends to approach bus stops too fast for me to determine its number. If I am standing at a bus stop it means I want to get a bus so they should be more prepared to stop. Perhaps a number flag system installed at the bus stop to alert drivers which number you are waiting for would help.

[482](#)Robert often mentions the Doomben line extension to Portside, Hamilton. Some time ago, there was a map put out when Tim Nicholls was Councillor. It showed map 141 c19 on the Street directory, basically going across Kingsford Smith Drive on the existing goods line level crossing and into Barcham Street, the site of the proposed rail terminus, close to the passenger terminal for the large vessels. These maps are no longer available

[484](#)After travelling on public transport in Singapore and Europe last year, I realised just how ordinary our public transport is in relation to frequency of service, ticket/card options (day, multi day, weekly passes for tourists and residents), and the area covered by the service. Perhaps users should have a free trip after the 9th journey in a week. The bus ways have improved the level of service and the planned cross river rail and Redcliffe rail link will be major benefits to commuters. However, much more needs to be done to meet the needs of a growing city that is increasingly hampered by traffic congestions. Perhaps a rail/bus loop (maybe more tunnels) circling the city approximately 7 to 10km from the CBD would also help. Large park and ride facilities on the outskirts of town serviced by regular trains/busses may also reduce inner city congestion.

[485](#)PEOPLE WHO HAVE A MEDICAL APPOINTMENT AT A PUBLIC HOSPITAL USUALLY RECEIVE A LETTER FROM THE HOSPITAL PRIOR TO APPOINTMENT DATE WITH TIME AND PLACE OF APPOINTMENT. SOME OF THESE PEOPLE ARE PENSIONERS AND ARE PLACED IN AN UNWANTED DILEMMA. EITHER SACRIFICE MEDICATION OR SACRIFICE TRANSPORT TO THE NEXT APPOINTMENT. WE WILL BE JUDGED ON HOW WE TREAT THE POOR AND NEEDY IN OUR SOCIETY. WE SHOULD HAVE EQUAL ACCESS AND EQUAL OPPORTUNITIES TO RECEIVE MEDICAL TREATMENT. THE SOLUTION. PEOPLE SHOW THEIR APPOINTMENT LETTER (FOR THAT DAY) TO THE BUS DRIVER. THEY ARE ALLOWED TO TRAVEL TO THEIR APPOINTMENT FOR FREE. THE CLINIC OR APPOINTMENT PLACE AT THE HOSPITAL INVESTS IN A RUBBER STAMP WHICH SAYS (RETURN TRIP ONLY). UPON COMPLETING THE HOSPITAL VISIT THE CLINIC ADMINISTRATION OFFICER SIMPLY STAMPS THE ORIGINAL APPOINTMENT LETTER AND WRITES DOWN THE TIME. THIS WILL GIVE AUTHORISATION FOR THE PERSON TO SHOW THE LETTER TO THE BUS DRIVER SO THAT THEY MAY TRAVEL FOR FREE TOWARD

THEIR HOME. THE PERSON MUST ACCESS THE BUS OR TRAIN SERVICE WITHIN TWO HOURS OF THE TIME RECORDED WHEN THE ADMINISTRATION OFFICER INITIALLY STAMPS THE ORIGINAL APPOINTMENT LETTER. THIS SERVICE WILL ONLY BE PROVIDED TO THE PUBLIC TRANSPORT SYSTEMS THAT FALL WITHIN THE MAIN TRANSPORT HUB OF THE BRISBANE METROPOLITAN AREAS I.E. WITHIN THE CABOOLTURE - FERNY GROVE - PINKEMBA - SHORNCLIFFE - CLEVELAND - GOLD COAST - IPSWICH LOOP. THERE WILL BE COSTS TO THE TRANSPORT SYSTEM, HOWEVER, THE COSTS INCURRED AT THIS POINT WILL BE MINIMAL AS COMPARED TO THE COSTS PLACED ON THE HEALTH SYSTEM IN THE FUTURE. WHY ? THESE PEOPLE HAVE BEEN ABLE TO RECEIVE TREATMENT THAT HAS PREVENTED THEM GETTING REALLY SICK AND HAVING THE HEALTH SYSTEM SPEND MANY HUNDREDS OF DOLLARS EACH DAY TO HOSPITAL THAT PERSON. THERE ARE A NUMBER OF MINOR VARIABLES THAT I WOULD LOVE TO DIALOGUE FURTHER BUT THIS SURVEY DOES NOT ALLOW FOR THIS. LASTLY, THANK YOU FOR MARKETING THIS ON 612 AM ABC RADIO. YOU HAVE GIVEN ME AN OPPORTUNITY TO ADVOCATE ON BEHALF OF PEOPLE WHO MAY BENEFIT FROM THIS OPPORTUNITY TO TABLE MY COMMENTS TO THE PEOPLE WHO MAKE DECISIONS, RULES AND LAWS.

