



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

Answer	Count	Percentage
Answer	129	51.39%
No answer	93	37.05%
Not completed or Not displayed	29	11.55%

ID	Response
925	<p>Bus</p> <p>Lord Mayor Graham Quirk has been resisting bus reforms for many years. Jackie Trad and the State Government have been complicit in this because they think that BCC's small contribution (25% of costs) is somehow a cost saving and will have to come out of the State Budget if BCC does not pay. They (State and Local) have known about the problem for YEARS and have done absolutely nothing, bumbling through umming and aaahing when they know exactly what to do.</p> <p>It's time to fix the bus network. First, you need legislation to change the City of Brisbane Act 2010 and strip BCC of all transport functions, returning them to the Queensland Government. Every other State and Territory has public transport organised at this level rather than the council level. Even the funding is not an issue, other states manage to do it, a tiered levy could be devised where the State Government bills local councils based on population growth to fund bus service and PT generally.</p> <p>Black holes in Bulimba, Yeronga, Albany Creek and the Centenary suburbs have not been fixed, despite knowing about the problem for years. Honestly, why are we paying these MPs? These areas need bus service upgrades like CityGliders.</p> <p>Trains</p> <p>Train frequency is incredibly bad by international standards, another problem the Queensland Government has been fully aware of for many years. SEQ needs to buy more trains so lines like Shorncliffe can get services every 15 minutes. 15-minute train services should also be rolled out on the Springfield and Kippa Ring lines. It is unacceptable that there is a train shortage just because the State Government didn't train enough drivers or buy enough trains.</p>
928	Brisbane bus network reform needed NOW
	Also duplicate the NCL!
929	Pensioners in Sydney can travel All day for \$2.50 I was astonished!!
932	I'd use public transport more often if people would let me sit down in the disabled seats. I have chronic back pain and am unable to stand on moving vehicles. Disabled seating usually taken by the young and able-bodied who sometimes become abusive if asked to stand.
934	Please route more busses to train stations.
935	QLD rail needs a major overall, way behind most 1st world countries
941	Buses get me to where I need in the city, the Rail Stations are so far away, like edge stations not central. Whenever severe weather hits the buses do run slower but the trains seem to just stop..
942	Expensive for an unreliable, infrequent and cramped experience
944	Early buses are still a problem. There is no excuse for buses to run early; it is just sloppy operations.
946	More focus on what can be achieved within existing resources..e.g bus network review ..stop running empty buses into the CBD and work on buses filling in the gaps where trains are not people should not have to go from Oxley to Toowong (almost CBD) to travel back out to Jindalee/Mount Ommaney
947	None
948	<p>Something seriously needs to be done about Doomben line frequency and buses around the Ascot/Hamilton/Hendra area</p> <p>With the amount of development going on and the limited road and transport, it's a recipe for disaster.</p>



