

RAIL Back On Track: 2012 Public Transport Passenger Survey.

Question 18 - Comments:

Results

Number of records in this query: 315

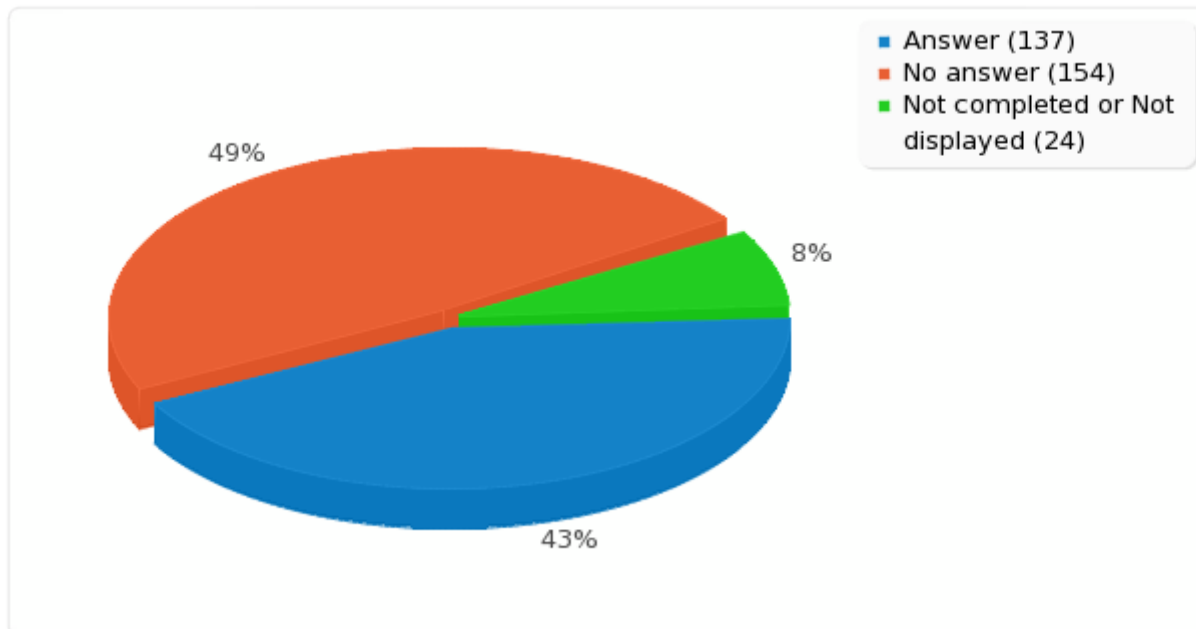
Total records in survey: 315

Percentage of total: 100.00%

Field summary for 0018

Are there any comments you would like to make (optional)? Thanks!

	Count	Percentage
Answer	137	43.49%
No answer	154	48.89%
Not completed or Not displayed	24	7.62%



Responses

Fares need a review for south east Queensland. Fares in the rest of Queensland are cheaper and have better options.

180 bus drivers routinely neglect to stop at Mater Hill (outbound) bus station. This is not a one off but ii have experienced it about 3 times in the last month (i don't always catch the bus at Mater Hill). They slow down a little then take off before anyone can reach the front of the platform. This is a hospital stop. Not everyone can run in front of the bus to force them to stop - which is what I did- reckless I know. P.S. not peak hour. More like 6-6.30 so the buses are not full. Mater hill is a toxic place anyway. Best avoided.

In the last month I have twice been charged a \$5 penalty by the Go Card readers. This has not been my fault and the time and effort it takes to get these amounts refunded is such a hassle. Despite lodging my claims some weeks ago, as far as I know, I still have not been re-credited these amounts. One of these incidents I have had to lodge the request for reimbursement a 2nd time :(This is unacceptable and a disincentive to use the Go Card. Also - how many other times have I incorrectly been charged penalty fees on Go Card and not realised it, due to not checking my statement? To ring Translink to lodge these incorrect charges (which are NOT my fault), costs me money - this should be a FREE call. Plus all the time it wastes to ring and wait to get it corrected. Not good enough.

While the bus and train frequency in my area may be satisfactory, outside of my area, both bus and rail frequencies are abysmal. They must be improved now. Even if it means walking further, hourly or two-hourly frequency is shocking (e.g. 417, 430).

1. Completion of a Core Frequent Network Map that shows SERVICES not infrastructure. People can't catch fancy stations, tunnels or bridges!
2. Bus style timetables for train stations. Melbourne already has this.
3. Completion of the BUZ network. More BUZ routes. BUZ the GCL
4. BULIMBAGLIDER!!
5. More trains - every 15 minutes 6 am - 11.30 pm, all day, every day, all the buses already do this. We are falling behind the rest of Australia
6. Integrate citycycle with GoCard
7. All door boarding on buses
8. Remove paper ticketing

The gocard system and pricing is dysfunctional.

Go card readers are unreliable and suffer from fogging. Go card is very tourist unfriendly train frequency outside of what QR deem "peak" are third world

Public Transport is overpriced for the standards of service provided, it is poorly co-ordinated generally lacks frequency and in many areas the spread of hours of service is too short.

1. Zones should be progressively reduced to one, to stop penalising people in outer suburbs;
2. Bus fares should be eliminated or based on "gold coin donation";
3. Bus operators should be paid for each approved service they operate, rather than the number of passengers they carry;
5. Feeder services linking to mai-routse services should ensure no residence is further than 400m from a bus stop. (I could go on ...)

Access to and from the busway at kedron and lutwyche nullifies its value to some extent.

More frequent cycles to allow access would assist, or bus only lanes at the exit to enable

merging would help one end. Any further busway extensions should, I believe, close the gaps between the hospital and Chermside. Why do northbound buses not exit the hospital busway on the outbound side of Lutwyche rd (or whatever it is called there) to obviate the need to cross 6 lanes of traffic. Certain buses would benefit from improvements at Gympie and Hamilton rds, and old northern rd can be a nightmare in peaks.