[486](#) Fix the queue of buses trying to turn off the busway onto Melbourne St heading to the Cultural Center.

[487](#) In spite of the amount of publicity about rail reliability by QR CEO there is much room for improvement

[488](#) Brisbane's popularity has grown so much, that we really need a transport service with the frequency of Sydney and Melbourne's, with more room. Too many times, buses have to drive past the stops because they're too full. Customers then have to wait 30 minutes or more for the next bus. As for the overcrowded buses themselves, having passengers squashed up the front standing next to the driver is not safe. Trains as well are too crowded. Sydney's trains have three levels. We have one. It's no wonder people opt to drive. Our public transport is too infrequent and overcrowded.

[490](#) Bus 671/672 are not meeting connections at Bray Park Rail station - or if they do you have to run between connection - hard on older/disabled commuters. Buses are 1 hour apart and trains 1/2 hour apart meaning long waiting periods on missed connections or having to travel too early to meet work commitments especially for middle of day starters. There was a survey done in Oct 2011 but no results or changes as yet. I can drive my car to Bray Park but no parks available after about 7am. I have made several complaints on the Translink website since the new rail timetable but always told they are looking into it!

[491](#) I have recently moved to Cleveland and it would be better if there were more frequent trains in the peak periods ie when the bulk of people want to travel. Increased frequency will make train travel more convenient. Suggest planning to upgrade the rail lines so that there is a dual carriageway all the way along the Cleveland line ie there are still some single carriageway stretches.

[492](#) TRAIN TAKES TOO LONG TO GET TO CABOOLTURE IN OFFPEAK OR COUNTER PEAK DIRECTION!!! Caboolture trains shouldn't stop at Albion or Wollwin!

[493](#) I took my parents (pensioner's from N.Z) and my daughter (5) into town one night to see the lights and from new farm it cost over \$23 return. For a 10 minute bus ride that is very expensive. I

also know a family who lived in Acacia Ridge and their son had to take a bus almost into the city to get back out to Archerfield for work. A trip that would take over 1.5 hrs one way.

[495](#)I use Logan Buses mostly and they are really good with mainly lovely drivers. I can't say the same for the Brisbane Transport drivers. The few occasions I have travelled on those buses I find the drivers' customer service skills sadly lacking. I think the prices are okay as I can travel to and from work for about 3 days for the price I would have to pay for parking. I also find Translink very difficult to deal with. I made a phone complaint some months ago about a service which didn't come one morning in Logan and am still waiting for a response. However, on other occasions when this service has failed to come, I phoned Logan Buses directly and received a response the same day with the problem being rectified for the next days' travel.

[496](#)the attitude of council bus drivers has improved over the last 1 - 2 years. fares are reaching a point where by car pooling is becoming an alternative. the centenary suburbs need more busses possibly a buzz service

[497](#)I already believe public transport costs in Qld are too high. I find it incredulous that the incumbent Labor Government intends on increasing fares 15% every year. Every incentive available to should be provided to encourage more public transport use not the opposite. I feel I am financially penalised for choosing public transport. If costs continue to skyrocket I may have to consider abandoning public transport.

[498](#)Yes. I would like to be able to take small dogs that can sit on your lap on buses or ferries in off peak.

[504](#)The SE Qld rail system is third world with first world prices. The continual delays are pathetic and each time I complain to trans link I never receive an explanation. It is an embarrassing system which I am sick to death of commuting from the GC to Bris everyday.