	An ageing group of residents, younger folk moving in the area due to affordability thanks to oversupply of units and trying to attract people to safely enjoy the suburb. No trains on a Sunday, trains stopping so darn early and lacklustre timetables aren't compatible.
949	West End city glider is great, but lately arrives at inconsistent intervals.
950	Lack of bus priority on Brisbane roads - particularly Lutwyche Road between Windsor and Lutwyche and Gympie Road between Kedron and Aspley is a disgrace and an embarrassment.
951	Either have reciprocal arrangements with other smart card systems, or move to a contactless system like London. This is an absolute embarrassment.
	Busses need to run to train stations where appropriate and train frequencies need to be increased to under 10 minutes.
	City Cats are great, but they need increased frequencies and more importantly, they need to be express services. Too much time is lost in the current system of all stops.
955	I think many of the train crew are very sexy in their blue uniform . Those guards that the whistle, ohh they blow their whistle over me anyway .
956	Public transport is too expensive And takes too long, especially to outer suburbs
957	At least I get exercise when I use public transport. But I spend more that I would driving
958	The lack of options to multiple choice doesn't allow respondents to fairly answer - too heavily weighted with negative and only an 'outstanding' option for positvw
959	Late night/weekend bus services on Surfside bus routes 704/711/713 etc need to be improved
963	October 2015, there are 5 train lines on the northside of Brisbane. These are the Ferny Grove, Caboolture-Nambour-Gympie North, Shorncliffe, Doomben & Airport lines. In 2016, there will be a new train line to Kippa Ring, branching off at Petrie. My suggestion is any of the ex Caboolture services that normally continue on from Roma Street to Ipswich could stop all stations from Caboolture to Petrie then run express to Bowen Hills, stopping only at Strathpine for the nearby shopping center, Carseldine for the university, Northgate for the Shorncliffe line and Eagle Junction for Airport & Doomben. The ex Kippa Ring Train could then run all stations that the ex Caboolture does not stop at and after Roma Street it continues onto Springfield. An ex Springfield train could head to Kippa Ring instead of terminating at Bowen Hills.
964	The misallocation of resources on the bus network leads to both high prices and lower ridership. There needs to be significant more attention to communication including website and actual answers to questions when contact is made with Translink. More attention to users at stops and stations is required: signs, electronic displays, boarding process changes. And better processes when rail replaced by buses.
965	Yes. Bus services on some routes are outstanding. On mine they are almost non-existent. I don't like being fined by the GoCard system when it has a glitch in it, especially when I have to try twice to get the correct refund. I also don't like bus drivers who let teenagers and young adults have a free ride, when they are clearly deliberately dodging paying a fare. I would also like bus drivers to instruct high school students to stand back and allow adults to board the bus first.
966	We live in Woombye Sunshine coast. Nearest busstop to our home is 1.5 km away so don't use it.
968	Rail to Brisbane is OK, but it takes a long time. When in Brisbane, busses shold feed to and from the rail stations. Some areas have black spots (little to no services), whilst others have far too many services. There is way too much duplication in the network. Services are very much focused on the city and if you do not want to go to the city, then outside of peak hour, public transport is next to useless for you.
	Fares are a complete rip off compared to the standard of service. And it is a scandal that having a health care card does not get you concession travel in Qld.
969	in a word the transport system of Brisbane isCRAP
970	Wish there was more light rail. Cross River Rail complete. Wish Graham Quick keep out now make a second mess of Cross River Rail. That how i look out it.
971	Rail results being declared poor are due entirely to the severely congested, shared single line



track (with freight trains, long-distance trains and urban passenger services) that provides rail transport for the current 335,000 people of the Sunshine Coast. The addition of the Caloundra South (Aura) development will add 50,000 people (within 30 years, the first sod being turned last month, September 2015), viz. a city the size of Gladstone, to our southern doorstep and it, along with the Qld State Government, allow no funded plans for duplicated rail improvements. In fact all Caloundra South promises is an Aura of despair and a 'future rail corridor.'

New residential developments at Palmview will also add another 24,000 people.

Currently there are 26 (week) daily rail buses that pretend to be trains and are shown on the rail timetables, that's 42% of our daily 'trains' between Brisbane and Sunshine Coast are in fact rubber wheeled buses. These buses take up to 1 and a half hours to go a mere 54km. Our public rail transport is truly a national disgrace.

The North Coast Line, of which this is a part, is also part of the national land transport network and is eligible for federal funding with its freight carrying importance from Brisbane to Cairns. Numerous State and Federal Government reports and studies attest to its congestion and importance. It will provide \$4.7 billion in output generation to the Queensland economy over the 7 year construction period. It has a cost benefit ratio of 2.285.

Time to end the 'do nothing' attitude and build it.

973 Travel from Redland Bay / Victoria Point. If I miss an off peak connection Bus / Bus transfer at Garden City, I then have to wait an hour for the next 280. As a forced transfer service not servicing towards the City, this is unacceptable. I compare Redlands with Logan for service. Logan has a direct rail route and a high frequency bus to the City.

Redlands has a indirect rail via Wynnum North making the journey longer and the Bus services from Redlands South to Griffith Uni are hourly. Same if taking the 270 , no better.

