



Results

Survey 254272

Number of records in this query:	140
Total records in survey:	140
Percentage of total:	100.00%



Field summary for q0001

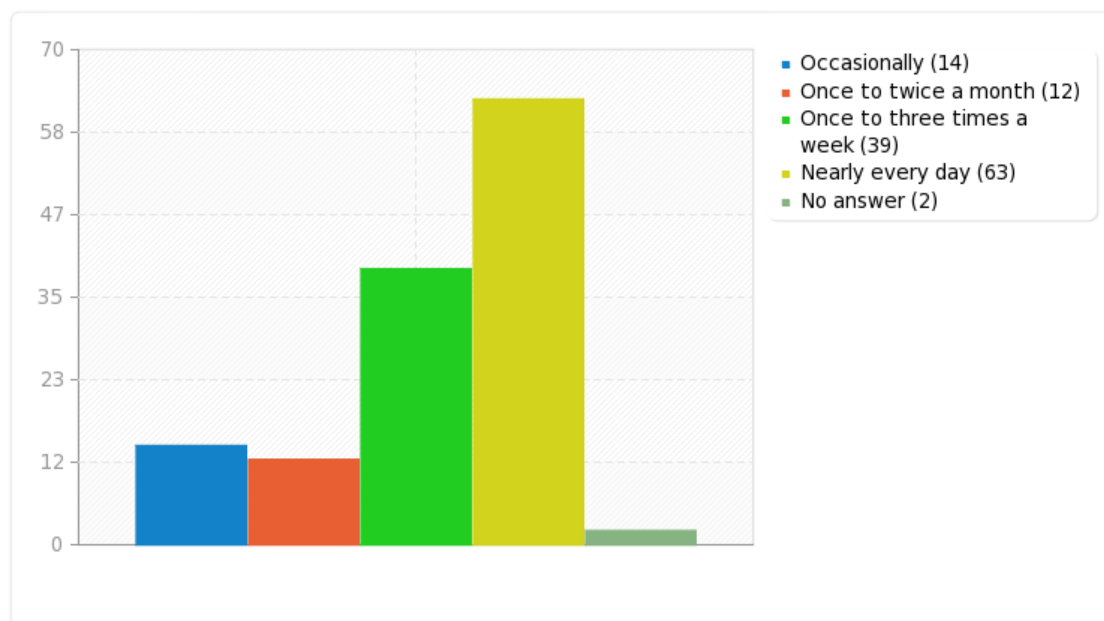
How often do you use public transport?

Answer	Count	Percentage
Occasionally (A1)	14	10.77%
Once to twice a month (A2)	12	9.23%
Once to three times a week (A3)	39	30.00%
Nearly every day (A4)	63	48.46%
No answer	2	1.54%



Field summary for q0001

How often do you use public transport?





Field summary for q0002

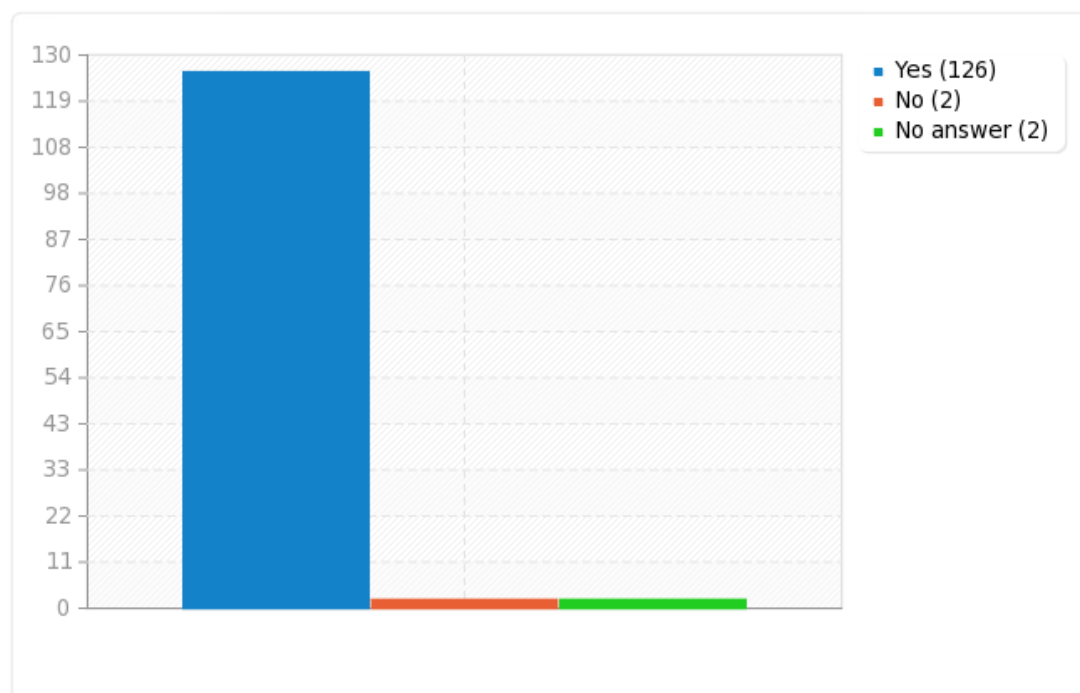
Do you normally use a go card?

Answer	Count	Percentage
Yes (A1)	126	96.92%
No (A2)	2	1.54%
No answer	2	1.54%



Field summary for q0002

Do you normally use a go card?





Field summary for q0003

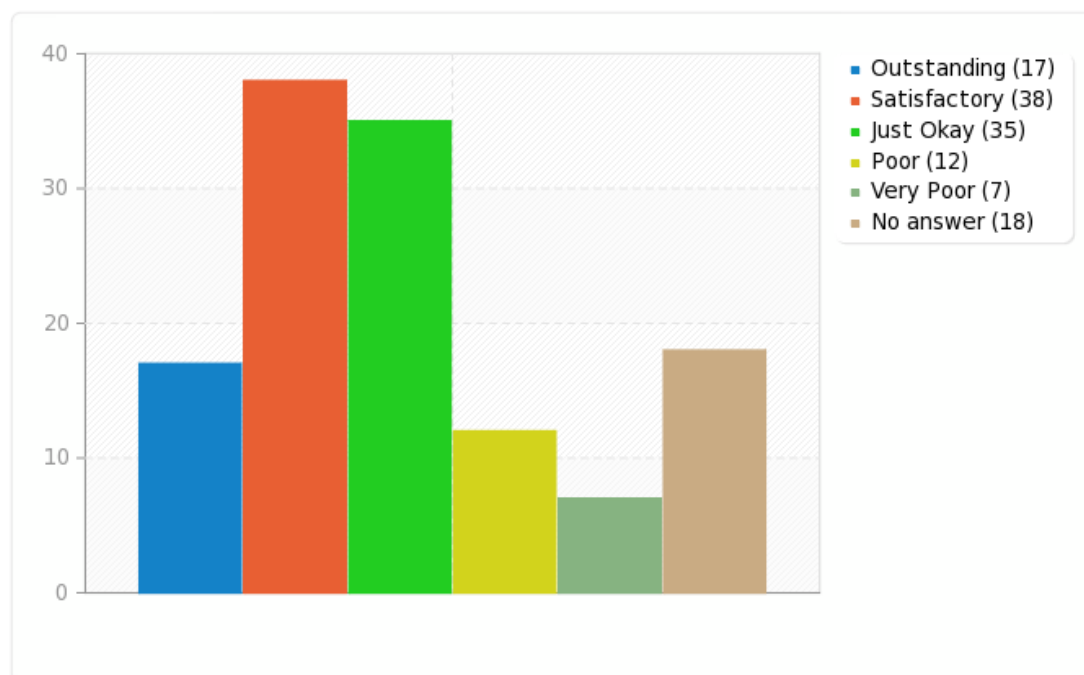
How would you rate bus overall?

Answer	Count	Percentage
Outstanding (A1)	17	13.39%
Satisfactory (A2)	38	29.92%
Just Okay (A3)	35	27.56%
Poor (A4)	12	9.45%
Very Poor (A5)	7	5.51%
No answer	18	14.17%



Field summary for q0003

How would you rate bus overall?





Field summary for q0004

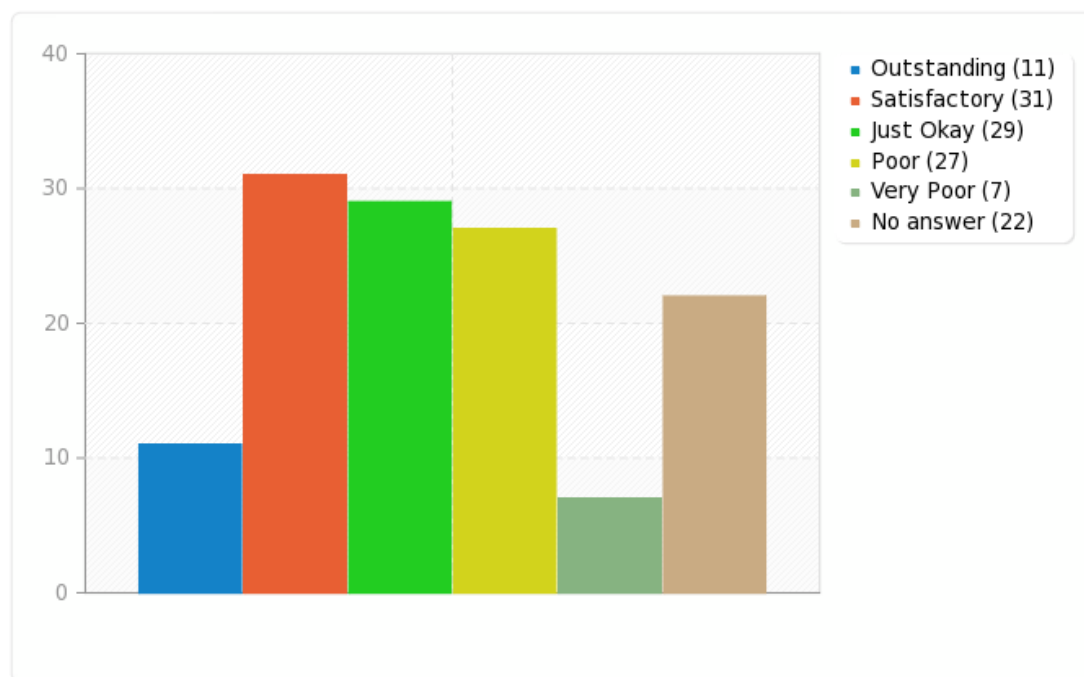
How would you rate bus frequency?