[500](#)Having just returned from a trip to New York and Washington, where we used public transport extensively, it is very obvious that Brisbane has a long way to go. Their trains in particular are so efficient and cheap, they are very frequent, the stations are quite safe and in some cases, very beautiful! A very long journey usually costs a maximum of a little over \$2, and the fare is transferable to a bus at any stage. My workplace moved from Ann Street to Melbourne Street, South Brisbane, a very short distance across the river. However it has meant an extra hour has been added to my daily commute. I travel from Sandgate, and have experimented with various combinations of bus and train schedules, with the most efficient for my purposes being train to Central, cross Anzac Square, catch a bus in Adelaide Street to Melbourne Street. From my home to the door of work, the best I can manage is 1 hour 25 mins - disgraceful for a distance of less than 30km. This adds up to a daily commute of nearly 3 hours, and I travel a little earlier than most people to avoid peak hour delays. The main delay is the connection from Central. A train connection involves changing platforms, waiting for a suitable train to South Brisbane, then a longer walk. A bus connection involves a shorter walk, but quite a delay (sometimes 10-15 mins) in the morning, waiting for the bus. In the afternoon, I either have to catch the earlier bus to ensure catching my train, and have to sit on the platform for up 20 mins depending on how quick the bus was, or catch the later bus and risk missing my train because of a traffic delay - this has happened. The bus journey can take 5 mins

or can take 20 mins. In general the trains are on time, it's fairly rare for a train to be delayed significantly or cancelled altogether.

[501](#) Timetabling and connections are an ongoing issue. From Redcliffe to Milton, the trip takes an hour and a half, which includes 30 minutes of transfer time (bus to train and then train to train). I can ride my bike from Redcliffe to Milton faster. Buses and trains need to be better co-ordinated. Here is a prime example. Afternoon trains from Milton to Roma St leave Milton and arrive at Roma St at: 4:18, 4:33, 4:48, 5:03, 5:18, 5:33. Connecting trains from Roma St to Shorncliffe line leave Roma St at: 4:17, ----, 4:47, 5:02, 5:16, 5:33. So matching the times above, the train from Milton always arrives at Roma St just a minute after a Shorncliffe train has left. The same situation occurs in the morning. Small timetable changes could make the connections *much* more efficient. I now regularly drive to Northgate so I have direct access to Milton.

[502](#) fares are too high, recent fare increases are not justified, short journey should only cost a nominal amount, should be a valley to city free bus loop, transinfo journey planner is poor for bus trips - not able to find exactly what you need

[503](#) Rail fares in SEQ are way too expensive for the product's value. Commuters often have to put up with smelly carriages. Seats are made for average sizes, smaller people are often cramped into a seat because an over-sized passenger prefers to sit next to them (put elbow rests between seats). Children should be free on government owned rail lines (as they are in London), this encourages more parents to keep the car in the garage, also easier for Grandparents, Aunts and Uncles to take kids on the train on the weekends.

[505](#) Catching the train at Caboolture presents a problem with parking. I usually park at the shopping centre and walk to the station.

[506](#) Staff are always good. Timetables Very Poor from suburbs to busway. Parking at busways Very Poor. Late Afternoon/Evening timetables Very Poor.

[507](#) Nambour to Roma St/Richlands service needs to consistently use the newer trains as we are on it for well over one hour. There needs to be an extra service between the one that leaves Beerwah at 05:07 and 05:58. Thanks

[508](#) Despite my infrequent use I have had 2 occasions in the last year where funds have been incorrectly deducted from my go card account. On both it was refunded when I appealed.

[510](#) Fares are expensive compared to overseas countries. More parking stations required - the idea that there shouldn't be any within 10 kms of the CBD is just stupid. Parking at 8 Mile Plains is almost impossible. If there were more 554 buses or a bus that went from Kuraby railway station to 8 Mile Plains bus station more frequently I would leave my car at home, but currently there is only a 554 every 30 minutes and it is almost full between 7 and 8am. Trains are so slow - could there be more express services on during peak hour?

[511](#) As a regular visitor to this land, I have one question. Is it (QR/Translink) supposed to be an integrated transport system? If so why do connecting bus services not wait for trains that are only a few mins late? This has happened to me several times recently. One example being why no one

thinks to retime the connecting buses to meet the rail replacement buses. Keep up the lobbying and try light rail on those busways.

[512](#)I take the bus to the city five days per week from the Rosalie part of Paddington. The 475 service is appalling. Frequently late every day. I understand this is probably due to the bus getting caught up with traffic on the return journey from PA hospital. I don't understand why more 476 services are not scheduled in the morning peak hour. Again in the afternoon the 475 service is frequently late or doesn't turn up at all. I have never had any problem with Go card. However, fares for those who do not have a Go card are ridiculous. I recently had family visiting from overseas and they were shocked at the rising cost of public transport here in Brisbane. Would it not be possible to introduce a 'tourist' Go card to utilise the normal Go card fares for these people?