The Redlands has well n truly been shafted by Translink.

974 Signage at busway stations is appalling. At night it is virtually impossible to see out of the bus windows to see which station the bus has arrived at; bus stops on roads are even worse. The signs are too few, and too far apart and the few buses which have in-bus signs - their signs are so often not on, out of order or just plain wrong that it's not worth having them. Is it REALLY that difficult to have some decent, working signs on and off the buses? Where does our money go?

The entire Translink service is geared to regular commuters and pretty much ignores casual or infrequent users, and tourists.

The fares are WAY too high, and the monotonous regularity with which they go up, has become tedious. For one person, it's sometimes borderline whether it's cheaper to drive or catch a bus, but for two people travelling together, it is definitely cheaper to drive and pay for parking. There are far too many fare zones, and little transparency on when peak/off peak times are. A (cheap) flat rate would encourage many many more public transport users. When a mistake occurs (again with monotonous regularity), the staff at the Translink call centre seem clueless as to how to fix it, and don't really care.

The TTCC card penalises students during the summer holiday. If they are enrolled in a course which is going to continue the next year, why on earth can't their TTCC card expiry date be extended until the beginning of the following year? They are still students, and if they don't go back the next year, OK then their card has expired, and their discount stops, but for the majority who do, they have to pay full fares for 3 months. It's the usual government tactic of using a sledgehammer to crack a nut.

I could go on, but it won't make a difference.

Maybe if Jackie Trad actually got out with the great unwashed, without her usual entourage of sycophants, and had to negotiate the Translink system, all by herself, paying for it with her own money, something might change, but I won't hold my breath.

976 Half-arsed infrastructure efforts (either building new or utilising existing) are hurting SEQ:

- Failure to link GCLR to Helensvale in Stage 1
- Only raising one platform at Milton
- Not building a third platform, failure to provide access to stabling from platforms and only raising half the platforms at Wulkuraka
- Failure to use existing stations at Exhibition and Tennyson (the latter has been reduced to just platforms now)
- Stagnation on CRR and SC Duplication and branch to Caloundra. It's all just "plans" and nothing of substance. Thankfully GCLR2 is going ahead and the BaT got canned.
- Failure to act on bus reform.

978 -More frequent services on the Caboolture line would allow the northern bus network to be radically redesigned to feed into rail and be more efficient.

980 Generally I think it's pretty good. A few things annoy me.

1. Gliders not running to an advertised timetable. This is best described as "turn up and



watch it go" timetable.

2. The lack of peak hour trains connecting city to/from Milton and Southbank.

3. The fact certain peak services always run one or two train slots behind through the city because a peak hour terminator has been double booked into the same slot. Either hold the peak hour special outside the city to allow the through service to run on time, or just advertise the correct time.

4. The fact that if a Go Card top up fails for any reason, all future top ups are automatically cancelled. Nobody wants this to happen, and it simply makes it twice as difficult to fix the problem.