(1) The fare zone system is inherently unfair. The network is predominantly radial, so even orbital trips are often forced through the centre. This means passengers are doubly penalised - by having to travel further than they would by car, and by a fare system that makes them pay to go so far. A GPS-based point-to-point (as the crow flies) fare system would be fairer. (2) The design of the Go card equipment is woeful. For example, non-acceptance of bank notes and ridiculously unergonomic design (particularly the change tray designed for midgets) on the vending machines; and slow, unreliable tag detection.

The exorbitant fares charged for non go card users is unjustified.

Very poor rail frequency in the off peak on the Caboolture line. Also the removal of peak express services in the new timetable for stations between Petrie and Virginia has been a huge backward step despite the small increase in frequency.

The expense of the public transport system is an issue that demands attention and review. Patronage will not grow if the current pricing system is maintained. The Go-Card penalty system is clumsy and puts the onus on the customer to pursue any transaction issues. This is both inconvenient and does not favour the customer as client.

Thank God I have at last qualified for the QLD seniors go-card fare concession otherwise using public transport would still be too expensive. The Sunshine Coast Rail line service hasn't really improved that much since I first started using it back in 1996. Unfortunately, the Sunshine Coast region continues to suffer from a lack of government infrastructure investment, embarrassed by ridiculous political folly and alas will remain, for the foreseeable future, economically stifled via "newmanised" short-sightedness.

WAY too many delays on train services. A train may take an hour between point A and B, and taking multiple buses may take 5 hours, but at least the multiple buses will be on time, unlike trains where there is frequently delays of a few hours for no reason.

Should be more funding for rail. Have not heard the cross river rail lately. State government and Brisbane City Council more interested in Roads and Busways seem to be anti rail I feel they don't think rail exit. Still stuck in the car era in the 1950's of America.

Translink - go card - machines at Carseldine and Deagon frequently unable to swipe off or top up card. Shorncliffe line - my home line - frequency is a real issue - in some cases during the day greater than 30 minutes wait time. Why does no-one including Rail Back on Track raise this as an issue???? Less train services on the Shorncliffe line than Rosewood - it is an absolute disgrace. Overcrowding on Shorncliffe services during core peak and peak is unacceptable. Shorncliffe is the forgotten about line.

(1) Go Card is too punitive against passengers. It needs to stop charging penalties when people forget or there are equipment problems. (2) Trains on trunk services should run every

15 minutes, not half hourly like BUZ bus routes. (3) Buses need more recovery time included in their rosters so delays don't cascade onto their next journey. (4) Go Card fare structure needs to be revised to spread costs more evenly as short distance passengers suffer from a high flag fall component. Also penalty for paper tickets should be removed as it penalises casual users including tourists who will feel they are being ripped off.

I find renewing cards inconvenient-- also I don't use buses because the bus-stops are horrible in the hot sun without shelter. Previously in my neighbourhood they had seats and shade. Also in the city it's hard to know where your stops are-- For some reason that didn't seem to be a problem once. I also prefer manned stations, and don't use these automated things. There should be more bus services from Palmwoods. The people I talk to are crying out for more services. Especially a bus direct to the Maroochydore Plaza. I personally would like a direct bus service from Nambour to Buderim on weekends.

The only reason that makes me rate go card as poor is because of its unfair charges if I was unable to touch off and Translink (or whatever still exists of them) seems reluctant to refund my money back even if I have contacted them (I haven't heard from them in 18 days for my latest 'go card incident') in an otherwise just a normally proper functioning public transport card like other cities in the world.

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All fares are too expensive, more use needs to be made of existing rail infrastructure (increased frequency, use of line past Rosewood towards Toowoomba), more spending on new rail infrastructure is needed. Buses (I live in 359 area) are extremely infrequent, and is unsatisfactory.

As a frequent user of the Gold Coast to/from Brisbane rail service, the overcrowding and amenities on board are a disgrace! Yes - the term "Bombay Express", for the peak time Gold Coast service, is WELL DESERVED and there seems to be NO ATTEMPTS to fix the problem, e.g. second railway bridge over Coomera river, etc. It is hard to believe that Asian cities are better served nowadays, e.g. Singapore, etc.

Duplicate the Rail Line from Beerwah to Nambour as soon as possible before building the extension Petre to Kippa-Ring. Doing this avoid future grid-locks on the North Coast Line. Population expectations will continue to rise along the East Coast Region. Comment from an experienced long term retired Rail Employee). Supporter of Light Rail for the Sunshine Coast. Researcher for all Rail related improvements.

WHY IS TRANSLINK SO EXPENSIVE IT COSTS ME \$5.20 TO GET TO THE CITY FROM WOOLLOONGABBA THE OTHER DAY BECAUSE I FORGOT MY GO CARD! LOWER THE FARES NEWMAN!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Satisfaction with public transport depends on the location of the public transport. For example, I would rate Brisbane busses relatively highly in comparison with Sunshine Coast busses, which are worse than abysmal. The same with rail. Brisbane is relatively well served with public transport, and the rest of South East Queensland is atrocious. For example, the Sunshine Coast is Australia's 10th largest city but has virtually no public transport. The rail line runs a minimum of 20 minutes drive from where the majority of the population actually live, and any trip is ridiculously long and slow. The Sunshine Coast bus service has no express busses, and the busses run lengthy "sight-seeing" trips through every tiny suburb.

Hence, they are always late. The only good thing I can say about Sunbus on the Sunshine Coast is, because they are only patronised by those who cannot drive, such as very old people, those who have lost their drivers licences for traffic offenses, and handicapped people; they are always virtually empty, so you don't have to sit next to anyone. Why can Mandurah in WA (population 65,000 - about 1/10th the size of the Sunshine Coast) have a high speed 45 minute train to Perth, yet the Sunshine Coast does not? And the WA trains run in the middle of the highway, and are integrated with bikeways too, what a good idea. Saves resuming private property and reduces environmental destruction. And why can't Brisbane busses bypass the CBD, from North to South? Lots of people work on the Southside, but you can't get a direct bus or train.