[513](#)Route 222 needs to run more frequently in peak hours, and probably less of 209 need in peak hours. Often 209 is empty and standing room from Langlands Park for 222. Drivers could be more communitative when needing assistance with misreads on Go Card. The biggest problem with the Buses is the backlog exiting the busway onto Melbourne Street. It is good that more buses are using the busway, but because the lights at the two intersections leading into the Cultural are not in sync there is often a huge backlog of buses way back to past Southbank. Often for me coming from Langlands the wait at this intersection is longer than the whole trip. It is quicker for me to exit at Southbank and walk thru to the Cultural Centre. Also the Cultural Centre bus stop is extremely dangerous at peak hours. I work at the Performing Arts and we would like to encourage patrons to use public transport more often but on the week-ends which is most popular for performances the frequent services need to continue until at least 12:30. By the time the performances finish and most people like to stay for a drink or coffee post performance this is difficult as the services become much less frequent after 11:45pm. Also for the staff employed here after 11:45.

[514](#)Its actually cheaper and easier to drive including fuel and onging costs rather than catch the train from the Sunshine Coast. Poor and infrequent service. As for buses. I am not serviced by any buses even though I pay a public transport levy/TAX to the Council. Sunshine Coast has ordinary to poor public transport options.

[515](#)I regularly use BCC Buses Routes 113 & 120. More times than not they are running late. The 113 can be anything up to 15 Mins late and there few or no passengers on board. Why the lateness so consistently?

[516](#)Need more machines to top up go cards. Cleaner trains and stations pls

[517](#)Specifically with respect to Yeronga Station. Car parking spaces are all used up unless one arrives very early in the morning. Recently Two Hour Parking Limits have been place by Brisbane City Council across the road from the Rail Car Park, which shows in my opinion a marked lack of consideration for those wishing to use the train. I am disabled and find it difficult to walk a long distance parking up a side street. There are no disabled Rail Parks at Yeronga Station. I think it great that bus fares in Brisbane parallel rail fares, contrary to England where rail fares are approximately double the cost of bus fares.

[518](#)would like a bus service in acacia ridge to cover more area on weekends and at night

[520](#)As I live in Redcliffe there is not a regular bus service to service each train arrival and departure from Sandgate leaving passengers often stranded with no transport back to Redcliffe with out long waits for the next bus. This could help make train usage more appealing.

[521](#)Go Card delay on "Top up" is frustrating. Information on using Buses is very poor compared to information on using trains. Peak period crowding on trains is very uncomfortable.

[522](#)The price of public transport is just too expensive. With the constant increases in fares, it is cheaper to drive. For me, it costs \$10 a day for an 18km trip to the CBD. The bus reliability is also an issue. Sometimes there are two buses one immediately behind the other, and then there is a gap for twice the time. In addition, I thought that student concession holders were to vacate seats for full fare holders. This does not happen anymore - no basic courtesy. If governments want people to use public transport, they need to: *make it affordable *ensure that it is reliable *ensure that connections to other services are supported (eg connecting to other bus networks, rail or ferry)

[523](#)I have issues with the Doomben line and the lack of services. eg from clayfield in the morning there is a city bound 6.16, 6.31 and then not another until 7.30. Railbus does not suit everyones needs and I never use it. It is time this became a full time service. Also if trains are cancelled there is often no notification by speaker nor are there any message display board at the station. Considering most of the Doomben line is unmanned it is unsatisfactory. Also the 5.16 train from Central to Doomben is only a 3 car service - poor form QR especially when there are older/people with disabilities that require seats. Lastly thank you Rail back on track for your great advocacy

[524](#)The cost of public transport is exhorbitant. There is no justification for the past & future enormous increases in fares. Very disappointing to have to spend more money on transport each week than groceries. As an unmanned train station, Edens Landing is a forgotten entity when it comes to some basic features such as explanations for train delays or QR promotions - there were no promotions held there recently during the joint police/QR breakfast campaign.

[525](#)High frequency buses from the Hyperdome to the city are being seriously delayed by the congestion on the Motorway between Eight Mile Plains and Tanah Merah. The state government's promise to fix the problem somewhere between 2015 and 2031 is a joke. It needs fixing now. The fix must include continuation of the Busway from Eight Mile Plains to the Logan Hyperdome. I was recently in Europe, where public transport is superb. Brisabne is fast slipping back to the 'big country town' with respect to public transport.