981	The co-ordination between modes needs to be much improved, especially bus and rail.
986	we need fare caps like other cities I do not take 2 trips every day, so the free trips after 9 trips are something I never get to experience. Make EVERY fare cheaper, and bring in daily caps
988	In the proposal for reform of the bus network, I would not like to see the 301 route cancelled. This would leave a significant area of Hendra and Doomben without any public transport - especially those parts which are more than 500m from the Hendra or Doomben railway stations or the 300 bus which goes along Zillman Road.
989	There are not enough buses in Springfield Lakes going to other locations without having to go into the city by bus or train first. The new 522 route takes twice as long as it used to when going to/from Goodna station.
993	Fares are a huge rip off compared to other states I recently spent time in Sydney and it didn't take long to reach the rip off conclusion
994	Improve frequency particularly non-peak and counter-peak services.
995	bus services to the western suburbs seem to be the last priority of translink, not sure why that is but that is my overall impression
996	Public transport is too sparse, unreliable and expensive to persuade commuters to abandon their cars. It needs to be cheap and efficient and provide a faster commute than driving.
998	I only catch buses on the northern busway. They are adequate, but I suspect non-busway routes are poor. Your survey really needs to distinguish between the two.
999	Slow uncomfortable trains with a poor timetable and fairly high fareswhy would you support such poor service
1000	We need discount fares for Commonwealth Health Care Card holders
1002	The service is criminally overpriced and needs a complete overhaul in regards to pricing.
1003	I live in Highgate hill and work in Milton. I have free , secure parking at Work. When I first started I would catch a train occasionally and it would take an hour to travel 5 kilometers or 5-10 mins by car. The train made no sense and still doesn't except when I travel to the airport.
1004	Brisbane public transport I used to use it a lot more, when we had monthly paper tickets because it was such good value. Go cards are not. Now on weekends, if we travel into the city, it is actually cheaper for my husband and I to drive in and pay for parking then to take public transport. Ridiculous.
1006	In general, our bus services in the Redlands are appalling, connectins don't match, maintenance and cleanliness is not good at all. Many bus drivers are "gods" behind the wheels and don't care about making connections or run on time, they rather like to talk to passengers, overstay their breaks and run buses late. Only a handful does take the job seriously. Transdev can't be bothered to send replacement buses far out (Point Talburpin), when one breaks down, well, bad luck, just wait for the next. We often get old and breaking down buses for public transport, whilst the expensive coaches are all used to drive around school kids (I know they need to have seat belts, but other coaches have that too). As to the BITS ferries - some skippers are good, others love to slam the doors in front of your nose. People have been left stranded on the Redland Bay jetty in the evenings to wait for the next ferry leaving an hour later. Management of this company is horrible, and passengers complaints are wiped off the table by them, protecting their staff. Ferries are often dirty and wet seats. Windows uncleaned with some. Till now management could not be bothered to work out a more fitting time table to go with the buses.
1008	More ferries are needed at peak times in the Southern Moreton Bay Islands. In particular another ferry is needed from Russell Island to Redland Bay around 7.30am because the current high school ferry is overcrowded. Buses should co-ordinate better with ferry arrivals and departures. A light rail link should be built from Cleveland through Redland Bay and over to Beenleigh/Helensvale. Eastern Busway must be extended. Bus transport is needed on