Answer	Count	Percentage
Outstanding (A1)	11	8.66%
Satisfactory (A2)	31	24.41%
Just Okay (A3)	29	22.83%
Poor (A4)	27	21.26%
Very Poor (A5)	7	5.51%
No answer	22	17.32%



Field summary for q0004

How would you rate bus frequency?





Field summary for q0005

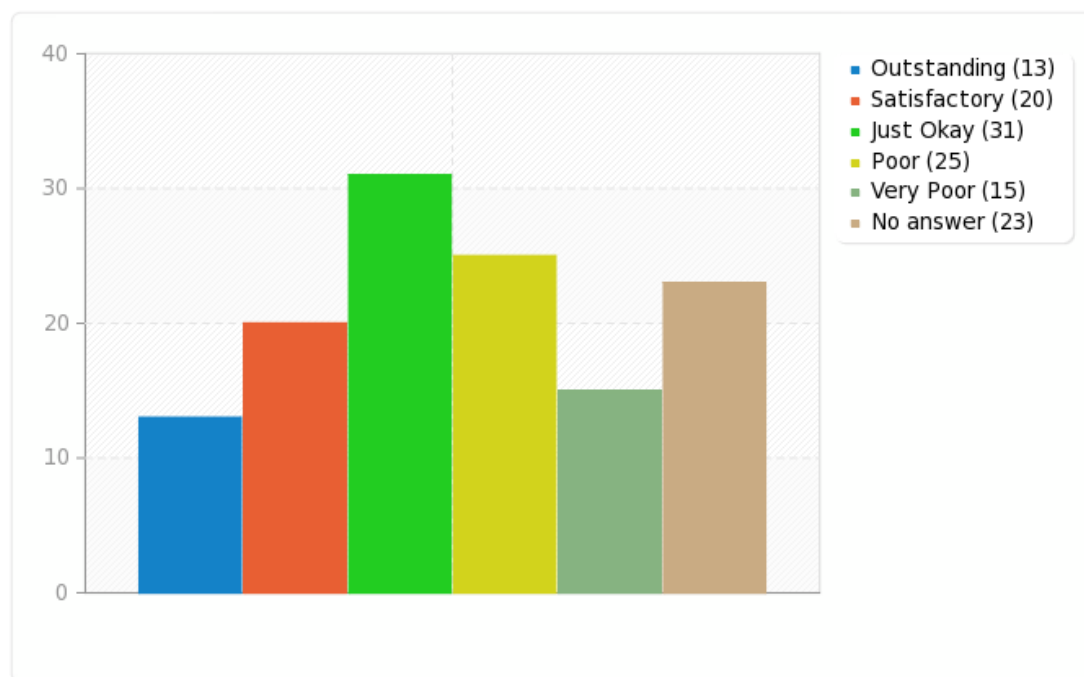
How would you rate bus reliability including on time performance (runs to timetable)?

Answer	Count	Percentage
Outstanding (A1)	13	10.24%
Satisfactory (A2)	20	15.75%
Just Okay (A3)	31	24.41%
Poor (A4)	25	19.69%
Very Poor (A5)	15	11.81%
No answer	23	18.11%



Field summary for q0005

How would you rate bus reliability including on time performance (runs to timetable)?





Field summary for q0006

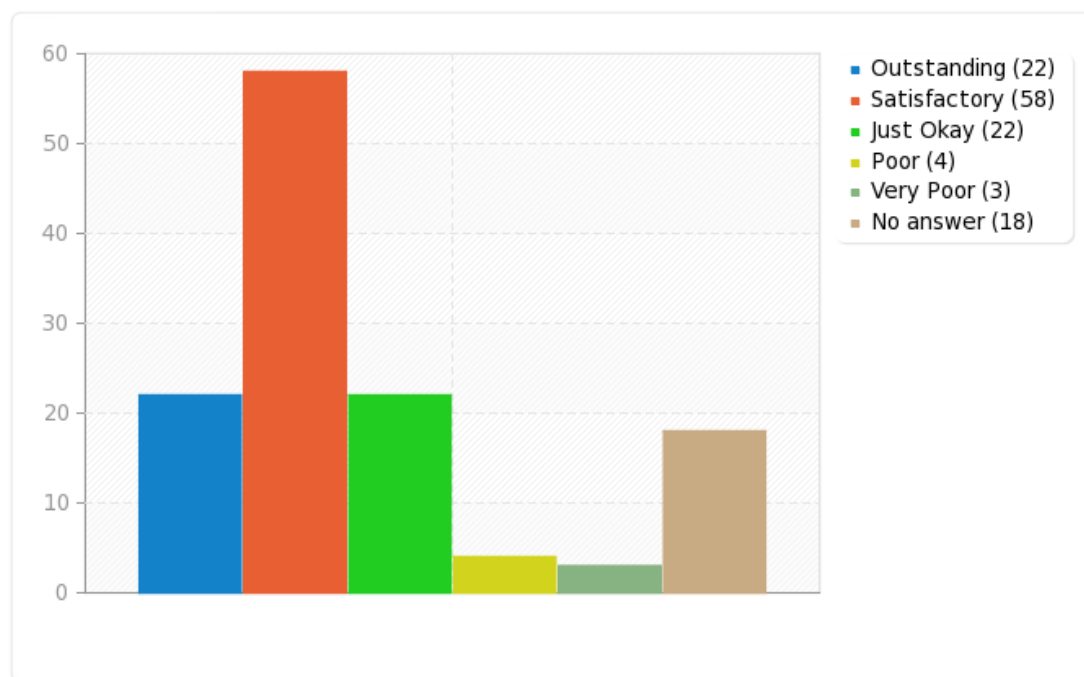
How would you rate bus comfort, including ease of use and accessibility?

Answer	Count	Percentage
Outstanding (A1)	22	17.32%
Satisfactory (A2)	58	45.67%
Just Okay (A3)	22	17.32%
Poor (A4)	4	3.15%
Very Poor (A5)	3	2.36%
No answer	18	14.17%



Field summary for q0006

How would you rate bus comfort, including ease of use and accessibility?





Field summary for q0007

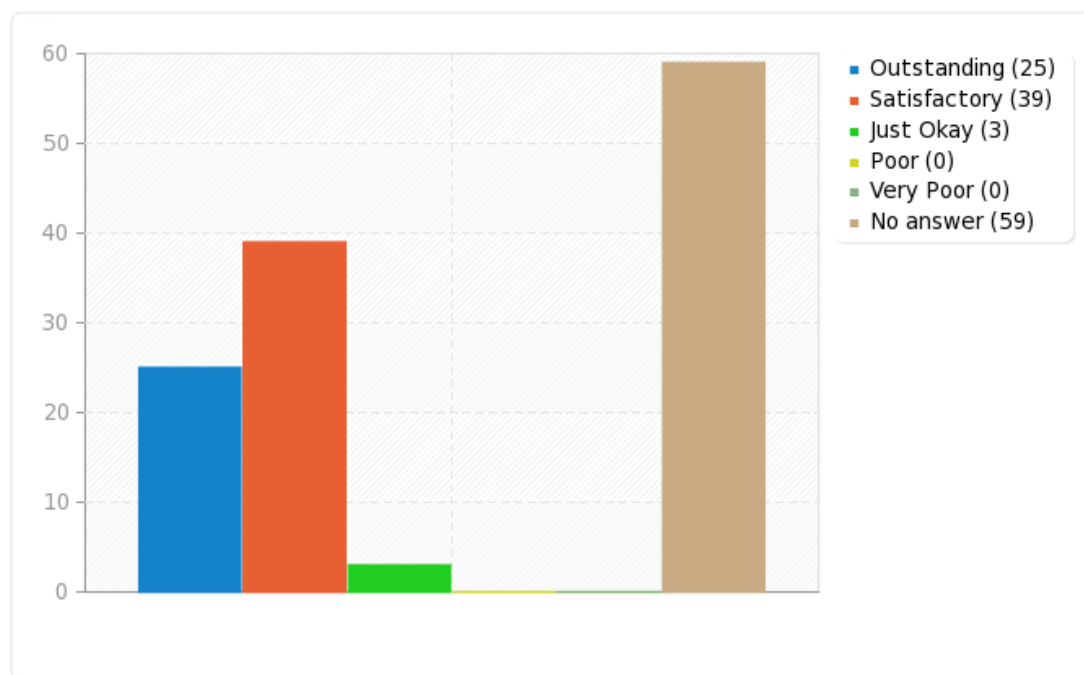
How would you rate ferry/CityCat overall?

Answer	Count	Percentage
Outstanding (A1)	25	19.84%
Satisfactory (A2)	39	30.95%
Just Okay (A3)	3	2.38%
Poor (A4)	0	0.00%
Very Poor (A5)	0	0.00%
No answer	59	46.83%



Field summary for q0007

How would you rate ferry/CityCat overall?