[526](#)More express trains are required for the Nambour Line - not everyone who travels is a 'worker'. Toilets required on all trains Cafe car would be fantastic inclusion for these long journeys. I recently travelled to and from beerwah to Central on a train with new carriages and a toilet. Fantastic - one off experience.

[527](#)Public transport is TOO EXPENSIVE TOO EXPENSIVE TOO EXPENSIVE!

[529](#)Large new industrial areas where a lot of workers have no option but to drive and all bus services bypass the entire area (example Tradecoast Central Eagle Farm) on one business site alone some 400 workers = 400 cars, the closest bus stop is over 1.5 kilometres away on KS Drive. In my personal case the bus route 590 would be ideal as it passes my residence some 400 metres away.

[531](#)+need better linkages between train and bus in the indooroopilly area. It's a long walk up the hill to catch a bus at indooroopilly shopping town +QR continue to make too many announcements, perhaps the quiet cars should be quiet

[532](#)New rail timetables have cut express services from Petrie to the City, trains only run express from Petrie to Northgate which has made rail travel time longer. It is quicker for me to sit thru the horrendous traffic (and only marginally more expensive) than to cram into an overcrowded train that can also be delayed. Would return to train travel in an instant if it was quicker and more cost effective. Rail to Petrie out of the City is also substandard for those of us who finish after 5:30pm. The Nambour service that departed at 6pm from Roma St was a brilliant service that ran express to Petrie. At least 40% of travellers on that service got off at Petrie, taking advantage of the 1 express train that was available directly from the City to Petrie. The Kippa Ring rail link will be an absolute saviour for long suffering North Lakes commuters, but only if services run express from Petrie to the City. Until 2016 it looks as though it will be reluctantly car travel unless significant improvements are made to rail services from the outer north to the City.

[534](#)There is no way buses run 90% or better on time

[535](#)Paper tickets on buses are too expensive! I am very disappointed that the train that ran from Corinda through Tennyson into Roma Street has been stopped. This has inconvenienced a lot of people. The 104 bus that is meant to take over from this service now uses the PA busway. This is not satisfactory at all as patients have a 15 minute walk from the bus station through to the hospital. Before the change, the stop was in Cornwall St and it would take 5 minutes to walk into the hospital. Using the busway as the stop, means that elderly or disabled or parents with babies and prams are seriously disadvantaged. Not to mention that most people using the bus service are coming for an appointment or treatment and are not well. The bus stop should be altered so that it can pick up and drop off from Cornwall st and also if necessary from the busway!

[536](#)FAR to EXPENSIVE

[537](#)Can something be done about people who put their feet up on the seats? I have seen people warned about this and it is not a deterrent. They will only learn through their pocket. I understand that trains have to crawl coming into Central, then onto Roma St. and vice versa because of poor rail construction. The speed limits are set by some national body and QR has to adhere to this. Are there any plans in place to clear this bottleneck causing situation? It is frustrating to have the train take off from Fortitude Valley at a fast speed then just over half way through the tunnel the brakes are applied to crawl into Central. If it is a safety issue why is it a safety issue?

[538](#)zero tolerance policy urgently required for eating and rubbish on trains, antisocial behaviour, smoking-especially on stations, there is no respect for laws on public transport because there is no enforcement. go card is a disgraceful ripoff run by incompetent robots whose only skills are spin and deception. we are not using public transport in this household unless we have to. q-rail think some new signs and uniforms will keep us happy and justify their outrageous fare hikes. it's not working for a lot of former passengers-the last thing we need is more cars on the road but that is translink's only achievement to date. leadership required!!

[539](#)Go Card - always a bonus to get a free ride when the equipment is not working! 119 outbound service continues to be a mystery, these evening services do not arrive, and are not on time, or 2-3 come together. Every other bus service that uses the same Adelaide Street route manages to get to the same stop outside the BCC offices, just not the 119. Thank you for the opportunity to whine about it.

[541](#)TransLink needs a dedicated disability action officer or champion. Also, it seems counter-intuitive that the TransLink Access Pass, which is designed to nullify the discriminatory nature of the go card ticketing system, should have an annual fee (\$60) on it. I would like this pass to be free (as it is on the Metlink network in Melbourne) and promoted more - including a statement of how many people actually have one. thanks.

