

2013 RAIL Back On Track 2013 Public Transport Passenger Survey

Additional comments from survey participants.

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Fare affordability is rock bottom. A new fare structure is needed.



Been waiting seven years for additional peak services on Shorncliffe line, while Caboolture, Petrie get additional services every year. Wooden footbridge replaced at Nudgee Station which has bush reserve one side and houses on other. Refuse to reinstall footbridge at Banyo despite access required for shops. Both stations have reasonable access via level crossing. Reasons given for not replacing bridge at Banyo did not apply when replacing bridge at Nudgee, apparently.



Yes can please do something about west side bus company ontime running as my 506 bus is always up 10 mins late every day thanks



Rail is too infrequent on the Shorncliffe line and connections between buses and other rail services are poorly coordinated. Gocard infrastructure is sub-standard with poor response times leading to large queues during peak times. The penalty fare system is setup and a revenue raiser and Translink could do more to correct fare proactively.



The bus and rail network both would have benefited if the SEQ bus network review had been implemented in Brisbane.



Great work Bob!!



I am regularly 'fined' by Translink for touch on / off problems. I commit this 'offence' about 1% of the time and cop the the penalty. All other times, well, I suppose it's equipment failure. Translink call centre staff courteously refund me. But; how many people take the time to call?

On another point. Recently press releases, disguised as news have appeared which infer that the 'free tenth journey' feature is responsible for millions of dollars in lost govt revenue. An example of lazy journalism. In addition, why hasn't RBOT pointed out this blatant BS. if you have, my apologies. Using this logic, GoCard users are also 'stealing' from the public purse by not purchasing paper tickets at the 30% premium!

No one points out the measurable, valuable public good (in dollar terms) that flows to our treasury of affordable, frequent and efficient public transport.

Thanks for what you do,



At some stations access areas, lifts and overhead walkways are not regularly cleaned like the station platforms are. After weekend, bottles, cig. butts and vomit are left for days to weather away instead of being cleaned away. These "access" areas should be cleaned as the platforms and toilets are on a daily basis.



BUSES

Brisbane Transport **MUST** be removed from Brisbane City Council and **PRIVATISED**. Split

Brisbane Transport into two - bus depots north of the Brisbane River and bus depots south of the Brisbane River, make them into separate contract areas and **CONTRACT THEM OUT**. **FED UP WITH THE FARES!!** Sick and tired of bus services that only go to the CBD, can't get around the city properly, always have to call for taxis to make the connections, get a partner to drive you to the shopping centre to catch the bus, stupid windy bus routes that waste time. **FIX THE DAMN THING**, you've had plenty of time to get this right!

RAIL

Rail frequency can only be described as **PUS!!** What is this rubbish that passes as a 'train service'? Half hourly services, that's **bullsh*t!!**

For heaven's sake move with the times Brisbane, you international backwater. Perth has trains every 15 minutes all day, Melbourne has trains every 10 minutes **ON SUNDAY**. **BACKWATER!!**

FERRY

Make those monohull ferries free! Ridiculous that one ferry between Kangaroo Pt and the CBD is free, the other is not and yet they do the **EXACT SAME TRIP**. The pay ferry goes off empty while people wait for the free one. **ONLY IN BRISBANE!! STUPID!!**

CityCycle

CityCycle is rubbish. Why the hell can't we use GoCard or credit card directly on it rather than **WASTE MY TIME** doing all this signup **BS?!** And the prices are **STUPID**. Do they actually want customers or is this bike scheme some fancy decoration for the city? Should be \$5 flat fare for the entire day. Everything that Brisbane City Council touches turns to poo, from tunnel schemes like Clem 7, to bicycles and buses, time to give BCC/Lord Mayor a kick up **THE BUM!**

FARES

Why there are not riots and fireballs is the street yet I don't know. It is like almost \$5 bucks to go down the street. **WHAT THE HELL?!** I may as well call a taxi for this price, would be cheaper, faster and more direct too.