- Russell and Macleay islands.
- 1009 The buses seem to be getting worse and worse every week - many are never on time, which makes catching connecting services (which I do every week day) very hard to catch. You can either catch a much earlier bus to ensure you're on time (greatly increasing travel time) or take a gamble and end up having to catch a cab about 50% of the time. Fairs are way too expensive for such an unreliable service. It costs me nearly \$12 a day.
- 1010 Rail infrastructure in Brisbane is pretty dreadful, stations are all too far apart, the trains have never run late enough, last train from the valley is sometime before midnight from memory. Seriously?! (on weekends this strongly promotes drink driving)
I know that the Gold Coast has public transport of some kind - I've even tried to use it, but never saw the inside of a bus or train.
- 1011 Cleveland train line needs more express services. Last express training in afternoon leaves at 5:09 pm - not good enough
- 1012 Too expensive for unreliable services.
it is better off using your own transport if you are no working in cbd.
- 1014 Subsidised highly already so may as well spend a little more to use them
- 1019 I note at the thirds stop from the city we pay more than the rate of many others who whine at paying seemingly high prices, which sre actually subsidized by us with our little high fares
As a school student and casual worker I am catching the bus and train 7 days a week (5 days to school an
- 1020 Public transport in Brisbane should be cheaper, more comfortable and reliable.
- 1021 Bus fares are expensive and inconsistent. Some areas are discriminated against for example West End, South Brisbane.
All public transport should be free.
- 1024 We need frequent feeder buses to train stations and casual bicycle parking at train stations.
- 1025 Rail is unreliable, and run by a bunch of time wasters. The DG is a pom reject and turning public transportation into a failed system
- 1029 No
- 1031 Trains can be cleaner and more frequent during off peak times min 3 per hour from 7-9pm. Nightlink trains hourly from 1 am. Nightlink buses in both directions twice hourly. Clean low emission buses needed on the Gold and Sunshine coasts. Buses could also show next stop information via led screens paid via advertising. Translink Buses to and from the Airport after 10pm via DFO, Airport Link and Northern Busway.
- 1033 Fare are astoundingly expensive-campaign for reforms on zones and to bring the true benefit of having people in PT vs in private cars
- 1034 Catching bus outbound from city during afternoon is unreliable due to inbound congestion and poor layover allowances. Bring on bus network reform.
- 1035 the go card is too temperamental. trains are dirty. staff not very pleasant.stations are not very pleasant. all senior public servants should be made use public transport regularly as well as politicians and be made pay,,,no free rides!!! FARES ARE TOO EXPENSIVE. PAPER TICKETS ARE EVEN MORE COST RIDICULOUS!!!!
- 1039 Parking at station carparks for travellers after 9.00am is practically non-existent for park and ride passengers particularly on the Roma Street to Cleveland line. This is a deterrent to non-working train travellers such as me as street parking and other offsite parking is restricted and often involves long distance walking.
- 1041 Ferry Transport used in the Southern Moreton bay Islands is overloaded during peak hours, very expensive and inadequate for the population using this service. Also the ratepayers on these islands are subsidising the cost of this service that all passengers have access to whether they live on the islands or not and this needs to change.
- 1043 I am from the Southern Moreton Bay Islands (SMBI). Ferries and Buses frequently fail to synchronise with one another. Ferries are crowded - buses not always crowded but still have their moments. GoCard would be ok if the residents of the SMBI did not have to also pay a Levy to Council for the privilege of having GoCard Machines on Ferries... This is a levy that no other citizen pays - just Southern Moreton Bay Islanders and it is simply unfair.
- 1045 Russell island needs a bridge, water taxis are over crowd and can not cope with the population growth of Russell Island.
Barge service is out date and is polluting the bay.
Russell Island water based transport would not cope in the event of an emergency if the island resident required evacuation.
- 1046 To really improve public transport in Queensland, there need to be three core reforms:
1. BCC bus network reform
2. Increase in rail frequency (to Kippa-Ring, Altandi and Manly at a minimum) - ideally occurring in tandem with 1