[542](#)Across the board, public transport in Brisbane is sub-standard, more so compared to major cities with thorough public transport networks...Tokyo for example. Service standards don't improve yet prices increase far too often.

[543](#)I think there should be an extension of the Ferny Grove line to take in Samford and Dayboro as that area is growing fast and Qld rail should be prepared to go the extra distance needed

[544](#)The most distressing part of using public transport is the noise. Some people don't use ear phones and the whole bus has to endure the noise. Some use dodgy ear phones and the whole bus has to listen to the "ch ch ch". this is a very aggravating noise. Some bus drivers have radios playing through the whole bus. This is all undesirable. I prefer a quiet ride. Where I live and the areas in which I travel are well served by public transport. Buses are clean and frequent. Drivers are usually friendly and helpful. I am a fit and healthy female in my mid fifties and am usually offered a seat in crowded buses, sometimes by males and sometimes by younger females, so graciousness is still apparent. BCC does a great job!! Thanks to "Rail Back on Track" for keeping an eye on things.

[546](#)Announcements are given out over speakers directed to ' customers ' I would prefer to be addressed as passengers, because that's what we are. Whose idea was that, to call us customers? from a very satisfied passenger,[been using Q'ld rail as a passenger for nearly 70 years.]signed, a happy rail PASSENGER.

[547](#)I have to be inventive to ensure I get to work on time (during non holiday periods). I only live 10kms from the CBD but it can take nearly an hour in travelling time due to the ridiculous amount of traffic choking the roads. I live in the Western Suburbs and have found Moggill Road and Coronation Drive very trying. I catch a bus to the station and then transfer to the train in the mornings but there could be more frequent buses to enable that connection. Also, if there is any sign of a few showers in the afternoons, I can be standing in the CBD bus station for up to an hour. We are not provided with much useful information, other than it is a "car park" on Coronation Drive. With GPS in buses, I don't understand why we can't receive real time information as to where the bus is. That way, I could choose to travel on a different bus from say King George Square but I never know if it is going to turn up at any minute. When there is this type of delay, they just seem to drop buses off and then only one of the three missing buses eventually turns up. The proposed free travel after 10 trips won't help me in the least as I only travel Monday to Friday. For loyal customers paying such high fares, surely there is a way to give us some reward for not taking our cars on a daily basis.

[548](#)I have noticed a marked reluctance for drivers to deal with loud rude passengers, therefore subjecting passengers to loud music, obscene language, raucous behavior and abuse.

[549](#)The system of zones is ridiculous and should be reviewed to make it simpler and fairer. Fares are too high in general - public transport by nature should be not merely affordable but cheap, especially these days to encourage people away from cars, reducing the problems of pollution and congestion. The Go Card system needs a lot of improvement. The touch terminals are difficult or impossible to read in bright light, the system in general is clumsy and difficult and mistakes by the user are heavily penalised by the default \$10 fare. It is most unfair and unsatisfactory.

[550](#)The major stumbling block with the public rail transport is the cost. I used to use the 12 month pass which was about \$1000 for the year. When I had to use the go card this year, the cost has now gone towards \$1800+. With the 20% fare increases next year, this is going to blow out even further. It will get to the point where it will be cheaper to go by car with 2 or 3 people than to go by train which is ludicrous. At least for regular users of the rail transport (5 days a week), there should be a discount that cuts in earlier, say after 6 to 8 trips in a week. Or even better is to have a pre paid option that allows many trips per week. Or another way is to do without fares completely and make it free. It would save the cost of all the equipment required to accept the fares, the cost of all the people required to support the network of equipment, and on and on, etc. The only cost is then the cost of running the transport (rail, bus, ferry). We are probably already paying for this through our taxes anyway because the fares do not raise enough to congestion issues around those stations.

[552](#)1. I would like to see bus lanes being extended over greater distances on main arterial roads - eg on Kelvin Grove/Enoggera Road, extend the bus lane back to the Samford Road junction. 2. Would also suggest short distance, high frequency bus services operate within a 5-6km radius of the city during peak hours. That would permit improved times for services originating/terminating in the outer suburbs. 3. Perhaps short distance suburban bus services targetting at dropping commuters at suburban railway stations would also alleviate parking and congestion issues around those stations.