Go cards need to be more reliable. The biggest issue is that if go card got the charges wrong it is so hard to get corrected. May be station master should be able to help corrected the issue on the fly like in other modernised countries. Other wise the guy that making the decision has no idea what happened at the station when things went wrong. Eg. Someone has heart attack and died.

Fares have increased drastically but there has been no corresponding improvement in the rail service. In fact, if anything, it has got worse. QR and Translink rarely give satisfactory explanations when there is a complaint and it is often addressed many weeks after the event. There is no guarantee of trains and buses linking despite there supposedly being one integrated public transport system. It is very user unfriendly for tourists and is prohibitively expensive. The lack of infrastructure investment means the rail system, in particular, is extremely fragile being so centralised (if the slightest thing goes wrong in any of the city stations then it can adversely impact the entire network as experienced earlier this year). Also, there are way too many level crossings.

Trains are untidy and smelly. Why do we have cloth seats in our sticky climate. With seats that face each other people use the opposite seats as foot stools! Get rid of the seats that face each other. Guards will not police unruly behaviour. Any non peak service is a hazard in my opinion, especially on the Cleveland train to Doomben. GoCard is an unforgiving system. It might work in bleak Canadian weather but not in Hendra!

Improved peak and off-peak train frequency is urgently required. Bus network needs a Auckland style total review. Fares are too expensive.

GO Card mis-reads and overcharges. System response being slow means customers are confused on who the fail signal is for. The only valid tag on/off is to wait and see the cash balance of the account, all other sounds/ lights do not indicate if you have been charged correctly. The penalty for a system mis-read at \$10 is unreasonable. Simple data mining of my history would show 95+% of trips are the same end points \$3.58 fare, unless discounted time-frame, system misreads for failed tag off should charge the missed fare (could be >\$10 is a regular distance traveller), higher if people have more diverse travel patterns eg less than 90% reflect a single return journey pattern.

We live at New Farm and public transport frequency is excellent. Off peak rail frequency needs immediate attention. TransPerth provides double the off peak frequency for little more than half the cost of Translink. This is an embarrassing situation for Queensland.

More trains, more busses. Cheaper Fares. It is still cheaper to use my diesel ute to work in Kelvin Grove. Even taking into account parking costs. Just the convenience factor of hassling with traffic that puts me on a train.

I stopped using public transport this year as to take public transport from home to work would take nearly 1.5 hours each way, compared to 45 minutes by car. It's ridiculous and over-priced. Petrie station needs about three times the carparks that it currently has as the current carpark fills up before 7am. The trains need to go express all the way from Petrie to city (and return) and not only half the way. Need more buses going from city to Kelvin Grove each morning (and return each afternoon) - they are always over packed and infrequent. Public transport systems in Brisbane and the rest of Australia are extremely expensive. In Singapore for example - a train from the airport to the city center only costs \$2 - and \$1 of that is REFUNDED when you return your card at the other end. Further to this, the train facilities are a substantially higher quality than we have here, faster, smoother, safer. Their bus system, while less frequent than ours, is of a substantially higher quality - our government has no excuse whatsoever for the high fare prices considering the quality of our service - we are being conned. The survey itself was limited in places, I wanted to provide multiple answers for some questions. For example the question relating to bus frequency - Buses to the redlands are very poor indeed, and I must point out this is not a reflection on violia bus company, as their buses are of a higher standard than brisbane buses, as are logan city buses, but translink refuses to acknowledge the need for high frequency services to the redlands, and has actually cut certain bus routes that it deemed to be being used enough. 259 for example. This service ran twice inbound and twice outbound daily, and always had at least 15 people on board. This service was cancelled. I have seen inner city buses with less than 15 people on them driving around - why was the 259 cancelled but these inner city routes were INCREASED in frequency. the most frequent bus to the redlands is the 250, coming once every half hour in peak times and less outside of that. The redlands recently reached the population required to be considered a city, with substantial growth expected over the coming 15 years. So my comment there would be, some buses run at a frequency far higher than what is required, and some buses run so infrequently it is often quicker to catch a cab to the nearest train station. The cleveland train line is also disgracefully neglected. Stations like murrarie, hemmant and norman park have insufficient services available, and are falling apart at the seams. the minor upgrades that have recently been completed at hemmant and wynnum stations are a joke compared to upgrades that have been installed along the beenleigh and ipswitch lines. The redlands, as is typical, is being ignored.

On my local bus route, a trend of rising patronage has reversed very noticeably since the last round of fare increases. The AM peak buses which were running full prior to the last fare rises are now running half full, with similar decline noticed in PM peak. It is critical that the Government & TransLink acknowledge that the compounding fare rises at a rate well above CPI are acting as a major disincentive to use public transport, and are in fact driving people back on to the roads. To restore patronage growth to pre 2010 levels we need fare CUTs and a drop in the "flagfall" component (at least \$1.00 off every fare), and then a cap on future rises to be no more than CPI but preferably less so that over time public transport is perceived as becoming cheaper compared to driving. Coupled with a system-wide review of bus routes and rail frequency improvements, this fairly rapidly result in double digit growth in public transport use in SEQ compared to the current static or declining levels.

If buses (especially UQ Flagship routes 412 and 109) actually turned up (BT has issues maintaining [the necessary] 5 minute frequencies on these routes) and ran to timetable, they

would be OK. Trains are chronically slow, the obsession with On-Time performance needs to give way to faster timetables (especially off-peak). Faster trains would cost less to operate as well (using less Labour hours)

Station announcements are often unclear to misleading, e.g. the train being announced as arriving in 2 mins is drawing out of the platform, and other similar.

Overall, I think the train system is good, although expensive. Buses are over-crowded and uncomfortable. Ferries/City Cats are good. The price is my main concern, especially as I have traveled extensively overseas and most cities I have been to have free or very low public transport costs.

for the cost associated for the services overall I feel SEQLDers are getting poor value. I believe that more than half the issues Queensland rail has are related to the level crossings dotted around the southeast. Someone in charge needs to close the level crossings and build overpasses for the higher use areas. From what I've seen elsewhere in the world, this is the norm in city areas.