Field summary for q0008

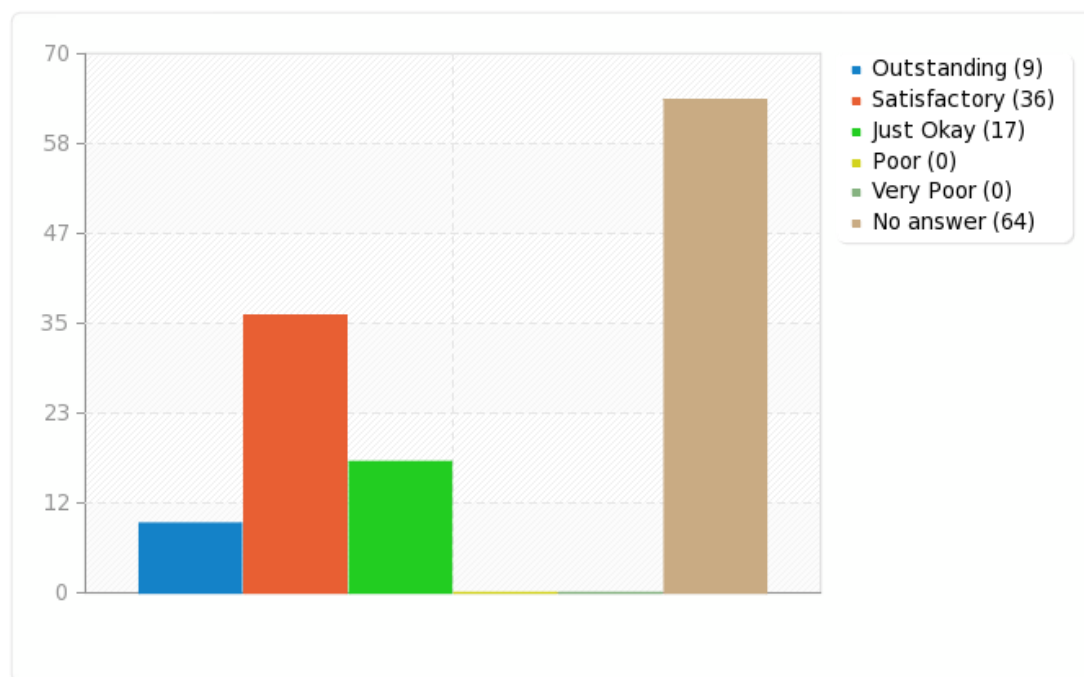
How would you rate ferry/CityCat frequency?

Answer	Count	Percentage
Outstanding (A1)	9	7.14%
Satisfactory (A2)	36	28.57%
Just Okay (A3)	17	13.49%
Poor (A4)	0	0.00%
Very Poor (A5)	0	0.00%
No answer	64	50.79%



Field summary for q0008

How would you rate ferry/CityCat frequency?





Field summary for q0009

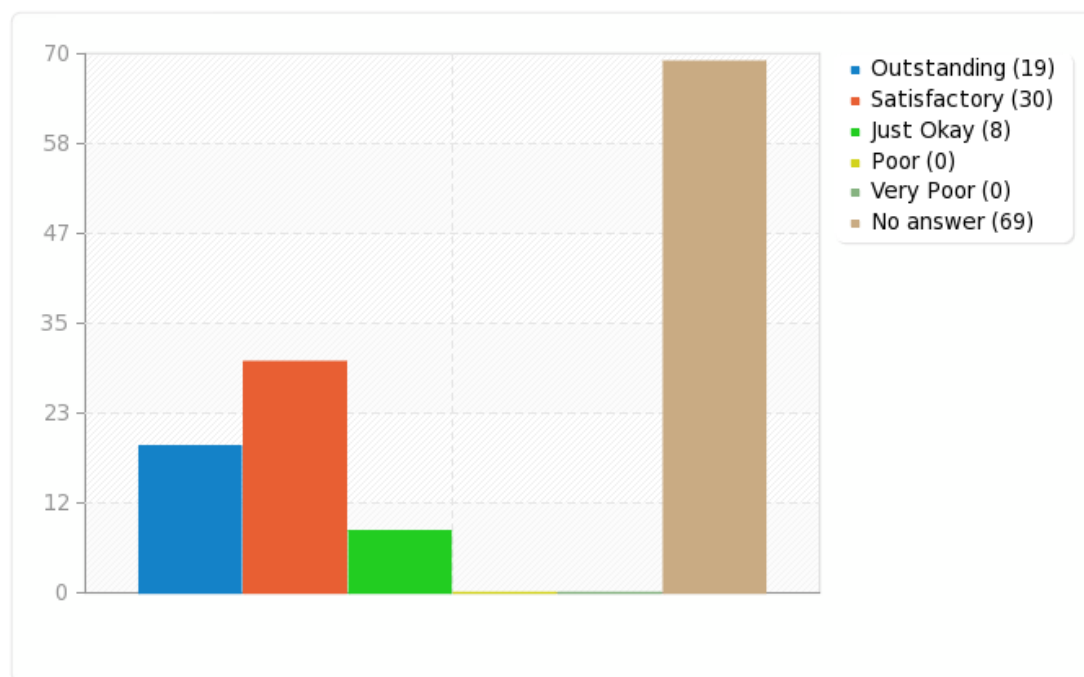
How would you rate ferry/CityCat reliability including on time performance (runs to timetable)?

Answer	Count	Percentage
Outstanding (A1)	19	15.08%
Satisfactory (A2)	30	23.81%
Just Okay (A3)	8	6.35%
Poor (A4)	0	0.00%
Very Poor (A5)	0	0.00%
No answer	69	54.76%



Field summary for q0009

How would you rate ferry/CityCat reliability including on time performance (runs to timetable)?





Field summary for q0010

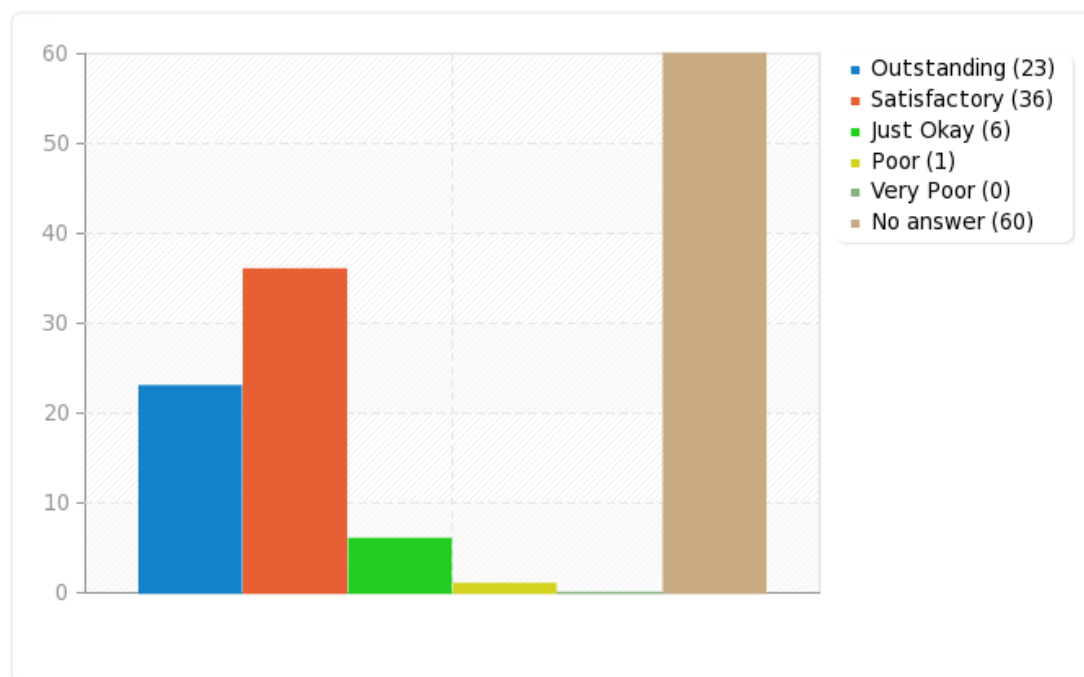
How would you rate ferry/CityCat comfort, including ease of use and accessibility?

Answer	Count	Percentage
Outstanding (A1)	23	18.25%
Satisfactory (A2)	36	28.57%
Just Okay (A3)	6	4.76%
Poor (A4)	1	0.79%
Very Poor (A5)	0	0.00%
No answer	60	47.62%



Field summary for q0010

How would you rate ferry/CityCat comfort, including ease of use and accessibility?





Field summary for q0011

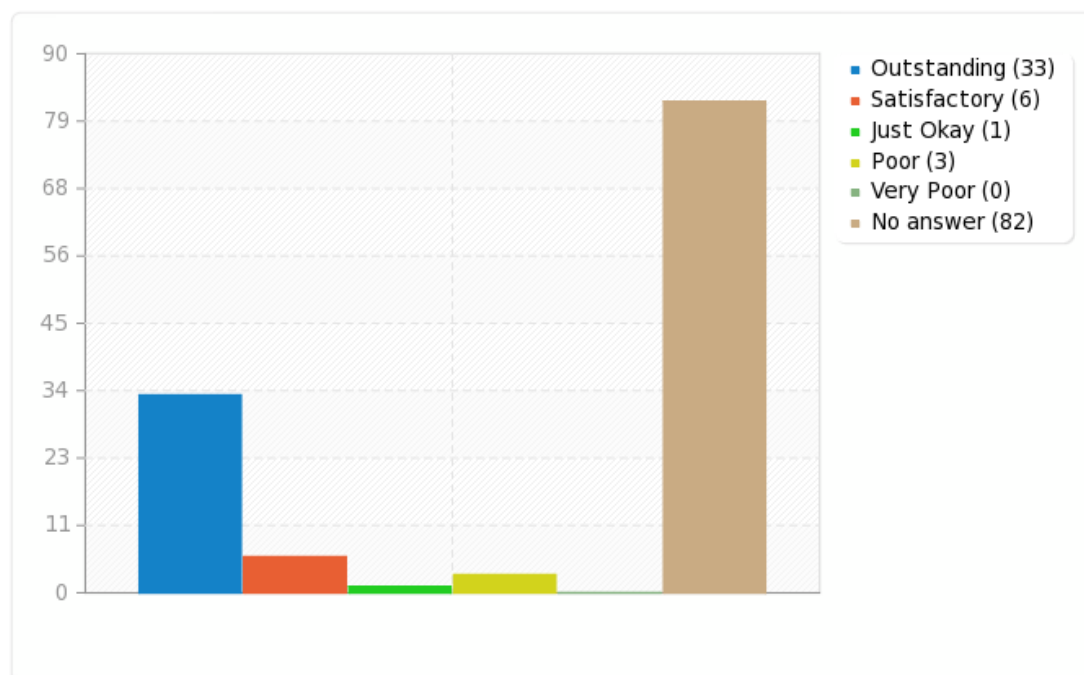
How would you rate light rail overall?