[553](#)I would use public transport more if paper tickets were easy to get. As I live out of the city parking at stations puts me off. You can never get one after 6.30am Park and ride like in UK would be good. Every thing in Brisbane is for the daily traveler, hard for the out of town visitor. London trains were easier.

[554](#)My main complaint regarding all public transport is the high fares compared to other states and overseas transport fares with the exception of London. And we in Queensland are also being ripped off with regard to the highest petrol and diesel prices for those who prefer not to use public transport. What kind of management has allowed this to happen.

[555](#)Behaviour of some passengers needs to be supervised, dirty shoes on seats, noisy phones and music players. People who require two seats for themselves and their luggage should pay for two seats. People who will not comply with regulations should be removed from the train.

[556](#)What's with the price increases every six months? August 2008 a single zone Go Card ticket was \$1.92 and a paper ticket was \$2.40. Now the Go Card is \$2.65 and the paper ticket is \$3.90 with a

scheduled 15% price increase in January 2012 (\$3.05/\$4.50) and another price hike later in the year (if 15% again, prices will be \$3.50/\$5.20).

[557](#)Regarding Go Card Fares. I have lived an commute from the coast for the past 2.4 years. When I started commuting I had a amonthly ticket which allowed unlimited travel and cost \$75 per week. As from January the fare will be \$116 per week an increase of over 50%. How is this fair? Allowing free travel after 10 trips in not very helpful as I rarely go to Brisbane on the weekend.

[558](#)Cost, co-ordination and reliability of services are the biggest impediment of the SEQ public transport network. Passengers (Customers) need incentives to use it and leave the car/bike at home, otherwise it will become a mode for only those with no other means of transport.

[559](#)I need a RETURN rail ticket. I do not use a go card because I only travel occasionally.

[560](#)The frequency from, say, Chermside to the city is very very high. But the bus closer to my home is only every 30 mins, which is still quite usable. The trains on the caboolture line are so frequent in the morning I don't even know, or care, which one I catch - i just get to the station and get the next train. Ferrys are slow but pretty, great for tourists.

[561](#)GoCards/Fares: There are still too many people on the buses buying paper tickets. This significantly slows the buses down. I think the cost of paper tickets (esp. during peak hour) should be relatively increased to encourage more uptake of GoCards. Some buses in the early morning (when there aren't many passengers) get ahead of schedule and this can be a problem. A couple of weeks ago I did a journey planner for a trip from Brisbane to Caloundra on a Sunday. The elapsed time for the trip was 4.5 hours! This makes a day trip to Caloundra via public transport completely unacceptable. I was hoping that I would be able to take advantage of free trips after 10 trips to go to north for the day but it doesn't look like it will happen.

[562](#)reliability of services a key issue; more express services on Northside (Aspley to city); bsu is becoming very expensive for the service

[563](#)Awaiting for Real time App for the Phone as well as Real Time integrated into Google Maps. The improvements in the fare structure is a lot better now for the Go Card then it was before

[564](#)interstate student concessions not recognised in Qld.Grandparents meeting 15year old student from airport paid full adult fare to Ipswich for student. The same applied when one week later the granddaughter was taken back to airport. Total cost app \$200.As the crime rate on Ipswich line is high it is not safe for 15yr old to travel alone. Access to platforms via forty steps make two way train travel impossible for seniors,or people with disabilities.One way cost \$1 return by taxi costs \$9.50

[565](#)I am so sick of the government wasting money on buses. I hate buses and refuse to use them. They add to congestion rather than reduce it, the council is always advertising for buses because nobody wants to drive them. It is a stressful horrible job I am sure. Whereas there are plenty of people that would love to drive trains. Trains are my prefered method of transport. I wish instead of investing all the millions of dollars on stupid ugly inefficient busways the governement would invest that money in railway infrastructure. What Brisbane needs is a comprehensive raliway network, with new lines linking the city to the major shopping centres like Carindale, Garden City/Logan Hyperdome, Lutwyche/Chermside/Aspley, and a railway line to the Gap, Redcliffe, Sunshine Coast

and a Gold Coast line that actually goes to the beach. I am so dissappointed with the railway network in Brisbane that I have left this city in anger and disgust many times. However I always end up back here because it is my home. Unfortunately even if the railway network is ever fixed up, it will still be too late for me. My life is about half over and the rest of my life can only get more miserable and depressing and the life I have dreamed of is already over. Good luck with making the world a better place for the next generation.