Long distance trains at peak commuter times should be the modern ones that hold more passengers. For example the 7.55 am at Caboolture weekdays is always the old type and most people that get on at Caboolture stand, sit on the floor or in the luggage areas near the doors. This is not really acceptable and has been going on for at least the last 3.5 years. Can this be changed?

Crowded trains, Lack of facilities at station, old facilities

I hate hearing the advocates spruiking and lying about how the go card is cheaper. I was using a yearly ticket for the last 6 years and the last year of use, it cost just under \$1,000. For the same trip on go-card, it costs me more than \$2,100 per year. That is not CHEAPER! Secondly it grates because if New York (or any other major city around the world) has a far better transit system and is a LOT cheaper so don't spruik on about how QR is world class. Finally, what is with Peak travel times starting at 2:30am in the morning!!! There aren't even any trains running at that hour. Fat chance to get a discount for off-peak travel in the morning.

Some of the translink responses from my emails making a complaint. For Example I catch the first bus of the morning and it is regularly late and I end up missing my connecting train. One response I got was due to traffic and road works we cannot offer a refund, but I never asked for one just why it was late.

My biggest problems with GoCard involve the relatively often times mistakes are made on my account, which always seem to be in the favour of Translink, and, the reliability of the scanning machines for logon/off, you can't hear them in noisey environments, and when the screens in the direct sunlight, I can't read the 'displayed' info. But I love the 9 trips and its free policy, makes the high fares affordable!

I BELEIVE THAT IT IS TERRIBLE THAT BRISBANE TRANSPORT HAS NO FRAMEWORK IN PLACE FOR DAILY TICKETS, RETURN TICKETS ,SMART RIDER TICKETS.EG LIKE IN PERTH FOR INSTANCE. I HAVE BEEN ON BUSES WHERE THE DRIVER WAS EMBARESED TO CHARGE PASSENGERS FOR A TICKET

COSTING 6.90 FOR A ONE WAY TRIP TO LONE PINE KOALA SANCTUARY. AND THEN HAVING TO CHARGE THE SAME AMOUNT FOR THE RETURN JOURNEY. THIS IS AN ABSOLUTE RIP OFF. ALSO BCC CLAIMS THAT BRISBANE IS A WORLD CITY, WHAT A JOKE I AM FROM ENGLAND TO EVEN QUALIFY FOR THE STATUS OF A WORLD CITY BCC HAS TO PUT IN PLACE THE TRANSPORT INFRASTRUCTURE MOST IMPORTANTLY LIGHT RAIL, MORE FREQUENT HEAVY RAIL SERVICES AND BUILD A PROPER UNDERGROUND SYSTEM LIKE LONDON. WITH THE POPULATION EXPLOSION OF THE LAST TEN YEARS IN BRISBANE BCC CANNOT RELY ONLY ON BUSES. TO SAY THAT BRISBANE HAS NO USE OR NO SPACE FOR LIGHT RAIL IS A JOKE. IF WE LOOK AT DUBLIN IRELAND FOR INSTANCE DUBLIN'S TRAMS WERE REMOVED IN THE EARLY 60'S BUT DUBLIN CITY COUNCIL PUSHED BY PEOPLE LIKE ME INSTALLED A LIGHT RAIL SYSTEM CALLED THE LUAS. IT RUNS ALONG CITY STREETS MUCH NARROWER THAN BRISBANE'S IT LINKS THE CITY CENTRE TO SOME MAJOR RAIL STATIONS. AND ALSO USES PART OF A FORMER RAIL CORRIDOR THAT WAS CLOSED IN 1958. BUT BY CONSTANT LOBBYING BY INTERESTED PUBLIC AND PRIVATE PERSONS IT WAS RETAINED FOR OVER FORTY YEARS. A MILESTONE IN WHAT PUBLIC OPINION AND PRESSURE ON M.P.'S CAN ACHIEVE. IT HAS BEEN A COMPLETE SUCCESS. AND NOT MINDING WHAT THE SCEPTICS SAY IF IT IS IN PLACE PEOPLE WILL USE IT. I STRONGLY BELIEVE THAT THE PLANNING AND CONTROL OF BRISBANE'S TRANSPORT SHOULD BE TAKEN AWAY FROM BT AS THEY ARE PART OF BCC AND IT'S ALL ABOUT POLITICS. LIGHT RAIL CAN WORK FOR BRISBANE IN THE FUTURE IF THE POWERS THAT BE WAKE UP TO THEMSELVES AND SEE THE BIGGER PICTURE. IT HAS WORKED IN CITIES ALL OVER THE WORLD. WHAT MAKES BRISBANE ANY DIFFERENT I STRONGLY BELIEVE THAT BRISBANE IS THE LAUGHING STOCK OF OTHER AUSTRALIAN CITIES. HOW LONG BEFORE OUR CITY STREETS ARE AT A STANDSTILL WITH BUSES. IN THE VERY NEAR FUTURE I THINK. BUSES SHOULD BE USED AS FEEDER SERVICES TO HIGH FREQUENCY LIGHT AND HEAVY RAIL SERVICES TO THE CITY. YOU CAN FIT FAR MORE PEOPLE ON, LIGHT RAIL THAN YOU CAN ON A BUS EVEN A TAG BUS. I REALLY HOPE AND PRAY THAT SOME DAY SOON BEFORE IT IS TOO LATE WE WILL HAVE THE TRANSPORT INFRASTRUCTURE IN THIS BEAUTIFUL CITY OF HOURS THAT ALL OF US DESERVE.

This morning I find my train delayed yet again, this time due to a signal fault. The alert radioed into the station was distorted and incomprehensible. I could only work out what was being said by visiting the website. Then the auto alert on the train kept saying the train was express, even though it had been converted to all stations. Just another day on the caboolture line!