	<p>3. Fairer fares</p> <p>Without these three reforms, PT in Queensland will continue to be mediocre at best.</p>
1049	<p>The one thing that you have not taken into consideration is to survey Train Stations and facilities at the Stations and Bus stops. Every person who uses a bus or a train also uses these facilities (or lack of them).</p>
1052	<p>I live in WELLINGTON POINT AND I AM A REGULAR BUS USER. THE BUS FROM WELLINGTON POINT ARRIVES IN CLEVELAND SHOPPING CENTER AT 11 MINS PAST THE HOUR. I FIND IT FRUSTRATING WHEN I WANT TO GO TO EITHER VICTORIA POINT, CAPALABA OR CARINDALE THAT THE BUS LEAVES CLEVELAND SHOPPING CENTRE AT 4 MINS PAST THE HOUR WHICH MEANS A 53 MIN WAIT.</p>
1054	<p>I like the 9 journeys then free system. It makes my friends and me use public transport more often during the week when we have other alternatives.</p>
1055	<p>The Gold Coast Light Rail needs to be extended south to the airport and Coolangatta ASAP! Have never used G, hence no comment. Student on concession fare, main bus usage is linkage to the train network, dont make full bus jouneys often.</p>
1060	<p>1. Single track Manly to Cleveland in 2015 is ridiculous compared with the fortune spent on road tunnels. Ferny Grove duplication took long enough. Redland peak hour train frequency not bad considering, if you don't mind waiting at Wellington Point & Thorneside sidings for the opposite train to come through. Maybe dual track & increased frequency would reduce the number of Redland area buses competing with trains instead of feeding them and each others' routes.</p> <p>2. Hourly buses and hardly any weekend ones in Redland make for a pretty primitive service. Internally within Redland City, unless you're going to the main hubs of Cleveland or Capalaba, you need 2 or 3 buses to get anywhere (at one/hour each). Forget it! Not forgetting bay island residents - the ferries are pretty good at 30 minute frequency, but then they have to get a bus (or 2 or 3) somewhere.</p> <p>3. Airport line: Must be the 10000th person to bring this up. (a) Duplicate track (naturally) (b) At least restore the original frequency (c) Incorporate the fare into the general Translink structure. These pseudo-private infrastructure companies are a tired old government joke that's not funny any more. (d) As well as CBD cross-river rail, a Cleveland line - Airport/Caboolture line rail tunnel connection seems a no-brainer. Air fare cheaper than cab fare? Who would have thought it? Would even settle for a regular BCC/Translink bus service including one over the Gateway - but BAC probably wouldn't make any money out of it. Yes - I know I'm dreaming, but we do like tunnels, don't we? Sorry - must suppress sarcasm. Need to think ahead though or we'll need 4 Gateway structures before too long. Seriously.</p> <p>4. A comment in case light rail gets a few mentions: Haven't used Gold Coast light rail yet, but have used the Darling Harbour one. Great for connecting major hubs / features and in tourist areas. Not a solution for metro commuters - just an expensive gimmick like the 1990s Brisbane proposal - and that thing even had a streamlined shape! What? It would have done the "Utopia" scriptwriters proud. Glad we didn't waste money on it. Traditional street-running trams with frequent stops really work though - just visit Melbourne. Rapid loading through multiple doors is the key, along with capacity (can still see the "110 persons capacity" signs on the old Brisbane models - try that with a bus, even a bendy one). I've tried "racing" a few street-running trams in Melbourne in my car and they beat me every time. Even better when they're on the occasional dedicated right-of-way. Hope the Old Cleveland Rd tracks stay there as long as possible so newbies can imagine how well that actually worked. I know we always see cost comparisons that say too expensive, but I'm not convinced in terms of whole-of-life costs.</p> <p>5. There is no 5. Have said way too much, but sincerely thank you for the opportunity to rantin public and not be grabbed by people carrying big white jackets. ;-)</p>
1061	<p>I appreciate being able to use Public Transport between Sunshine Coast and Brisbane.</p>