More frequency for rail, more interchange with busew to stem the tide entering the cbd. Trains are fast and efficient, avoiding road congestion.



The GoCard touch machines are hard to read and are not reliable. One is not sure if the card has been activated or not.



We need cheaper fares.

We need faster train/ferry/bus routes.

We need greater span of service hours.

We need more reliable transfer between bus and train.

We need faster transfer between train and bus.



Why do so many buses always have card reader not working so no fares are collected this must be a substantial problem in one week I only paid for three trips the rest the card reader has stopped working



Sort the railways out - we are missing a huge opportunity to make Brisbane a better place because we are underusing our railways. What's the strategy?



I don't use buses, but I think smaller suburban buses linking train stations and ferries would be more user friendly and cost efficient - sort of a light rail version of the normal buses. Of course, light rail would be great!



Buses on route 180 often do not turn up



The government has failed to ensure that development occurs around stations so it is often quite a hike from a stop to where you want to go.

Investment has lagged well behind growth in usage and so the trains are much more crowded than they used to be.



The bus network in Brisbane is excellent how it is. Existing users would find any overhaul hard to understand. Individual route changes (one at a time) is the way to go.



Uncomfortable trains, infrequent services, high fares are not the way to win customers to QR.



Translink fares are absolutely ridiculous. I have travelled extensively throughout the States, Europe and Asia and our fare system and associated zoning is a joke. Also a joke was the recent bcc review of services. I wonder how many people stated that they wanted reduced services and longer times between services but that is what we have ended up with. The translink review was better in my opinion. There needs to be more coordination between buses and trains and introduction of shuttle services but what the heck it's all been said before but no one listens cause they don't care. Make polities take public transport and then changes may be introduced



Biggest turnoff to using rail on weekend is constant uncertainty regarding maintenance with bus replacement - we drive instead!!



Go Card is awesome, although tarnished by 9 then free.

We lack:

Full time (or at least interpeak) express service to Ipswich.

Frequency generally on rail.



Main factors are frequency, reliability, affordability and convenience. Brisbane is lacking in all 4 areas - some more than others.



If the middle income earner is at a stretch when it comes to our horrid fares, I'd hate to think how the lower earner not entitled to concession makes it.



Regarding buses, its a bit soon for passing judgement given the recent changes to many

services. I have high hopes that these services improve the system, and my ratings reflect prior to October 14.

Ferries are becoming an underused transport method, partially due to their infrequency and inability to keep to a time table, however mostly due to the cost.

Trains, reliable and frequent however the lack of up to date or digital signage at outer suburb stations makes it difficult to navigate the system. The trains are often dirty and sitting is uncomfortable.

Go card fares is very expensive.



I've just moved to Melbourne.

Public transport there is far better and far cheaper - except for the Myki card which is nowhere near as good as the Go Card system.



Bring back trams and light rail to Brisbane. Increase frequency of high demand services to 15min. I can't see how you can do this with buses. Take note of Melbourne Transport network, its outstanding!



Lack of frequency on rail and lack of co-ordination between bus and rail coupled with exorbitant unaffordable fares are disincentives to further use of public transport.



I catch the Doomben rail line and it really is inadequate, especially on weekends when bus services are also limited. Fares for public transport are too expensive, especially considering the low value for money we get.



They all could be a little more frequent especially during non-peak hours; the fares could be way lower, they are just disproportionately expensive; there should be escalators and lifts to all platforms so it'd be possible for disabled people, people with luggages, and people with babies to move around; the trains are sometimes confusing, could have more route information available; drivers are extremely paranoid about tumblers and could not imagine that they could be empty or not with anything hot or opened; bus drivers don't know their routes well enough, they don't get lost but sometimes couldn't tell you whether they would be going through a certain bus stop or area which is surprising and confusing; go card machines on buses often go out of order which isn't a big problem as most of the time it's the company who loses money but not desirable still; it takes too much time to terminate auto top up requests.