Answer	Count	Percentage
Outstanding (A1)	33	26.40%
Satisfactory (A2)	6	4.80%
Just Okay (A3)	1	0.80%
Poor (A4)	3	2.40%
Very Poor (A5)	0	0.00%
No answer	82	65.60%



Field summary for q0011

How would you rate light rail overall?





Field summary for q0012

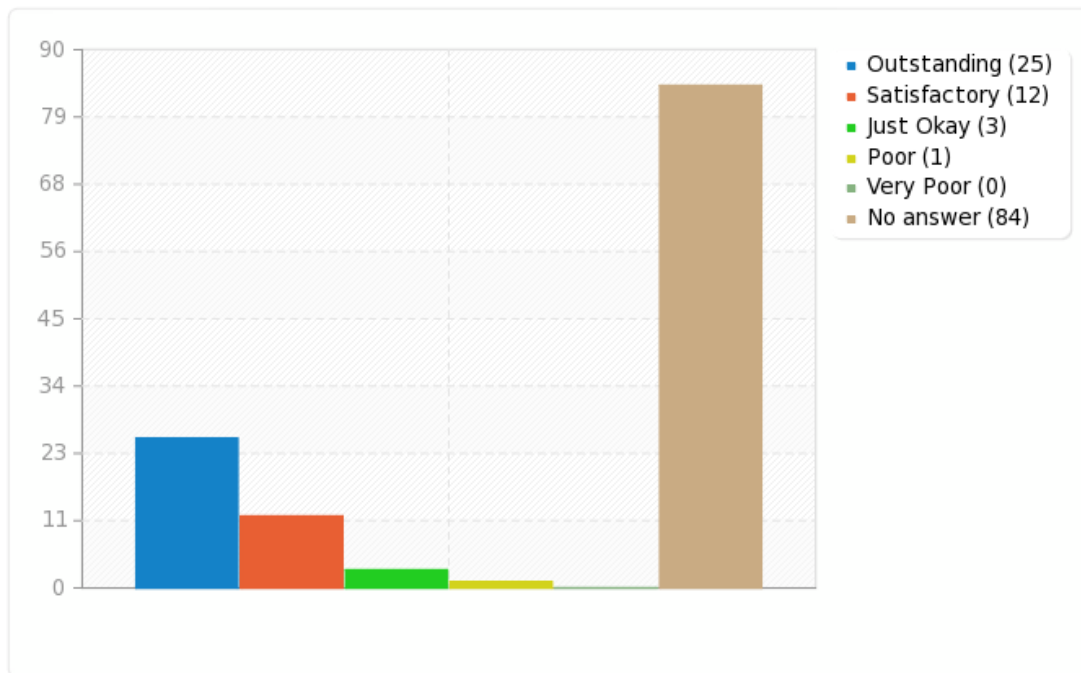
How would you rate light rail frequency?

Answer	Count	Percentage
Outstanding (A1)	25	20.00%
Satisfactory (A2)	12	9.60%
Just Okay (A3)	3	2.40%
Poor (A4)	1	0.80%
Very Poor (A5)	0	0.00%
No answer	84	67.20%



Field summary for q0012

How would you rate light rail frequency?





Field summary for q0013

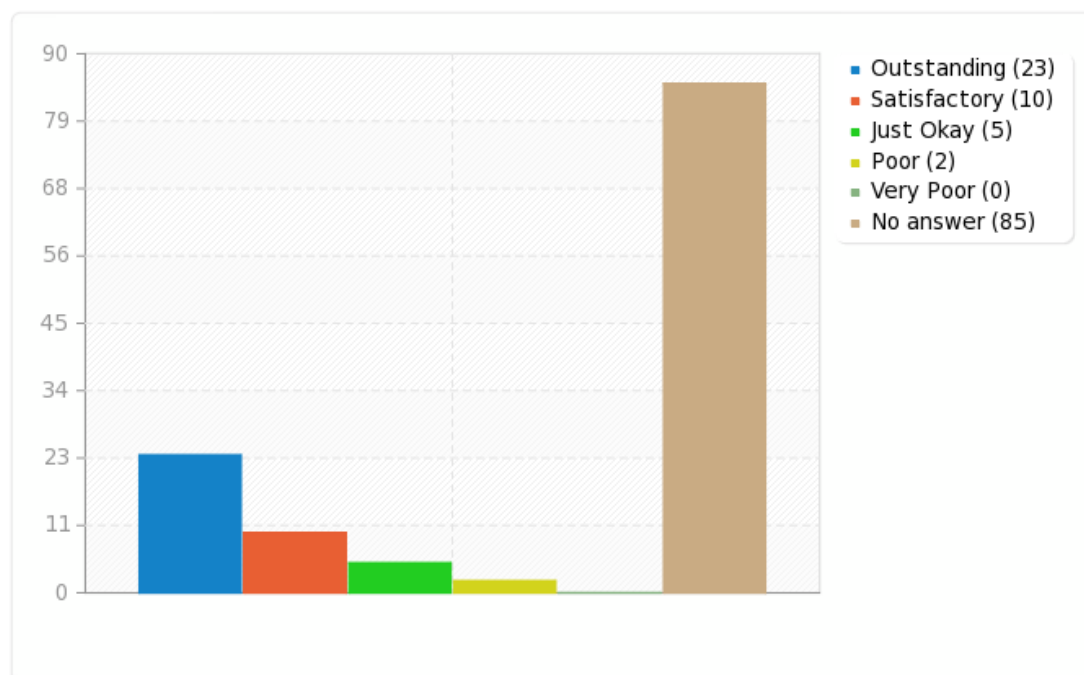
How would you rate light rail reliability including on time performance (runs to timetable)?

Answer	Count	Percentage
Outstanding (A1)	23	18.40%
Satisfactory (A2)	10	8.00%
Just Okay (A3)	5	4.00%
Poor (A4)	2	1.60%
Very Poor (A5)	0	0.00%
No answer	85	68.00%



Field summary for q0013

How would you rate light rail reliability including on time performance (runs to timetable)?





Field summary for q0014

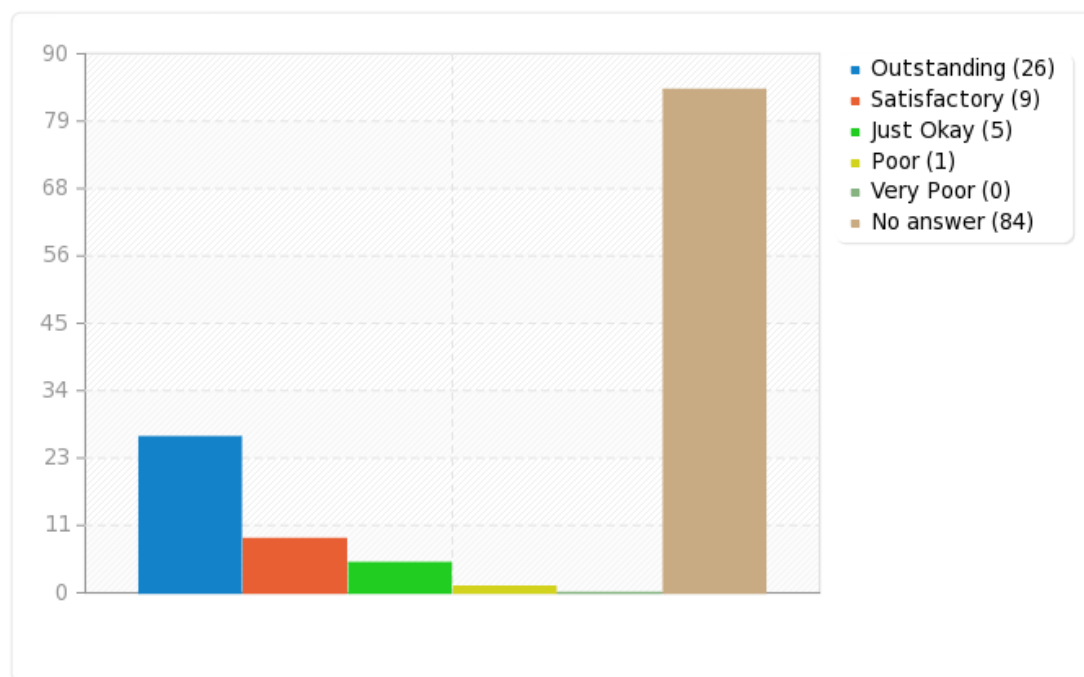
How would you rate light rail comfort, including ease of use and accessibility?

Answer	Count	Percentage
Outstanding (A1)	26	20.80%
Satisfactory (A2)	9	7.20%
Just Okay (A3)	5	4.00%
Poor (A4)	1	0.80%
Very Poor (A5)	0	0.00%
No answer	84	67.20%



Field summary for q0014

How would you rate light rail comfort, including ease of use and accessibility?





Field summary for q0021

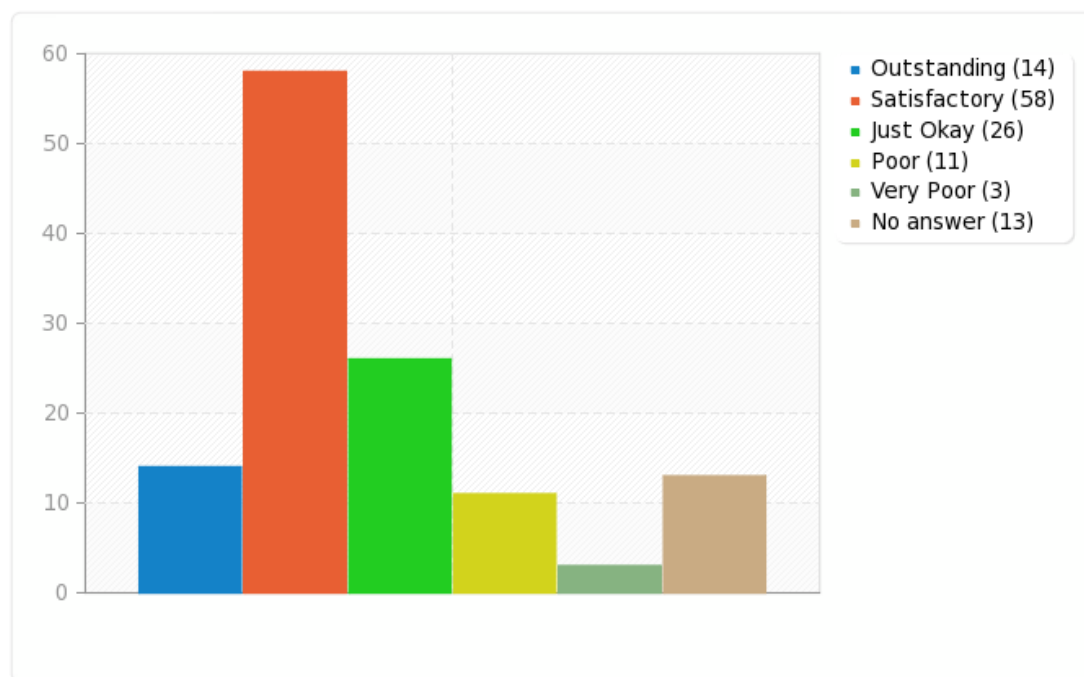
How would you rate rail overall?