1063	<p>The cleanliness of public trains specifically on the Sunshine Coast is disgusting. Greasy patches on windows The side area closest to the windows are stained all round is a very unhygienic journey. Traveling such Distances 3 days a week with seating designed for shorter journeys makes for a very long uncomfortable journey. It would be appreciated for some greater Comfort for the 1.30 min travel.</p>
1067	<p>Gympie North train has not changed for 30 years. Seats in need of repair, and always running late.</p>
1068	<p>Please interpret my responses in view of my address: Sunshine Coast :4572. The buses available to me all in but I am located on a mJOR route. However, the rail option is only possible via the bus service linking to Landsborough station. There are insufficient services, so I'm forced to use the car. I don't know how non car owners who need to commute to Brisbane or northwards cope. There is a major satellite city planned for west Caloundra with tens of thousand of homes planned...and no news of provision of public transport by developers. This will mean major traffic delays on the Bruce Highway which is already suffering this. Typed on iPad and screen disallows full view, so there may be errors.</p>
1070	<p>15 minute rail / bus frequency is a winner. More express services will be a winner. Frequent user (9 trip max) discount is a winner. Busways are an accidental success compared to car tunnel disasters</p>
1074	<p>We need to encourage more people to use public transport in order to reduce congestion and improve area livability. However with current date prices and timetables (where it could take 4 hours to travel what is 30 mins by car) people will continue to choose to avoid public transport. I also think there should be a way to have multiple people using one go card because it's annoying having to separate cards when my husband very rarely actually uses public transport.</p>
1076	<p>Public transport is almost unaffordable</p>
1077	<p>I live in Sunshine Drive, Cleveland and we do not have public transport. It seems the powers that be don't know how to plan a service. There would be approxitely 500 dwellings in this area west of Smith St and south of Queen St. Included in this area are the Cleveland Aquatic Centre, Fire Bragrade, SES Ambulance and the Cleveland Cemetery. A service could easily be provided by changing the 272 bus back to hourly, as it was before, and include a run around Sunshine Drive. This would fix the problem and save money by reducing the number of buses in service. A win-win situation. How simple!</p>
1078	<p>On the Sunshine Coast there can be gaps of three hours between services, and there is nothing after about dinner time at night if you need to catch a train towards the city. I'd u use public transport more if I could have more flexible travel times throughout the day.</p>
1079	<p>n/a</p>
1080	<p>A main fault is the cost of many of the fares. Also the rail and the light rail need to go closer to major locations</p>
1081	<p>Sunshine Coast Rail service appaulingly slow. City Trains inaapropraite for 2hr Sunshine Coast service each way, very uncomfortable after the first hour in the same upright seating posiiton. The 'fare for service' should reffect the fact that the time it takes to get to brisbane is unacceptable in 2015 and should be significantly reduced.</p>
1082	<p>Public transport is too expensive, does not connect major urban areas with Brisbane (ie Caboolture, Sunshine Coast, Gold Coast (and hinterland), Ipswich etc). Heavy rail is atrocious, slow and infrequent. We need fast rail between all centres in SEQ so people can afford to live in affordable houses (ie not in the city). The new rail line on the Gold Coast is awesome, but why does it not connect with the other rail line and the airport? How incredibly dumb. Why is there no quick and easy way to get from Brisbane to Gold/Sunshine Coast? Buses are ridiculously expensive. I can catch the 120 from my house in Tarragindi to the city and it costs me about \$6...it's less than 10km FFS, I can ride my bicycle there in about the same time, and its always late (or early, who knows) Bus drivers need more training though, many seem permanently semi lost (why don't they keep the same route instead of chopping and changing all the time), and some drive atrociously (the council must pay a fortune in replacing brakes and clutches) did Council hire ex taxi drivers...</p>
1083	<p>The Sunshine Coast (North Coast line) timetable needs an urgent over haul. Poor services and uncomfortable trains</p>
1085	<p>Something that is missing in Brisbane and South East Queensland a network map of the whole system or a map booklet that was produced by Translink when it was first formed in 2004. However, we must remember not everyone has access to the Internet so a map booklet or network map that is available to purchase would help those persons and especially tourists. Los Angeles for example is world class city and you can get a network map for its public transport system yet Brisbane is a world class city and you cannot!</p>