1. Off-peak frequency is atrocious. I wouldn't mind so much but you get an 'off-peak' timetable while still being required to pay peak fares.
2. Express trains stopping between Northgate-Bowen Hills. Adds several minutes to what is already not a particularly fast service.
3. Feeder services are inadequate. The one I would have to use (I park at Petrie instead) stops running at 6pm and takes a tortuous route to get back to my estate.

I live in West End which means public transport to the CBD, Valley and New Farm is quite good however, getting almost anywhere else is slow and expensive - where it is possible at all. I have a need to get to Lawnton occasionally, just a few hundred metres from the station. Getting there and back by train can take 4 times as long as driving. We need frequency! If

public transport actually worked, people would use it. Build it and they will come!

Fares are too expensive. I would like to see more advertising paying for our public transport instead of the public. Paper tickets are inflexible and the go card is inconvenient with regards to adding value (retail locations and 24 hrs lag time online & can only add in multiples of \$5).

There is no train available for passengers between 6.00 am to 6.20 am to start work at 7.am morning. there is train at 5.30 am which is too early and there the next train is at 6.26 am that is too late. The timing starts at 7.10

Bus 390 service between 5 and 6pm inbound and outbound late night between 10 and 10:30 pm often "skips" services. As frequency of services late evening are half hourly, it means a one hour wait. That's not good. We solve the problem by walking to the 345 service, which runs to excellent time, but doesn't stop near home, meaning a late night walk is required. Make public transport free - trains, buses and ferries - every 10-15 minutes so no timetables are not required. Maybe I live in a dream world

I like the comfort of rail and the opportunity to do work in a more stable environment than a turning bus, but the costs appear to be staggering. Whenever we hear about service upgrades for rail it is at a huge cost. I wonder if the reason fares are so high is because the rail network is driving up costs for bus users. I generally prefer travelling into the city via bus when I am in a hurry because the rockets just pass other buses and are so much more time efficient than travelling on a train that has to stop at every stop.

Rail continues to get less reliable. Boomgate issues and frequency of service to the Sunshine Coast and ongoing signal issues. Overcrowding on the 3.30 pm service from Roma st which has only 3 carriages is equivalent to catching public transport in India.

At least once a week there is a problem with my train and when every minute of the day counts this is extremely frustrating. I also find the many of the go card readers at local stations ie sunnybank are faulty and you have to swipe about 10 times before it works. It would be good if we could get trains every 15mins from the city from 3 - 7pm on weeknights at least for the last 2 months of the year. Later trains on weekends would be good too. Another very frustrating experience is to travel to ipswich which is 20mins drive takes me 2hrs on the train as I have to travel into the city or thereabouts change lines and travel back out. Just not worth it.

The 30+ year old trains in particular are too small for the general public, they are dirty and not maintained. The outer stations do not have adequate seats or cover from the elements or acceptable access for the physically challenged. The Go Card points are difficult to see, often don't work and the confirmation tones are either too low to hear or don't work at all. The response from the readers also appears to be slow to read the card, often resulting in a line up of people waiting to touch off. The overall level of comfort in the trains is appalling, particularly when they smell of mildew and they are either freezing cold or the airconditioner does not work. We are prepared to pay a reasonable price for our journey provided that we receive a reliable, clean service with good facilities at the stations in return.

Public transport options and services on the Sunshine Coast are woeful. Train services in particular are infrequent, overcrowded and expensive for the poor service provided. Don't mind paying if more express services are scheduled.

The high cost of public transport makes me think I'd rather take my car to and from work, and that shouldn't be the case.

Again the train is late. Express from Nambour now stop at all stations from Caboolture to city two days in a row. No wonder I do not catch the train every day as I cannot rely on being at my destination on time. More trains more frequently between city and Nambour.

Reliability is poor as there is not a week that goes by where there is not a problem whether it be boom gates, track faults or signal faults. Changing express trains to all stations has gone overboard as they are over crowded and makes those that specifically catch a train even later.

1. I have been charged several times by go card for a 10th trip (a refund is currently in progress now). 2. I have been charged \$10 penalty several times by go card for going in and out of barriers - once I was charged \$10 TWICE at the exact same time at the same barrier. That was refunded. 3. The readers at trains stations are difficult to read in sun, rain, and at night. Why is the display grey letters on a grey background? When a train is moving, the readers cannot be heard, on a bright day they cannot be read. 4. 10 days online response to overcharged fare refunds is way too long. Why does it take that long? 5. Outside of day time hours, why is there only one set of barriers open at Central? Can someone tell Translink the ticket system is electronic? 6. Why do I pay peak prices when the off-peak timetable is operating? i.e. every half an hour. 7. Why do translink uniformed people stand with their arm crossed, looking very intimidating, and stare at passengers as they pass through the barriers? They don't look very helpful. 8. When is the Caboolture line going to get at least a 20 minute service at night and on weekends? Even a 3 car set would be good. 9. Why do 6 car sets run all evening with the second set turned off? This is only causing unnecessary wear and tear.

We need a proper mass transit system for Brisbane. Roads and tunnels are just not the answer.

Modes of transport need to be better co-ordinated e.g. bus to train. Train connections to Milton need to be more frequent, or more services need to continue from Roma St to Milton. The current situation is a shambles.

Constantly having to ring translink for refunds on go card trips due to errors in the system, would be easier to go back to paper tickets

Public transport should not be run for a profit, but rather only efficiency, comfort and reliability.

I do agree that it is high time the rail network was looked at and relevant upgrades made as needed. So many more people are using public transport not just because they work in the City but also because they are travelling more and more in the suburbs.

Fares are exceptionally expensive for the length of journey in Brisbane - it is cheaper for me to drive to work with my partner and try to find free parking than it is for us to both catch a bus and that upsets me as someone who cares about the environment!

I have a collection of broken Go Cards that I can't get refunded for. I can't put coins onto Go Card top ups only notes in \$5 multiples. Not even the ticket sellers at the station can put coins onto the cards. The train system to Caboolture is unreliable.