Answer	Count	Percentage
Outstanding (A1)	14	11.20%
Satisfactory (A2)	58	46.40%
Just Okay (A3)	26	20.80%
Poor (A4)	11	8.80%
Very Poor (A5)	3	2.40%
No answer	13	10.40%



Field summary for q0021

How would you rate rail overall?





Field summary for q0022

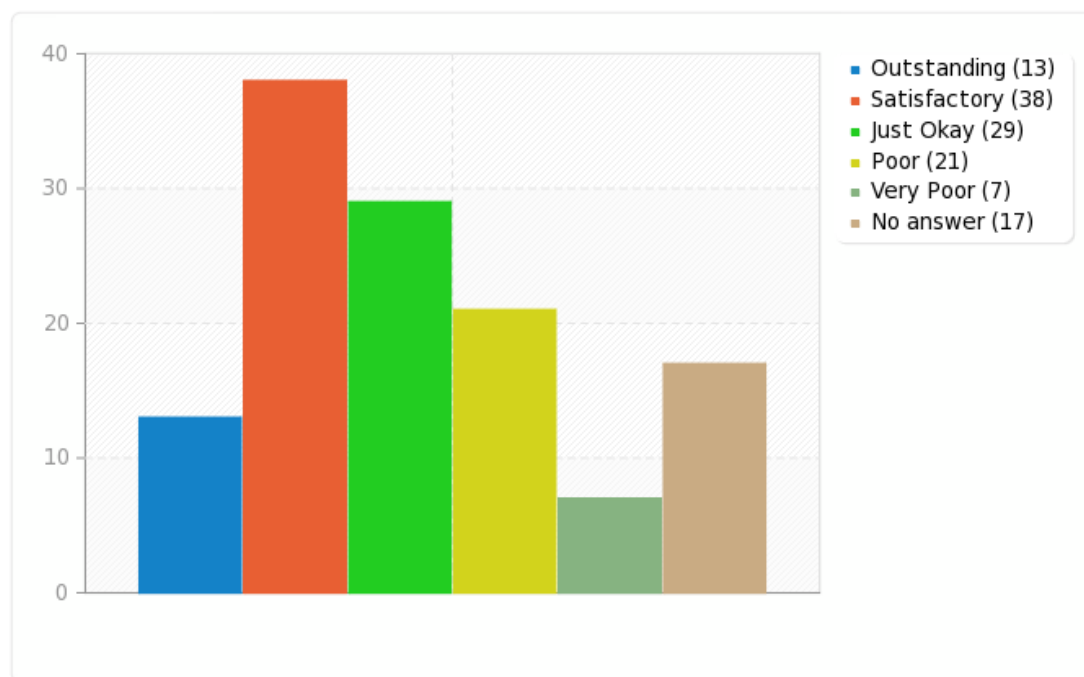
How would you rate rail frequency?

Answer	Count	Percentage
Outstanding (A1)	13	10.40%
Satisfactory (A2)	38	30.40%
Just Okay (A3)	29	23.20%
Poor (A4)	21	16.80%
Very Poor (A5)	7	5.60%
No answer	17	13.60%



Field summary for q0022

How would you rate rail frequency?





Field summary for q0023

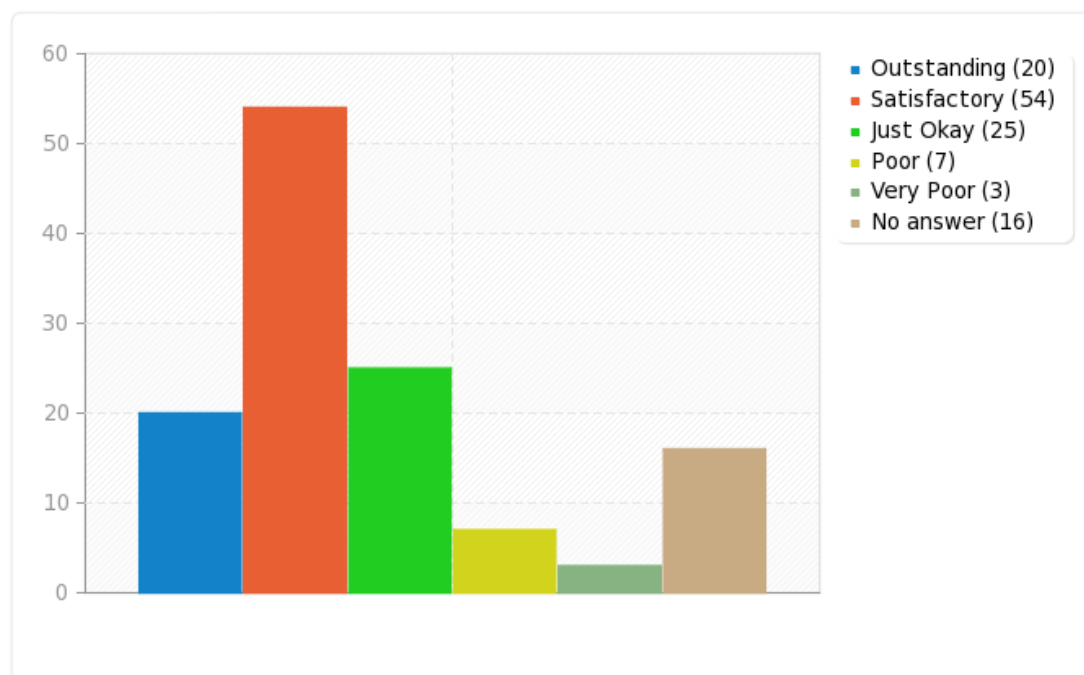
How would you rate rail reliability including on time performance (runs to timetable)?

Answer	Count	Percentage
Outstanding (A1)	20	16.00%
Satisfactory (A2)	54	43.20%
Just Okay (A3)	25	20.00%
Poor (A4)	7	5.60%
Very Poor (A5)	3	2.40%
No answer	16	12.80%



Field summary for q0023

How would you rate rail reliability including on time performance (runs to timetable)?





Field summary for q0024

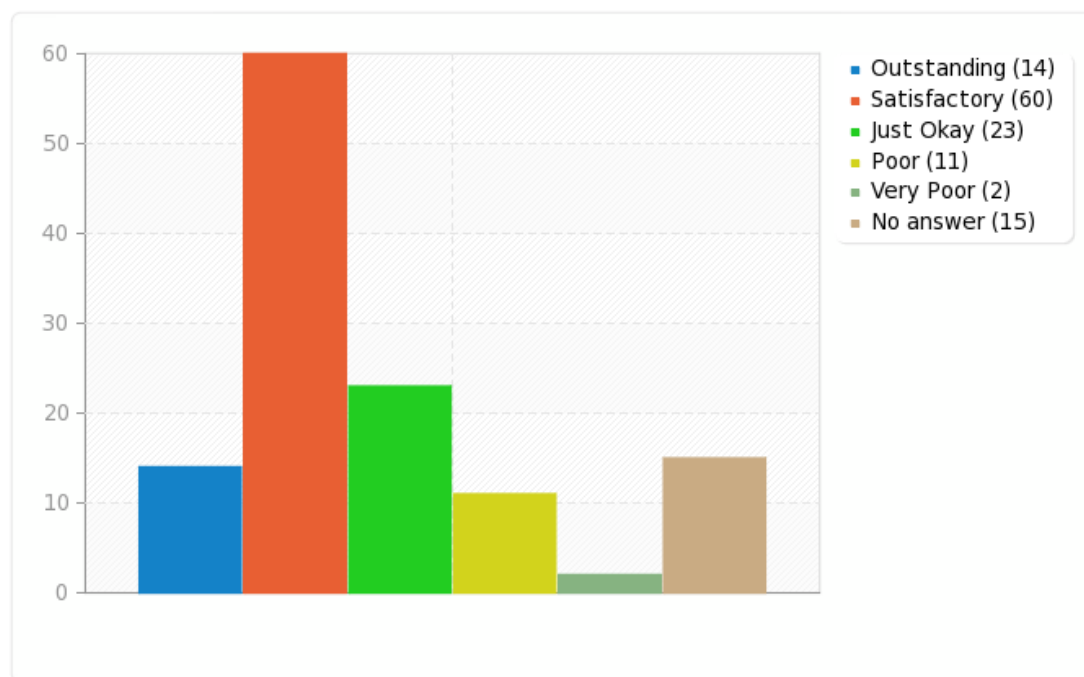
How would you rate rail comfort, including ease of use and accessibility?

Answer	Count	Percentage
Outstanding (A1)	14	11.20%
Satisfactory (A2)	60	48.00%
Just Okay (A3)	23	18.40%
Poor (A4)	11	8.80%
Very Poor (A5)	2	1.60%
No answer	15	12.00%



Field summary for q0024

How would you rate rail comfort, including ease of use and accessibility?