[566](#)I travel from Narangba to Toowong Monday to Friday via the rail, then jump on a bus to the UQ. I find both services totally unreliable to get you from a to b on time without jumping off and on trains which can be late with numerous stops in the morning peak time due to no availability on the next track to go into. The fares are going up, but the performance is staying down. Four of us now who use the same system are now looking at car pooling to get into work on time. We are being docked time for running late due to QR. I hate public transport, I hope that this survey will find a solution to those who pay for it and use it everyday. Kind regards, The Unhappy Traveller.

[569](#)As I live at Shorncliffe and work at Ascot I would really appreciate some co-ordination of these lines at Eagle Junction. Most trains in late afternoon miss the Shorncliffe connection by mere minutes at EJ. Between the 4.01 & 4.33 Shorncliffe trains there are 2 Petrie 1 Caboolture & 1 Nambour. Between 4pm and 5.45 Doomben trains there is only 1 which has a reasonable connection to Shorncliffe at EJ - Very frustrating!

[570](#)I cannot understand why the Government is so committed to bus service with the huge amount of money being spent on dedicated exclusive bus roads when it is clear that rail "is the way to go"!!

[572](#)It would be cheaper to car pool into the city and park than catch the train, especially with the fare increases in January 2012 and January 2013. We have the most expensive public transport in the world, people simply can't afford it.

[573](#)Rail frequency has to 15 mins on all line on the network. Just a bit to 3rd world at present.

[574](#)The fares in Brisbane are insanely expensive and something needs to be done about it!

[575](#)I think the public transport in Brisbane is expensive compared to other cities. I think the use of Go Cards is great and makes life easier. I think the frequency and timetables of some public transport systems are no that good.

[580](#)Public transport is too expensive, overall.

[581](#)I think the options available in the survey will tend to give a worse view than might be the case. Given that Satisfactory is second only to outstanding doesn't leave much room for an in between answer. The survey would be much better if it was rated by numbers. Or a Good option were available - which I would rate better than Satisfactory. Satisfactory is about a mid-point rating. How about talking about access to public transport, such as walking paths, cycle paths and parking, and (yes) car parking and access.

[582](#)7% of overall trip by public transport is an utter dsigrace

[584](#)The high cost (and rising) of fares is the reason public transport is on the wane. Fares need to be more affordable. Once a daily paper ticket was sufficient for all public transport used on that same

day. The GO Card charges for every trip which is the reason we no longer travel to the city on the weekend. We can no longer train to town and then bus and ferry around the city. Delays and overcrowding on the Caboolture line are also an issue.

[585](#) On a single trip to the city I observe so many people who abuse the go card system by using cards that don't work and just snubbing their heads at the drivers. Or it seems most people are using concession cards!! How about making sure everyone pay the correct fares you might see revenue increase by 20% to 30%. and use the revenue to improve bus services. I live 5.5km from the city, the nearest bus stop, uncovered is 600metres, I have 4 buses at peak time in the morning and 4 at peak time in the afternoon and no service Saturday or Sunday.

[586](#) I don't object to go card but I demand that I can get a return ticket as I only use the train once in a while. and I should be given the choice if I have a go card or buy a ticket.

[588](#) The airconditioning in the trains is far too cold. Why do Sunshine Coast trains stop at all stations Northgate to Bowen Hills in off peak when they are immediately followed by a Caboolture train doing the same thing? Why can't the trains both off peak and peak run non-stop Northgate to Bowen Hills? You wouldn't expect this of a Gold Coast train and that's a shorter journey time. The fares for the Airport Link are exorbitantly high. Landsborough Station has insufficient seating and shade for passengers awaiting trains.

[602](#) Not sure if my comments were sent four minutes ago or not. This page seemed to vanish. I wanted to comment on your excellent and well dressed Ticket Inspectors who travelled on a journey I made from South Brisbane to Robina on Monday 12th December and in particular on the return journey which left Robina at approx. 2.14pm. An abnormality was identified by one of the Inspectors with the Go Card of the teenager sitting behind me. Anyway the Inspector patiently and carefully questioned the boy at length and was able to verify all of his responses on his hand held machine. It seems the boy had had a warning that he would be fined if he was 'picked up' again. However your inspector kindly acknowledged that because the fellow had been honest in the answers he had provided, he would give him one more chance and not issue a fine this time. I thought this a very kind gesture and a good lesson for the teenager and also very good public relations for Queensland Rail.