The bus system as of now is hopelessly confusing. The trip planner online is heavy going. For instance, I wanted to make the journey from Rosewood to the city and thence onto the Mater Hospital. I found it very difficult to find out where I could catch a bus to the hospital. It wasn't until I caught a bus from Ann Street and worked out that I needed to go to "Mater Hill". For my second trip I found that some buses going along Adelaide Street stopped at Mater Hill. I had to ask each driver who happened to stop near where I was standing did his bus go to Mater Hill. On the return trip from Mater Hill I wanted to go to Cental Station but then again I had to ask each driver did his bus go down Adelaide Street. **IT IS EASIER TO GET AROUND LONDON THAN IT IS TO GO ANYWHERE BY BUS IN BRISBANE.** How do foreign visitors work out where they have to go. There are buses whizzing all over the city - looking at their destination signs, I do not know where they have to go. BCC should not have the responsibility of the buses. Sydney buses are run by the NSW Government.



Yes - I don't agree with making buses connect with rail at Toowong or Indooroopilly as mentioned in the RBOT forum. The trains would be too congested especially in peak hours and the changeover at either place would be a nightmare. Whoever keeps pushing this disaster in waiting need to pull their head in.



Public transport options in the Redland City Council area are appalling - with a rapidly expanding population, upgrades (or at least proposals to do so) to frequency and expansion are desperately needed. When timetables to Cleveland and the Gold Coast are comparable, something is wrong! Thank you.



Buses outside peak are woeful, too much reliance on buses. They create traffic and the sometimes arrogant drivers cause many accidents and reduce cycling options as they take up so much lane room. Trains are good but network needs expanding. Go card system still seems beta, slow and clunky.



The train service on the Doomben Line is very poor. The night frequency on the 300 bus is poor. The Airport Line should have standard Translink fares. There is no incentive for meters and greeters to use the service. There are far too many week-end closures of the railway network.



Public transport is quite good in Brisbane and Moreton Bay in regards to reliable services etc but it is far too expensive. We should not be paying more for an average system than people are paying in some of the major cities of the world which have services every 5 mins. I travel with a pram and it can be quite difficult at times - staff who won't help, buses with steps you can't travel on, broken lifts etc. This would presumably be the same for passengers in wheelchairs as well.



BCC's bus review was a farce that has just further worsened my satisfaction with bus services.



Routes should be simpler - ie fewer routes but more consistent and frequent.



While I answered that I don't use buses, I would like to but can't due to the poor nature of their timetables. Two routes (362 and 367) run near my house and would be able to get me to either Ferny Grove or Keperra stations but the 367 only does that part of its run in the off-peak and at that point it is only hourly, while the 362 has a sporadic timetable and its span of hours doesn't allow for the variation in the times at which I finish work. If these issues were addressed I would easily be able to leave my car at home most days instead of driving to the station.



Improve off-peak frequency on the Petrie/Caboolture line.

Improve counter-peak frequency on the Ipswich line.

Link fare increases to CPI.

Dakabin Station is a disgrace and needs to be upgraded.



I have traveled in 38 Countries for about 180 Cities and Towns, some many times. There is no bus service in my experience that comes even near to the quality of the Brisbane Bus Service



With the new timetable in January, passengers who wish to transfer from a Gold Coast service to travel to intermediate stations Salisbury to Dutton Park, will still have a lengthy wait at Altandi to catch the following all stations service, IF the GC train still stopped at Coopers Plains with the new services it would be an almost seamless connection. Needs serious consideration !



Go Card needs to have daily cap (like Melbourne). Trains should be 15 minute frequency on all lines except Sunshine Coast (30 minute including railbus to allow freight). BCC bus review was crap. Translink had a fantastic concept and almost all suggestions should be implemented. Time for the state to buy BT and contract it operations out.



Bulimia citycat changes are no good. Return to old timetable.

More express citycats



The cuts to citycat services, especially at Bulimba are a disgrace. The overcrowding on the 230 bus as a result, and the increase in congestion on Wynnum Road are already noticeable 5 days in! Change it back Translink!