I Use a "Buz" service from the Myer Centre in the CBD. It nominally runs every 10 minutes

at peak times but I have often found that a service just does not appear and then there is a very long queue till the next bus arrives. I also don't understand why more banana buses are not used because there is certainly a demand for them at peak times. The delay through the Cultural Centre bus stop can be excruciating and something needs to be done about that urgently.

Trains are getting old and unreliable. Train and signal reliability on the Ipswich line is becoming an increasing issue. Queensland Rail tout that they have a large percentage of on time trains, well they should come take one of their trains sometime. On the Ipswich line it is ever increasingly breakdowns, signal faults, cancellations and downgrading of express services to all stations, drivers and guards blissfully unaware of what is going on in carriages nor do they care and quiet carriages that should have signs on the doors as well cause people with children or high school teenagers don't give a damn.

The whole Gocard fare structure needs major changes - for short journeys; an all-day ticket for Seniors/Pensioners similar to those in most other capital cities is needed. On the Doomben line, a more frequent service, on a clockface timetable, is essential to improving patronage. Much more local advertising of services - especially extra ones put on for special occasions - is necessary. Rail is certainly the quickest way into the city from any of the stations on the Doomben line. The ticket offices at Ascot, Hendra and Clayfield should also be staffed for the morning peak.

Having the Go Card machines regularly slugging you a \$10 error fee is annoying but having Translink take up to 3 weeks to refund this money is inconvenient and slack. I find that rail frequency is good in my suburb (Taringa) and you can rely on it and don't need to see a timetable. However, bus access here is hopeless with a one hour wait if you miss your bus on Swann Rd. This compares to the Ashgrove service where you can get a 385 every 15 mins and you don't need a timetable. Frequency and reliability are essential to making public transport a viable commuting option.

Upgrade the 399 Service - give it to Brisbane Transport to operate the bus service. We should retain paper tickets until the extremely complex and inflexible go card transfer rules have been reformed. These reforms can be made with a few keystrokes and would make SEQ instantly more navigable.

im not happy with the fact that public transport is so expensive
Paper tickets > Go Card. The more technology you add to something the less reliable it becomes. Cubic Corporation ruined QLD Rail. K thanks.

1. Full Refunds need to be offered if services are more than 30 minutes late. 2. Dakabin Train station is in a dire need of an upgrade, parking at the station is non existent cars are parked all down the road and is dangerous at night with no lighting.

Looking to the future, we need to expand the rail network. Too many buses will start to congest with each other (e.g. the Cultural Centre Busway Station during peak hours). Also, trains only need two on-board staff and carry hundreds of people .. more economical. To improve services in their entirety, Translink should only hire people who have been to Japan.

Would love to use my go card credit outside the public transport system... shops etc for small

value items. Works well in Hong Kong

I feel that the trains used on the Sunshine Coast line are too uncomfortable for the length of the journey. Also there needs to be more dedicated express trains on this line - the journey time is too long.

The Sunshine Coast line is one of the most congested single line tracks in the entire nation. It's currently single track from Beerburrum to Gympie North (and beyond) & is shared with freight trains, passenger trains & long-distance travel train services. 44% of it's daily trains between Caboolture and Nambour are - incredibly, rail-buses that act as trains and take up to 1.5 hours to go just 54 km. Average train speed from SCoast to/from Brisbane is around 55km/h. With huge population growths predicted at Caloundra South & Palmview the situation is set to go from bad (frequency & reliability) to worse for public transport users and job seekers of the Sunshine Coast, unless infrastructure upgrades (i.e. rail duplication) occurs.

Why are Translink Staff are trained to give out wrong information or not enough information? For example telling me there is a bus in 15 minutes when there was a bus in 5 minutes, telling me to walk down to another bus stop to catch a bus as there was no more buses that night from the bus stop I was at which is a lie etc etc Why are the bus stop names on Journey Planner different to the same bus stop on the street? Why are the travelling public penalised for a Translink error? For example I couldn't log off at Helensvale and yet I got hit with a standard fare and then wait 10 days for it refunded etc etc Translink more like TranSTINK

Northside rail travel is now slower than the diesels of the 1970's. The perpetual speed restrictions between EJ and Nundah are now beyond a joke. The loss of through express services for interurban trains to the north coast even at off peak times are annoying. There is so much fat in the caboolture timetable, it should be packaged in a bun with sauce. I am sick of this patronising "customers' BS - an insult to my intelligence!! And for crying out loud, if you don't know which side the platform is at a station, then you should not be alone on a train. Rail travel makes me cringe and I try and take the bus wherever I can. I long for the day when suburban rail services are run by an efficient provider, not one where it likes to spend money on powder-puffing.

Any fare review should look at the number of zones and reduce them.

I travel to the city every day for work from Caboolture Area. With the last fare increase I now pay almost \$150 a fortnight JUST TO GET TO WORK! They are talking about raising it again, if I can't afford it now I certainly can't afford it then, please FIX THIS and make fares affordable to everyday low-income households.

I think they need to get rid of all the 200, 300, 500 buses as the older buses are not disability friendly. The 444 route seems to get a lot of these. Elderly people have difficult getting in and out of them. Why can't we top up our go cards on the buses like they do on the Gold Coast? Public transport in Brisbane is too expensive and too infrequent unless you live on one of the "buz" routes.

Go Card should be the means of hiring / paying for City Cycle rent-a-bikes, and then I'd use those as well.

Whilst I enjoy the nine-trips-and-then-free public transport initiative, the amount of money I

spend per week on public transport is still too expensive.

Been waiting six years for additional peak hour services on Shorncliffe line.