Field summary for q0015

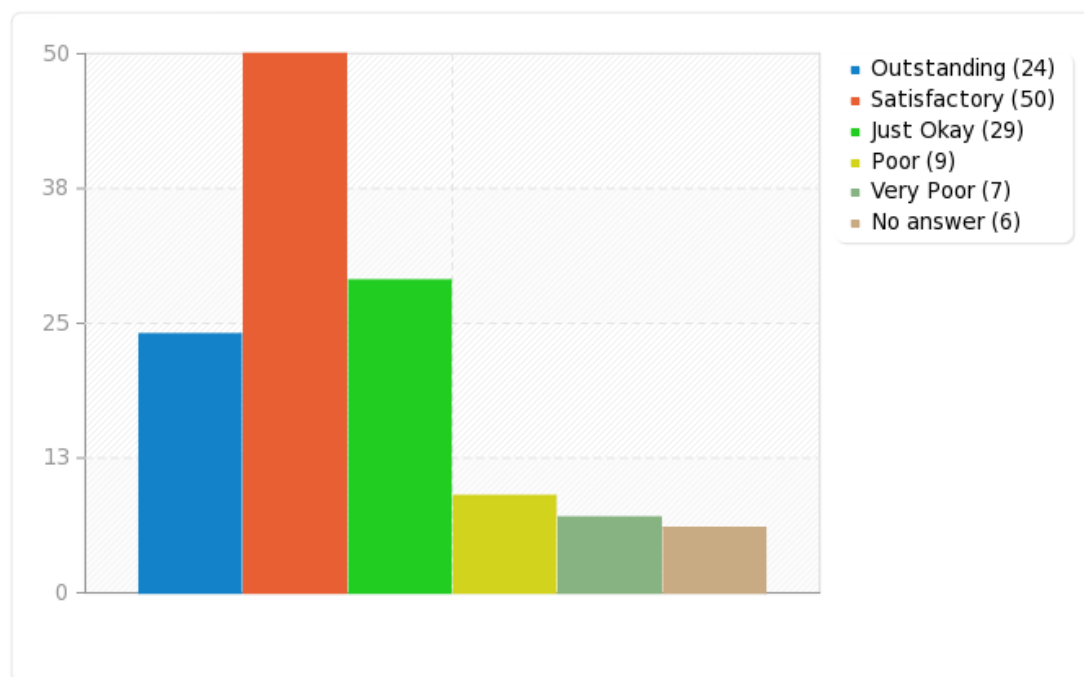
How would you rate go card overall?

Answer	Count	Percentage
Outstanding (A1)	24	19.20%
Satisfactory (A2)	50	40.00%
Just Okay (A3)	29	23.20%
Poor (A4)	9	7.20%
Very Poor (A5)	7	5.60%
No answer	6	4.80%



Field summary for q0015

How would you rate go card overall?





Field summary for q0016

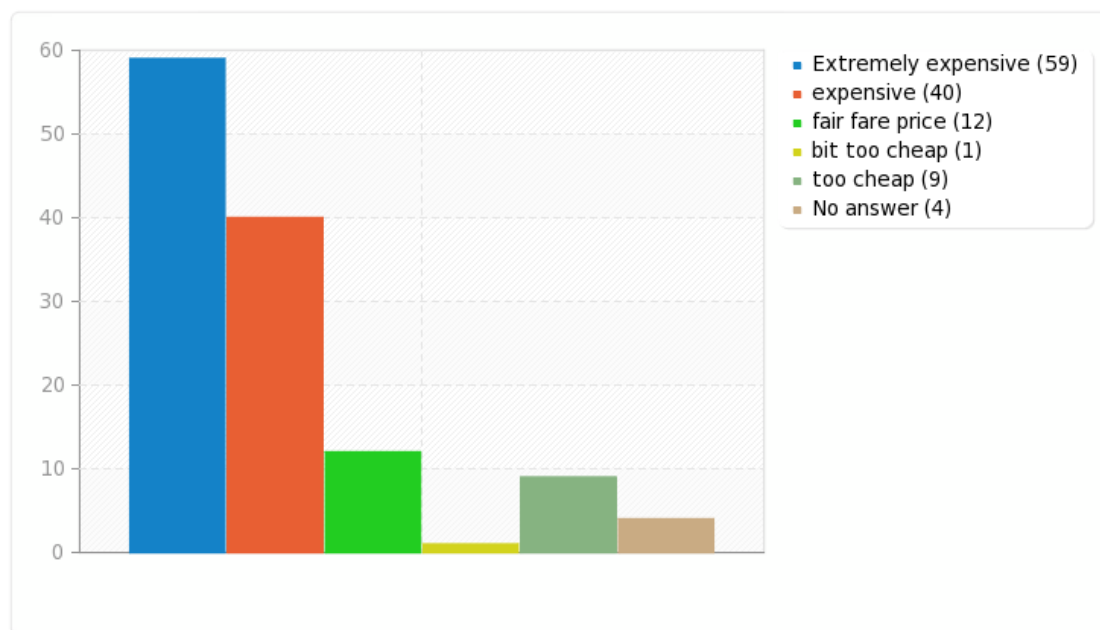
How would you rate go card fares?

Answer	Count	Percentage
Extremely expensive (A1)	59	47.20%
expensive (A2)	40	32.00%
fair fare price (A3)	12	9.60%
bit too cheap (A4)	1	0.80%
too cheap (A5)	9	7.20%
No answer	4	3.20%



Field summary for q0016

How would you rate go card fares?





Field summary for q0017

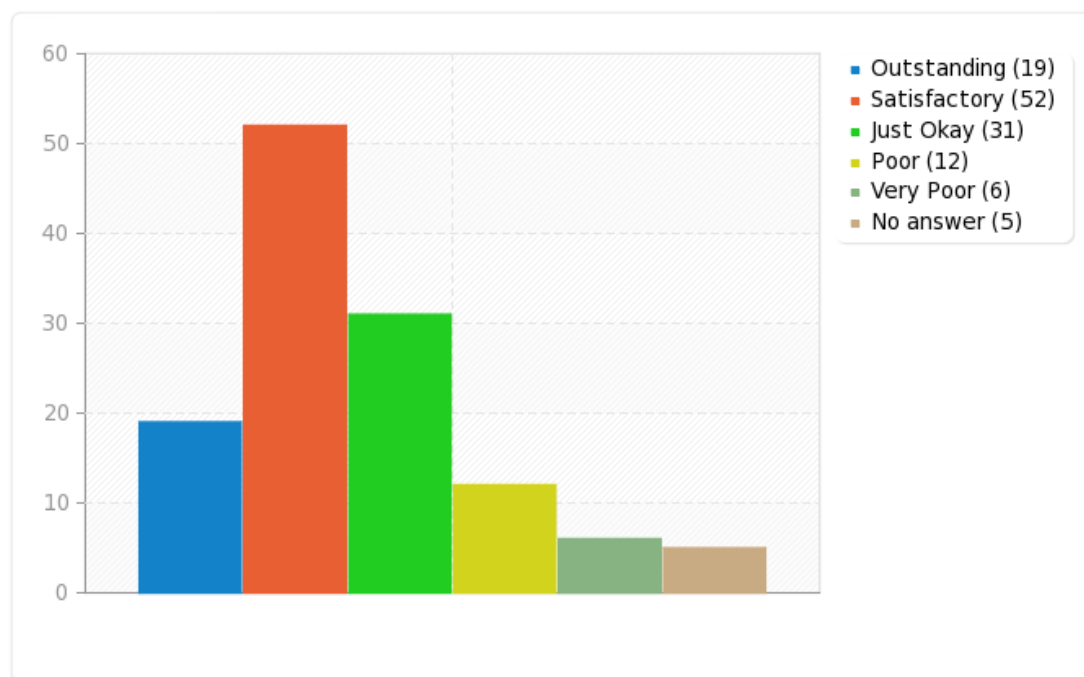
How would you rate go card reliability and ease of use of the overall go card system?

Answer	Count	Percentage
Outstanding (A1)	19	15.20%
Satisfactory (A2)	52	41.60%
Just Okay (A3)	31	24.80%
Poor (A4)	12	9.60%
Very Poor (A5)	6	4.80%
No answer	5	4.00%



Field summary for q0017

How would you rate go card reliability and ease of use of the overall go card system?





Field summary for q0018

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

Answer	Count	Percentage
Answer	70	56.91%
No answer	53	43.09%

ID	Response
928	If we always do what we always did, we will always get what we always got.....
929	Looking forward to Trip Tracker being introduced as it will decrease wait times for services. Hoping for some proper bus network reform in the not-too-distant future, as well as a proper fare system in time for the 2015 election!
932	Service provided in Queensland does not reflect the price we pay or time it takes. There is a need for more express services and a MASSIVE need for pricing review and overall!
933	<p>The 680 is the worst bus service I have to deal with. Usually late and Saturday frequency of it, and other busesn from North Lakes is obscene. It actually encourages people to avoid public transport.</p> <p>Fares are grossly overpriced. It also makes no sense whatsoever that Qconnect busses run along side TransLink services, and are incredibly cheaper. Why on earth they aren't intergrated is beyond me, a testament to waste.</p> <p>The nine trips then free trips per week is the Go Cards only saving grace. It encourages people to use Public Transport on the weekends.</p> <p>The Sunshine Coast line is grossly under serviced. And I cannot understand why many Sunshine Coast services do not stop at Petrie during off peak, while they do during peak. The 6.06pm ex-roma street to Nambour train really should stop at Petrie, because it's a 6car service with very very few passengers, and the allstations Caboolture trains that depart just after it are full.</p>
936	<p>more frequent services on rosewood line would be great</p> <p>making ipswich trains run express all day (so springfield can be all stops) would be great, like the beenleigh and gold coast current set up</p> <p>9 journeys then 10th free is great for me, i love it! i get free journeys fairly early in the week because i catch 4 trains a day</p> <p>station upgrades/beautification projects that have been completed look great (south brisbane, beerburum) hopefully the ones underway (milton) and upcoming (dinmore, graceville) improve the appearance and functionality of these stations also</p>
938	<p>google trainspotting queensland rail for extended feedback on a few stations (obviously there will be many more coming once i finish my degree!)</p> <p>I don't want buses taken off poorly used services and replaced with taxis. The government could provide a separate cheap taxi service for the truly disabled. I would like buses to be available until at least midnight on every route. People don't go out and use venues if they cannot get back. People also seem to be expected to work at all hours of the day and night. Availability of public transport should reflect this.</p> <p>First bus drivers could not change a \$50 note (understandable). Then they could not change a \$20 note. Now they seem to be having difficulty changing a \$10 note. I believe this lack of available cash is driving fare box leakage. Some drivers are also much too lenient towards those whose GoCards have no credit on them. This is also exacerbated by the Morcombes, who have made it much harder for bus drivers to deal appropriately with teenage rorters of the system and ill-behaved bus passengers.</p>
941	<p>I have answered Robert Dow's letter that was printed in the North West News regarding the G20. This may be printed the week after next, as I didn't submit it early enough for next week's paper.</p> <p>This survey is better than anything I have seen from BCC or Translink. I might note that Translink could not be more unforthcoming with data and info about performance. Translink shares virtually nothing about methodology and design, sample sizes, or how the</p>