Need more express trains for commuters who do not live near BCD

. Rail signage needs to be accurate and customers need to be told when platforms change
Caboolture

Fares too expensive for service levels



The price of public transport is far too expensive!!! Recently I took overseas visitors to the CBD and I was embarrassed of how much they had to pay! I think you should pay attention to the deals city parking centers are charging to park; it is becoming much cheaper for two of us to drive and park then to catch public transport. What a disgrace! Even with a go card, the prices are absurd.



Travel in Australia is so expensive; it is deterring many travellers/ tourists from coming here. Australia has one of the most expensive transport systems in the world! The Government keeps cutting things like services (frequency) people are losing trust. Too many broken promises!



The Go Card machines are VERY user-UNfriendly when you're looking into the sun trying to read the screen.



There needs to be (free and camera-monitored, or inexpensive and secure) bicycle parking available at EVERY train station.



Public Transport is far too expensive. If the cost of travelling by public transport was affordable, more people would use it.



The citycat timetable was better before the recent changes in October 2013 (i.e., there are now fewer services). It seems odd that Brisbane's getting bigger and busier, yet the government reduces the transport options.



The fares are too expensive now and they are going up from the 1st January! Enough is enough. Soon it will be too expensive to use public transport to go to work which is just ridiculous! Do the Government want more cars on the roads? Why is Brisbane's public transport the third most expensive in the world? Noone seems to be able to give a definitive answer to that question but just keep hitting the poor taxpayer who is trying to do the right thing by the environment and the people who cannot avoid using their cars. Where will it stop?



I would like to see TransLink make it easier for people to check their Go Card usage (e.g., a weekly activity email or some smartphone app) so that failures/mistakes can be detected quickly. This is in addition to the current Go Card web site features.



Public transport is overcrowded and overpriced for the poor service that we get.



I think the transport system is good but the fares are excessive



With Public transport fares so expensive and lack of carpark for commuters trying to get to the city. I rather prefer to use my car



Off peak bus service reliability of times have been poor for route 360



My responses are based on a recent move to Teneriffe. Prior to that, I lived on Balmoral (hill). The public transport from/to Balmoral was incredibly poor. I often catch a Citytrain to/from Gympie and find this economical however, the 3 hour journey on a suburban train is very uncomfortable. Also find that there is very little security on the train and from time to time, feel a little unsettled with other passengers swearing, drinking, playing very loud music and even (once) smoking! Something that QR should pay some attention to I think.



Sometimes it's actually cheaper to drive somewhere than take a bus due to the fare cost. This defeats the purpose for most people. Although we would like to contribute to a green environment, we also want to save money. If my husband and I are travelling somewhere together, sometimes it's cheaper and faster just to drive as the cost of both of our fares is almost that of driving.



I use QR long distance trains for travel to regional areas. I can usually work the sparsely timetabled services around my work commitments as a consultant to local government.



If fares were perhaps 50c cheaper each trip, more people would take public transport.



The Sunshine Coast commuters are disadvantaged every time a new time timetable comes out, why don't you put back the express trains of Caboolture to Bowen Hills, seems that once again you are using the long haul commute trains to service inner city stations. The Sunshine Coast commuters have to pay huge fares and do not get told of delays until our journey has began, if we are told earlier alternative transport could be arranged by us driving the 100 Km's to work, believe me sometimes I would prefer to be stuck in traffic apposed to being stuck on a train without a toilet, and I would get to work earlier at the train. It's a disgrace QQ that you keep making us home later and having to leave home earlier to spend over an hour on your trains where we sometimes have to stand because of inner city commuters.



The Caboolture line is poor. Trains failing to stop at timetabled stops, lack of seats in rush hour and unreliable service do not justify the high cost.



Fares are TOO expensive. Cheaper to drive and pay for parking in the city some days!! Cheaper fares are needed.