Why do I only use public transport occasionally? I travel from Jamboree Heights to Upper MT.Gravatt for work a distance of 17 kms, and a standard travel time in my car in peak hour on Ipswich M/Way /Granard RD of 30 mins. In a good run I can do it in 25 mins. Public transport takes me on average 1 hour 15 Mins - 1 hour 30 minutes. In a time poor world I don't have the time or the desire to use Public transport 3 hours a day to travel 17 kms each way to work. Why so long? My options are to travel into the city and then out on the south east busway or travel outbond on a 460 service to Forest Lake and then a 118 inbound from F/Lake via the Logan/gateway m/way onto the south east busway to the garden city interchange and return this way in the afternoon or via the city. the 460/118 option requires 1 transfer and the city option can take up to 3 transfers. The time in travel is not so much the actual time moving its the waiting for transfers, waiting for services, missing services due to delays, services that don't connect meaning delays. Whilst the translink site displays travel times taht are indicitive the majority of the time some delay or otherwise blows out the travel time.e.g on average I can wait for up to 30 mins for a transfer at forest lake. This is why I do not use public transport.Talking of busways -On my map I can find a Northern, Eastern and Southern busway but I am struggling to find a Western busway!

Logan buses need to be more frequent during the day; more direct route buses needed not just in morning and afternoon. Go card fares are so expensive!

Have just applied online to transfer my GoCard balance to a new GoCard after the RFID started to fail. 48 hours later, Balance has not been transferred. No problems up till now. The busses I have to catch don't synch up with the trains. They used to before the timetable changes on bribie Island. I now drive.

We need to emulate the transport and urban planning of Vancouver, Copenhagen, Vienna, Munich!! Active & public transport target of 75% of all trips

some of the bus drivers and train conductors or station managers are really lovely and try to make the journey a nice experience, they personalise and share our daily ordeal of trying to get places on a rickty old system would love to see more a/c on trains and buses, more wifi on trains, trains to run more frequently than every 30 mins and more express trains to cleveland, would love it if the express trains really did save time - 10 mins at the moment is hardly express

Weekend fares should be cheaper , as we travel with the whole family so , we can use the public transport more often than our cars.

I find rail travel from Beenleigh satisfactory. Except @ peek hour AM on airport train I have had to stand all in to the city and @ 75years old that is not good. Ken.

I think the Go Card has been the most expensive system ever introduced forpassengers to pay their public transport fares. It is about time the Redlands had a decent intergated public transport because it is now been classed as a city.

Reduce the cost of transport instead of building useless tunnels.

I'm lucky enough to live near a busway, where waiting five minutes for a trip to the city is considered a long time even in off-peak. I know they shouldn't have been busways in the first place, but I'm grateful they are simply because... well have you seen our train services? If I lived near a train station with 30 minute frequency, I wouldn't catch public transport if you paid *me*. Fares I'm not even going to bother commenting on...

In Sydney last week I used \$2.50 travel pass for all transport all day after showing senior's card. If Queensland had same deal I would use public transport a lot more. As it is, the service is terrible and far too expensive and I really feel sorry for older people who know that the time is coming to give up their driver's licences but are faced with no alternative. No wonder there are increasing incidents with older drivers who are not safe on the roads. The public transport system should be handled by the Queensland government instead of everyone. The NSW government runs public transport in NSW - maybe that is why their system is so much better.

This survey makes no allowance for different routes and timetables. Results should not be interpreted as applying to all services, generally or individually.

There is nothing I hate more than standing in a line of 10 people to tap off at a station. If you are going to force people to use go cards or be slogged with highly excessive fares, could u at least add more touch on/touch off points on stations so they can be the convenience they are supposed to be.

The rail service to Cleveland is now 18minutes slower than when originally introduced in 1987 and the frequency the same off peak despite a large population increase. Speed limits have been lowered and passing loops at stations create problems that were not there on the old timetables. Average speeds are VERY low by World standards

Logan's bus network desperately needs an overhaul. Many of the routes are ridiculously circuitous and the frequency is a joke. Earlier this week after an appointment ran late, I had to change my plans completely rather than wait an hour for the next bus. For the prices they charge, that level of service is not good enough.

Given that I live in the Redlands our service is one of the worst within Translink. We're overpriced, don't have enough buses let alone connections and are treated like the poor cousins of Brisbane. This has to change. We need better connections, more direct buses going to Victoria Point and Redland Bay during the day, public holidays and weekends. As it is now, it's nearly impossible to make a quicker trip to the city from these areas without either changing buses several times or take the scenic route via Cleveland.

The reliability and costs of Public Transport are a concern. Having recently travelled overseas I am convinced we here in the South East corner of Qld could do a lot better in making Public Transport a more viable option for commuters - and with fees set to increase annually I can see no persuasive argument to continue with Public Transport. It is actually double the cost for me personally to use Public Transport to work (and that is with having to pay for vehicle parking....)Plus with own transport you are not tied to the public transport timetable either.

a. More effort needs to be made to co-ordinate bus and train timetables; eg 745 and train at Nerang. Several times the 160x bus from Pacific Fair has been running late and one sees the Brisbane-bound train departing the platform as the bus is arriving, even though the bus running time between the two points has been as indicated in the timetable. b. The 'village' of Buderim should be provided with better access to buses running to Landsborough to co-

ordinate with Brisbane-bound trains during the early morning and late evening hours. At present, the 615 runs non-stop along the Sunshine Motorway between Buddina and University when students are not travelling, the 616 and 617 are not operational and the 600 bus is timetabled to run between Maroochydore and Buddina and then become a 605 to complete its journey from Kawana to Caloundra and then continuing on to Landsborough. It is not much fun to walk for 5 km in the rain at 0600 to catch the bus at University! Already, the 616 is timetabled to run from Buderim to Landsborough at about 2100 when it is of no use to anyone! On 17 November starting at 0830 at Hamilton (Brett's Wharf), it took 8 hours to travel to Buderim (Wirreanda Park)!