	surveys are accessed. As a community development worker with experience in community consultation I'd say Translink are a total failure when it comes to engagement with the community. SEQ residents should be angry and ashamed.
945	Desperately needs Cross River Rail!
948	10 years ago I would catch a bus with perhaps 2-3 people on it. The bus services have not increased in that time and yet the bus is full to capacity with alot of adults having to stand at the beginning of a 20k ride into the CBD. Standing passengers should not have to pay full price. I find it hard to fathom that I spend over \$100 a fortnight on public transport and if the prices increase then I would have to look into buying a small car and parking on a side street. I wish the services were more affordable.
950	Fares are too expensive. Fares should be reduced 20%-25% and the 9-and-free either removed or replaced with 9-and-half-price
	Buses struggle to make the schedule and there are too many "Oxygen Expresses" running through the busway that should be feeding into railway stations
	15 minute frequency should be extended to weekends and Coopers Plains and Cannon Hill services should be extended to Altandi and Manly respectively, and Springfield services extended north to Petrie or Northgate.
	Services should be reintroduced through Tennyson, even if they do not use Tennyson station and/or terminate at South Brisbane or even Park Road
951	(Perhaps this survey could also rate the respective governing authorities BCC, TL, QR etc) The S.E. Queensland zone system has far too many zones - compare it with the the Myki zone system in Victoria - particularly with just two zones in the Greater Melbourne area; far fewer in inter-urban services. This also results in much higher fares in Queensland compared to those for similar distances in Victoria.
952	n/a
954	Too many buses going to the CBD. So much air and waste. Support private operators on the Brisbane system.
955	(1) Go Card is very punitive against customers who are penalised with fixed charges when Go Card equipment doesn't work properly or not at all (ie. unable to tag off). It's wrong customers have to then explain and justify to Translink to get their own money back. A less punitive and more user friendly system is needed. (2) Translink needs to extend 15 minute train frequencies to destinations such as Ipswich, Caboolture and Beenleigh. Ferny Grove line has it on the entire line so why not the entirety of other major lines? (3) Quiet Carriages need to be supported by some kind of legislation so fines can be issued to passengers who fail to observe quiet behaviour. As a voluntary code it's not working well on some of the trains I use. (4) QR needs to reverse its policy of restricting the distribution of their paper timetables. There used to be racks located at major stations such as Central, Fortitude Valley, Ipswich, etc and they have been removed in an attempt to reduce the number of timetables distributed. Translink and QR need to understand that a printed timetable is a marketing tool to promote patronage, not an unwanted cost. Look at how Airtrain distribute their timetable brochures like the leaves of autumn to promote patronage. QR needs to realise that not everyone carries a smartphone with them to look up train times on the go. (5) The fare structure for age pensioners and senior card holders needs to be changed so the cap is a dollar amount (like \$2.50 in NSW) rather than a cap on 2 journeys as the cost for them can sometimes get into double digit dollar figures before the free travel portion begins.
956	Should be more integration of services. eg buses feeding rail.
	Duplication of the north coast line should be highest priority to allow better service to the sunshine coast hinterland.
960	Need light rail in Brisbane. Need Cross River Rail, BAT tunnel second rate. Maybe bus section can be also for light rail. Need light rail on busways.
961	Frequency of some bus routes e.g. 66 is excellent, while for others e.g. 379/380/381 much less satisfactory.
963	Public transport is great in Brisbane but shit elsewhere. Too expensive everyw
966	Train frequencies...head ways....are very poor, especially at week ends. Melbourne has trains every ten minutes on main lines and is very convenient as a result. In .Brisbane frequencies are a train every 30 minutes, or worse, except to Darra which is just adequate.



967	the bus ticket machines are poor in their reliability so many times the driver tells all that the ride is complementary due to the machine crashing. Also the frustration because the number of inner city workers that stop a bus to tap on then tap off at the same stop then do not rise this causes me to be delayed
968	Surfside Bus company on the GC needs a good shake up! Very unreliable services. Getting from one end of the GC to another is now more fragmented & time consuming since the introduction of the Light Rail. Eg. Often it takes two buses & a tram to get from Labrador to Pacific Fair or to GC Airport... previously this was possible with a single bus journey & required less time. Some bus routes have had their frequencies increased during the day, however at the expense of night & weekend services. It is extremely difficult to get anywhere at night or weekends on the GC using Surfside buses unless you live along the coastal corridor between Tweed Heads & Southport. Northern & Western bus routes have been overlooked.
970	The poor fare structure of G-Card is the major problem I have with commuting to work by public transport. A four-zone commute means the cost is considerable on my salary, despite the good proximal locations of my work and home sites that make its use a no-brainer compared to other modes. And the very high flagfall even discourages me from travelling one station in order to access the large retail precincts that are at both ends of my transit path. The 9 and free is not of relevance as I have changed my habits to actually start doing my work commute by bicycle on alternate days, such is the cost of the rail travel each day. And work colleagues who used to commute by train have migrated back to using private transport because it is actually cheaper to drive and park when there are more than one in their families!
978	Bus fares in Brisbane are the most expensive I have experienced. I travel worldwide extensively and the best I can say is that we are being ripped something terrible
981	The use of go card is a farce. At my train station (Deagon), the machines have condensation under the screen when it is cold and wet, and you are unable to see the screen. They are placed near a busy road and you cannot hear the beep, so cannot tell if you have effectively logged on and logged off during a journey. I have reported this many times to Translink - nothing happens. The problem remains. Additionally, train frequency on the Shorncliffe line is terrible compared to other lines. 3 car services during the peak are grossly overcrowded.
983	Responses based on daily use of 199/City Glider services. Having moved from Balmoral (daily use of 230 'dis-service') a year ago, I'm still quite amazed at BUZ service to New Farm/Teneriffe. Response for train based solely on Gympie North service (occasional travel to/from Gympie). Thanks so much for your regular updates and for your energetic work in trying to make public transport fairer and more efficient for all of us.
985	There needs to be more integration of the services, and you need to do something about the lack of trains out towards Paddington, Bardon, Ashgrove and the GAP with the increasing population in that area. Roma Street transit centre is also a hideous place and not a very welcome environment for those that arrive there from out of town/tourists. In dire need of modernisation.
987	I have found the real time tracking on the City Glider to be inaccurate. I am pleased that this system is being expanded, but I find that the times given are just the timetabled arrival time, not a true estimate.
988	Prioritise rail and light rail projects, please.
989	I live at Rosewood - Express trains to the city early in the morning are excellent - then it is an hourly service from 9am until afternoon peak hour. With train change at Ipswich the trip to the city can take 1.5 hours. Pensioners would use the trains more if there was a day travel fare of approx. \$2.50 - Make it half fare for all travellers on weekends. People would use the trains more. There are a lot of travellers who do not swipe any GoCard when they alight the train. The fare system needs a massive overhaul - Robert Dow from Rail Back on Track has the right ideas and would be an able advisor to Translink
	weekends
991	Go card has improved but still not perfect.
994	It is ridiculous to be charged a fee when the go card gates are out of service. It is not economic to waste 20-30 minutes on the phone to reverse the fee for a breakdown in their own system.



	It is also ridiculous to have a \$10 float on the go card, which is just money sitting in a bank account on which the go card operator earns unwarranted interest.
995	Make a fare fair go for everyone
996	Not enough go card touch terminals at train stations as end up waiting in another queue to touch off in pouring rain or blazing sun in summer, as some people like to read the screen to make sure translink don't take extra money
997	Keep the 100 in Inala/Durack area the same however the Moorooka section is a wise idea. Need to keep the 103 from Inala to mount Ommaney well used service.
998	I can't understand why they built Truro Bus Station on Lutwyche Road, to have all these high frequency buses run straight through without stopping there. It is a huge barrier to me using the bus more often to access the city from Windsor.
999	NO
1002	We need better bus/rail integration and a simpler but more frequent network.
1004	I think that Translink should introduce weekly, monthly and yearly tickets so many other countries around the world have this ticketing products and to scrap the TTCC, I think its so unfair that I am considered a full time student by every other government department but due to studying distantly I have to pay adult rates
1005	Springfield has two new beautiful rail stations. Unfortunately the one at Springfield does not have a bus stop. There is a stop at the bottom of the hill on which the station is situated, but the hill is steep and any older person or small child would find it very difficult to climb without effort. Like myself Why can't the bus ascend to the station?? Secondly this bus, which travels between Goodna and Springfield Lakes is too infrequent now that the new rail stations have proved very efficient in travel to Brisbane City.
1006	The Opal system in Sydney seems better - bigger displays, capped fares (especially on weekends), no more expensive. One bus driver even gave me a free trip for a short distance.
1007	Change the go card system so that when the touch-on post fails I'M NOT BLAMED FOR IT!!! The Translink staff behave like NAZIS! Heil Translink! It must be 1984!!
1008	Rail frequency is poor, especially on weekends and outside of the 15 minute weekday corridors. Fares are extortionate. Buses duplicate rail and are very difficult to use.
1011	I am profoundly disappointed with ongoing Government policy with regard to fares, rail frequency, bus/rail integration and extension of the superb Gold Coast light rail system to heavy rail. The Government's unwillingness to address the systemic issues with our public transport system indicates that they "simply don't get it" and have no understanding of absolute necessity of frequent, accessible and affordable public transport in an urban area of our size. In particular the disgusting politics surrounding rail frequency, GCRT extension, and the ill thought-out UBAT project mark past and present State Government performance in this area of public transport as a systemic failure. Nothing more than a complete cultural transplant in both George St and in Queensland Transport will suffice to get SEQ moving, and to avoid wasting vast sums on poorly performing road infrastructure.
1014	Good survey.
1019	I would like to see a extra train from darra to city leaving at 0430 am it would help me leave the car at home due to my roster I cannot see why trains being repositioned that early but not be utilised as a train service so it is a can be added issue not a improbable logistic option
1020	Rail: Extend the 15 minute frequency to stations further out, e.g. Manly, Shorncliffe etc. More frequent trains on the weekends. Bus: Would like more cross town buses & higher frequency during off peak times. Rail: Fix the Sunshine Coast Line. It's like stepping back into the nineteenth century when you pass Beerburrum. Ferries: Free Cross river service! GoCard: I am happy with the nine trip & then free plan. I would like it kept. However, there