Need more services in off peak. The new train timetables will help with this, but more BUZ routes should feed to rail



i love the personality the drivers and conductors bring to their public facing roles
i hate the lack of frequency of buses along coronation drive into roma street station after the recent cut back, there are bus lines that go near the station but is is a long walk in summer heat for a disabled person

the trains on cleveland line are too long apart, do not run frequent enough, results in over crowding, unable to get a seat, often un safe after hours, often break down and no other options for transport provided, please bring back the express services



Frequency of train timetables to Sunshine Coast are not great. Communication services during outages are still lacking. Email/sms services were removed and not reinstated, this needs to be changed/improved.



The suburb that I live in has no rail option, I would prefer to use it over the bus if it was available.



Most prices are very high in comparison to other cities worldwide considering the distances traveled. The transfer period allowed with GoCards should be longer!!



Redlands people need faster services not greater frequency of poor services
We have "express" trains 5-10 mins faster than all stoppers.

The trains average 12kph from central to Cleveland.

Full, Peak Express trains from Cleveland wait for empty trains from Brisbane.

Redlands is a poor cousin of Brisbane - any decent services stop at Manly.



Too expensive and frequencies are too low.



The price of rail from Gold COast to City is exhorbitant!! The service should run more frequently in peak hour. Why does peak run from something like 4.00pm to 8pm?? This is a rort!! If you want poepl to use the train, at least make it reasonably priced.

On a more pleasant note, the rail staff at the stations and on the trains are always pleasant, friendly and very helpful.



The system seems a serious overhaul and attention. It's the third most expensive system in the world, and far from the third most efficient. There are a lot of big fixes that could be done (like build a subway, completely rebuild Cultural Centre station and start catering to inner suburb residents who are more likely to use transit than focusing on rail to far suburbs), but there are simple like better time lights (especially to Cultural Centre) for bus movement - giving the buses priority over cars. I think it's important to also address the poor pedestrian accommodation as well since transit riders are pedestrians as well. The light priority and cycles are built to favour cars, and peds are left waiting at lights for ages for the next cycle.

More cross walks and better build "smart streets" to better accommodate all users.



the cards system ! dose not realability work. a number of time I know have have put money on the card only to have the box flash red. I really give up on this system.



major flaw with gocard is lack of machines. Every BUZ stop should have one. Busway stops like Buranda should have more than one and no one should be allowed to pay cash fare on a bus at a busway station.



How come Virginia Depot hasn't had a new bus since 2005?



Ellen Grove is an underprivileged Low socio economic suburb where catching two buses to catch a train to travel 15km Makes searching for employment that is accessible just about impossible.

Ellen Grove NEEDS a train station



Translink need to get their act together with track works - one bus for every two trains is simply unacceptable and reeks of cost cutting. Perhaps they should consider cutting free fares for their own staff as a measure before severely impacting the public. We are paying top dollar for a service (and I use the word in the loosest possible sense) that simply does not exist and too much of a bureaucracy had formed. If I had any other options other than the Translink network I would. Simply disgusting.



- a. Do not like bus and train windows covered by company logos and advertising material.
- b. In general, rail air conditioning is far too cold and does not take into account normal dress for the season of the year. Passengers should not have to carry cardigans during the middle of a Brisbane summer!
- c. At rail stations, the step between platform and coach floor is far too deep - the platform height was established long before electric trains arrived, so do not understand why the original electric rolling stock design got it all so wrong and why the later designs did not make an effort to correct this.
- d. When is something going to be done about coach lighting being switched off during passage through neutral sections? Overseas, this problem was corrected long before the first electric rolling stock was put into service in Queensland.



The comments regarding bus services mainly relate to route 125. It's a shame that the Queensland Government's proposed "BUZing" of this service & removal of 124 did not go ahead. Instead, we have two very similar routes operating with poor hourly frequency in the evenings & weekends. I pay a \$400 yearly premium on my rates for such an infrequent service.

Also, it's a shame that the new rail timetables that start in January include unacceptable half hourly frequency on weekends.

Fares, in particular short trip fares are far too expensive. I rarely use public transport out of peak times because it's overpriced & infrequent.



Travel from Victoria Point to City M-F.