I catch the 412 or 402 bus every afternoon from Uni of Qld to Toowong to link up with the Caboolture Train (theoretically). The 412 bus regularly arrives 10 minutes late then when it does arrive will sit at the bus stop for another 5 minutes trying to cram every possible passenger on, then when it finally does depart often passes the next 412 bus (which is on it's to the Uni) early in the journey. Then this bus which is usually almost empty, more often than not passes my bus before it gets to Toowong. There doesn't seem to be any thought at all given to running to timetable or linking up other services. As for the 402 Toowong loop bus I believe it would be a much more reliable service if it didn't actually run to a timetable at all but just ran on a constant loop i.e. fill up and go - fill up and go. Every day while the 412 saga is unfolding the 402 bus is quite often sitting at the bus stop empty for 10 minutes waiting for it's appointed departure time while there are 50 people standing there waiting for a bus that might get them to Toowong station in time to catch their train. Basically the whole thing is a mess which could probably be fixed with a bit of consultation and planning.

The new Bne City Council have reduced leg room. This is a real issue.

I use train travel quite often and find it very satisfactory. As I am a senior and use go-card the fares are quite acceptable Station staff are always helpful.

Public transport is too expensive which is ironic as we are being encouraged to use public transport facilities to keep cars off the road. Do DTMR ever think that if they made the fares more affordable and provided more public transport especially at peak times that they may achieve their objective? They want their cake and eat it too! All for profit and nothing for the tax payers!

A few points which dropped the scores. Improvement in those would make the services better. 1. The interior of old trains should be renewed faster. Also, remove the carpets and replace with solid flooring, as has been done in some units. This improved the travel comfort and health. 2. Speed of public communication during service disruptions needs to be improved. Translink need to create and follow a process which allows an officer to concentrate on communications. Most times there's nothing on Translink website nor Twitter even after a considerable amount of time since the start of a disruption. Also, they still operate and take subscription to the very handy SMS message service, but have apparently ceased using it. It was the best method as it alerted customers immediately while on their way to the bus stop / train station, allowing an immediate change in plans (e.g. hop in a car, thus taking pressure off from the halted system). Speedy and accurate updates will allow the customers to adjust their travels and takes load off the service. 3. Express trains should receive more priority and faster travel times. On Cleveland line the difference to regular services in mere seven minutes. Almost every morning the 6.25 am inbound from Cleveland arrives in Park Road several minutes ahead of schedule (or travels slower to meet the time),

then have to wait up to five minutes for the scheduled departure. Why the wait? Let's adjust the schedule to what's achievable. 4. Go Card reader response times need improvement. The times vary, and can sometimes take up to 2 seconds to read a card. During rush hours this easily leads to failed reads, causing added work on both customer and provider side to monitor and rectify the issues. 5. Go Card adjustments take considerably longer now than a few months ago. I'm now more than a month behind, while earlier it took normally 7-8 business days. Additionally, an automated email notification was sent when the fare adjustment was processed. This has been dropped off for some reason, causing added admin work to the customer to monitor the Translink work. The notifications need to be returned. 6. Go Card readers give too many varying audible responses. There are single / double / multiple, short and long beeps, and they may not be uniform across transport forms (bus, train, ferry). They should be simplified into three: card OK / travel OK but card needs topup or attention / travel refused or card invalid. Respectively, the auditive response needs to be clearly distinct, e.g. single short for OK, double medium-length for check card, and single extra long for card invalid. Overall, the actual vehicles are generally good. It's the service and process side which has a lot of room for improvement.

I can walk to my train station and bus stop however if we want more people using public transport we have to make it easier for them to park their cars or we need to run shuttle services to train stations and major bus centres.

Trains have become unreliable. I really like the Quiet Carriages however, many passengers do not seem to notice the signs and talk loudly. Trains are not as comfortable as buses. The bus service where I live is more reliable but unfortunately has low usage thus the service is not frequent enough. The Go Card has been unreliable - at times the machine are not working. My card wasn't registering properly and I was overcharged by about \$30. QR gave excellent service when I rang them and refunded the overcharge promptly.

go card system should and could be more 'intelligent' to favour customers instead of translink for errors. It is unreasonable that we have to chase translink for their (system) faults - pay for phone, wait for an operator, and hope that money is refunded.

there are some nice train conductors and bus drivers who go out of their way to share their personality and make the journey a bit nicer but please, we need trains to cleveland that run more frequently than every 30 mins, run reliably, really are express (like maybe a 45 min trip) that have wifi and air conditioning, and someone to enforce the quiet zones
Busway extensions would be appreciated, as would improved parking. Park and ride facilities have insufficient parking.

M ramps/lifts at all stations. Getting to sherwood from darra was ok but once i arrived at sherwood, had major problems tackling stairs with a baby in pram and toddler - so dangerous. The alternative was get off at Corinda and walk to Sherwood - in the heat. same problem getting onto platform to go home. there was no one willing to help.

Nothing that hasn't been said before by many others
the Go CRd readers on stations are extremely hard to read and very unreliable
Government authorities need to think of public transport first before approving a new residential development rather than an afterthought as happens now. Public Transport needs to be much easier and simpler to use than it is now in order to encourage commuters out of cars. Fares need to be restructured. Too expensive

Need signage on Eagle Junction station at top of ramp for those coming in from Morrison Road/Station Road side. Electronic signage needs repair and for almost a year has only displayed for commuters entering via Junction Road. Need more go card readers on Eagle Junction Station (as they do at Woolloowin) - needs some at top of ramp. Readers in full glare of sunlight and have to stand in the rain to swipe card. Need more rail services or bus connections on the Hendra line between 5pm-6pm. Too many locked doors on carriages which would be dangerous if needed to evacuate, especially on airport trains with luggage onboard.

Just wish the government got rid of the paper tickets. Would make bus boarding a lot faster and people won't have to complain about the extremely expensive paper tickets. Public Transport is good, we should all use it.

eRail updates still doesn't have Richlands Station listed after requesting its addition. Dropoff zone at Richlands Station should be where Service Vehicles only is sign-posted. If it helps, I live in the wynnum-manly area. Catching public transport between suburbs beyond the wynnum manly area is infuriating as several buses need to be taken and wait times in between can be up to an hour with poor timetabling, making the trip poor in comparison to private transport which can get me there faster. Trains are very often the older trains.