	is also room for a time base ticketing, i.e. 2 hour, daily, weekly, monthly & quarterly tickets.
	Bus: Review the stops locations, some stops are based on the old tram lines.
1021	More work needs to be done to coordinate rail and bus interchanges
1024	Real improvement in frequency of buses and trains in inner city which makes it more likely that I will use public transport rather than my car. but the go card system needs to be looked at eg when the card machine doesn't work at a station, why cant the railway staff at the station just have a back up machine in the office so we don't get overcharged and have to spend more money ringing translink to have it fixed. also the number of machines that still don't work well. also there should be a card that gives you a weekly or monthly or annual fee that works out being cheaper overall. Also the government's subside rate of the transport system should be set at a higher rate, therefore the fares will be cheaper and services don't have to be cut to maintain cheaper fares. Plus you don't have to be a rocket scientist to know that if you makes fares reasonable more people will use public transport, therefore reducing car congestion and making the whole city more accessible to all. not to mention reducing pollution.
1029	Reliability has improved in recent times, however there needs to be improved frequency especially in off-peak and counter-peak services to encourage greater patronage. Some examples where improvements can be made: 1. Improve off-peak frequency between Northgate-Petrie from 30 minutes to 15 minutes; 2. Improve counter-peak services between Milton-Darra from 15 minutes to 9 minutes.
1032	Far more needs to be done to improve public transport availability, attractiveness and efficiency (for users not governments) in Queensland. As a resident on one of THE most used bus routes in Queensland my impression is that the convenience of the operator/s and minimising costs remain the underlying philosophies involved. Shifting people off expensive roads and away from dependence on cars are key long-term state and national investments that are being short-changed at all levels. 50% "Not In Service" units, bypasses and heavily revenue-driven scheduling are counter-productive in so many ways. And that's on one of the most-used routes in SEQ (to and from UQ).
1038	All in all, since the last Q R time table change, the services are excellent. The buses are always run with clean buses and the drivers are very professional.
1039	More Pensioners would use the train if there was a "Day Rover" fare of approx. \$2.50 for the entire day to travel anywhere in the train areal. Pensioners who have to travel to the City for Drs appointments have to pay half the full fare before 9am and if returning after 3pm. Inspectors should travel the trains checking for non paying passengers of whom there are many. Trains from Rosewood after 8am travel to the City every hour until 3pm or so. Trains in the evenings for workers travelling home ie the 5.16pm "express" train gets into Rosewood at approx. 6.30pm in the winter time - not good for those walking home in the dark. The "express" train before this one leaves Central at 4.45pm approx. If you are not a public servant how can you leave your job in private enterprise or if you work at David Jones get leave to catch an early train. Trains travelling to Ipswich and Rosewood should be express from Roma Street to Darra - there are plenty of services to Springfield they could be all stations. Freeing up the Ipswich/Rosewood Services. I am sure the time tables could be tightened up with only short waits at Ipswich Station when passengers have to change trains. The trip to Rosewood takes approx. 1.5 hours - this is not good in 2014. Check the people who drive to Dinmore to catch the train to the city. Freeing up the Warrego and Cunningham highways in peak time - travellers could hop the train at Rosewood if they were promised really fast express trains in peak hour.
1040	Sunshine Coast rail service needs to address the Suncoast commuting community by providing more express between the CBD and this area. I wont catch city style trains as I carnt sit in the seats for 2 hrs (back and neck ache badly after about an hour having to sit bolt upright) therefore have to wait for the clapped out GYM express which has more comfortable seats.
1042	take control of Brisbane transport out of the hands of BCC
1045	Train ontime running statistics are falsified by the adding of extra sectional run time in the time table system. Just one example Kuraby to Trinder Park 5 min time table section 3 min actual run. Train time table running times are back to steam train days.



Trains to and from Ferny Grove run at average speed of around 40kmh.

All station trains on Beenleigh line average speed 60kmh.

Train crew workings are now on corridor running and thus making Train Crews not conversant or able to over all routes within the network.

Examples of this would be Beenleigh Train Crews cannot go to Ipswich - Caboolture.

Manly Train Crews not being able to travel to/from city via Tennyson.

This then becomes a real problem when they are needed to run on different lines because of storms or other conditions affecting the network where routes have to be changed at short notice.

Corridor running combined with the slower speeds has increased greatly driver fatigue, driver boredom/frustration and has increased the signals passed at danger (SPAD) rate.

Trains are turned from all station runs into part express runs at the whim of the train controllers so as to show ontime.

Safety is supposed to be paramount within Qld Rail except for ontime running.

Government statistics and ontime running bonuses are more important.

1046 Go card - at my station am unable to see the screen if i have touched on. Cannot hear any sound. Have reported this to Translink now multiple times - nothing done to fix the problem. So every day i travel i have no idea if i have touched on properly. Also re translink, can never get correct bus or rail information from the call centre, particularly regarding closures of the network on weekends or after hours. They are totally useless.

1047 Lack of duplication of the north coast line is a farce. Many trains are actually buses and I see trains waiting at passing bays constantly.

1048 Frequency and bus/train integration are the major issues on top of the ridiculously high fares. Investment in more capacity is essential.

1050 Bring gocard administration more in house so the Translink staff are actually able to control funds and make changes.

The gocard machines should be changed so that if an eftpos transaction goes through but the money is not credited to the card because of a read failure when you need to scan it the second time- the eftpos transaction should AUTOMATICALLY be reversed so people aren't unfairly out of pocket

Bus routes and numbering should be changed to be easier to understand, so often people wait for 'their bus' when another bus is going past that would take them to the same place, but they don't know because the network is so unintuitive.

1052 there should be more security on trains, to stop noise, feet on seats, people taking up extra space with bags, unruly behaviour

1054 I use Bus 500 ..make prams/strollers be folded up again ,last week, 5prams,1walker1shopping trolley. I would.find my shopping trolley useful when Christmas shopping, but.NEVER take it, not knowing if there will be room I have a distance to walk home from my bus stop.....That's another issue that our block has with Translink, they REFUSE to bring the bus a couple of streets.

1055 The 460 bus was cancelled in my area. I was able to use it to access 2 major shopping centres (Mt Ommaney and Indooroopilly). Promises were made for a bus that would take passengers directly from my area to Garden City Mt Gravatt shopping centre but this was never delivered. In order to travel to any shopping centre I now have to travel all the way, or most of the way to the city before being able to board a bus going to that shopping centre. It is a 45 minute trip to the city so this is extremely inconvenient. I no longer visit shopping centres by public transport. I live on the outskirts of Brisbane yet feel very isolated because if I want to go somewhere I have to set the whole day aside which usually isn't possible. Public transport just does not provide anywhere near the same options as private transport. It is also far too expensive to make trips from the outer suburbs to the city when your income is well below median - and that is indeed why many of us live in the outer suburbs.

1057 The BCC should reconsider the proposed bus reforms. The routes inefficient and are all fed into the city, resulting in cross-suburb travel difficult when the suburbs in question aren't on the way to the CBD. On top of this they are horribly unreliable. I have come to realise that I can trust my local service to be 10 minutes late more than I can trust it to be on time. This results in confusion not only for locals wanting to ditch their cars, and the associated traffic, for other alternatives such as the many forms of public transport available. This results in a self-feeding effect in which people ditch public transport for the more spacious option of cars. Ridership drops, meaning less need for funding, giving reduced services, culminating in a feed-back loop that should not be perpetuated.

In comparison I find the rail service to be very satisfactory; it arrives on time according to the timetable, is much more comfortable than the stopping and starting of buses in traffic, and has great frequency. I hope that the rail service in Brisbane is expanded in a sensible



	manner i.e. focusing on the greater good for societies of Brisbane instead of playing politics.
1059	The cost is excessive for the quality of the service.
1060	. Disappointing less money is spent on public transport than tunnels and more roads. I live only 7km from the centre of a large regional city with the closest bus stop 2km away. Why isn't Translink interested in extending its bus routes? There is a very limited taxi service twice a day. Why don't councils include public transport options in approval of new suburbs. Councils/Translink are resp for people having to resort to cars and not walking to bus stop. Have they ever considered that?
1062	Would love to see weekly/monthly ticketing options on the go card like Oyster card.
1063	It is a sad state of affairs when it is cheaper for me to travel to and from work by car. I am prepared to walk to train station, catch a train, catch another train, then a bus and another walk to get to work - but the fare is disgraceful. It is cheaper for me including a toll to drive to work. Public transport should be the cheapest option to relieve pressure on our roads, and to protect the environment.
1064	Bus network need complete redesign from coverage routes to high frequency lines that create a jump-on jump-off network. Fares need to be slashed. Every trip by car instead of by active/public transport costs the economy over 40 cents per km. Every trip by public transport saves over \$2 per l'm.
1066	A lot of people here push the idea that people should take a bus to the train station then change over to a train then maybe even back on a bus. If I have to do that I will just drive.
1069	The CityGlider bus is WAY TOO SLOW - esp in peak hour. More bus priority measures needed. The Citycat ferries are WAY TOO SLOW - more express services needed, plus other measures to reduce travel times. Fares are too expensive - daily travel cap is needed