1086	Fully support RBoT's push for improvements in the bus network design.
1087	<p>1.) Fare's with a concession Go-Card are fair, but Non-card Fares are far too High.</p> <p>2.) Customer Service Announcements at stations NEED to IMPROVE, at BOTH manned and unmanned Stations.</p> <p>- I was at an Albion Station on Sun 22 Nov 2015 waiting for a city bound train in the morning, and the train was listed and due on Platform 1 one. Noting no other posted notices of change and I do understand the need for in service changes for various reasons. On this occasion multiple passengers were waiting to board this train. The 2 min automated announcement sounded as usual for this arrival but stated arrival on an unscheduled platform 3. Which is only accessed by an overhead ramped walkway. The arrival period from announcement to actual arrival is less then 2mins. Which is not normally a problem. So the passengers all tried to rush over to the changed platform. Which brings me to the two fold Problem.</p> <p>"AFTER the 2 min arrival announcement" of the Trains arrival on different platform, as the passengers are rushing to get to the changed platform, the special announcement chime sounds to announce to change !!!!! On this occasion at this one station 3 three elderly passengers were left behind because they didn't get over the walkway fast enough. If the special announcement system sounded prior to the 2 min arrival announcement, passengers would have a more reliable and safer journey. The health and safety of passengers rushing in these situations is undermined, leading to falls and accidents. As it was three 3 passengers were left behind due to there inability to move quickly.</p>
1088	<p>I would like to see a pensioner rate for all types of travel no matter what time of the day. If a pensioner who lives at Laidley or Rosewood has to be in the city by 9am for a Doctor's appointment he has to pay full fare. A day rover fare equivalent to NSW would be a bonus. There would be more people travelling on the trains. I would like to see half price travel for everyone on weekends. Making fares more affordable on Express Trains from places like Rosewood</p> <p>would encourage people to park their cars and travel by train for the 1 hour trip. Same again in the afternoon. Instead people west of Ipswich drive their cars to Dinmore hoping the trip would be quicker. With the more frequent timetable on the new line going out to Springfield all Day why couldn't Ipswich and Rosewood travellers have an express train to Darra thence all stations to Ipswich and Rosewood? During the day the service to Rosewood change at Ipswich is hourly. Many people get off the train at stations along the way and do not log off with a GoCard.</p>
1090	<p>I would like the very few buses available on 397 and 398 routes at the weekend to actually get to the train station before the train leaves. The buses are always running late and the connection times are too tight. There are no evening bus services and the weekend bus services are pitiful.</p> <p>I would like the GoCard system to give me the correct refund of the fine when a systems failure has occurred, without me having to contact them AT LEAST TWICE. It is not programmed to understand that a touch-on transfer within the same zone is free, with no fine applying.</p>
1092	<p>I once used the Bus service to get to work every day. Then I switched to the Train. Then after a strike one day I rode a pushbike to the city and then never went back to the train or bus. Fares are way too expensive especially for short trips. It is cheaper to drive a car and pay for parking if you can share the costs with someone.</p>
1093	<p>Transportation from Eatons Hill by bus to Strathpine and the railway station and back is insufficient as there are no buses at night.</p>
1102	<p>Fares are way to expensive for what the government gives us in return</p>
1105	<p>Hopefully next go card system supports nfc payment by card or mobile phone.</p> <p>Travel to Darlington Park Industrial Estate from Eagleby by Translink services (bus/train) is appalling and needs to be addressed given the \$500 million investment in the area.</p>
1106	<p>Train safety is a major issue. I catch a train to and from Loganlea station and I have at times felt unsafe at that station and also on the train.</p>
1107	<p>Not encouraged by poor services and scheduling to use train to travel to Brisbane. Easier to take the car down the highway, despite preferences for other options.</p>
1108	<p>Cleaner transport, more frequent peak trains, cheaper fares would make me more satisfied.</p>
1109	<p>Why do they make the Go Cards expire? Rip off</p>
1112	<p>Buses are too infrequent on non city based routes. Fares are too expensive. Services don't run late enough. Citycat services should be expanded.</p>
1113	<p>The routes are pretty abysmal.</p>
1114	<p>The fairs are priced through the roof. I have been to Perth and they have better frequency than Brisbane. The Go card should have a Value pass system like Myki and less zones. like</p>



- bring it back to 10 zones. QR should be every 20 minutes minimum during the week. Sunday Morning should be 1/2 an hour from the beginning. Brisbane is still a big country town.
- 1116 My main peeve with rail is that air conditioning in most of the trains is barely satisfactory. Almost every bus is better air conditioned than the trains, especially the Thompson busses that are contracted in my area (Bray Park). Very often, it is more pleasant sitting outside on the platform than being in a train.
- 1117 Bring back the #513 Woodend Loop, the #516 One Mile & return the #512 to it's original route (prior 12 months)
Thanks
- 1121 Good survey, would like to put more input of specific services in the local area depending on which region you live in (e.g. Logan, Redlands, Brisbane, Ipswich, Sunshine Coast, Moreton Bay, Gold Coast, etc...)
- 1122 I get to work by bicycle due to frustrations with ferry grove line performance.
- 1126 Qld should be looking at the card systems used in other states and when the GoCard contract is up we should move to one of the platforms used in NSW or Vic with the goal of eventually having one card system for the east coast states or even nationally. We are only a small population on a big land we don't need all the duplication.
- 1134 My usual trip is Annerley to Fortitude valley, and at peak hour it's by far the best way to travel, and the price is reasonable. I get the impressions from peers and workmates that the reason why many drive instead of taking the train is because as you get further from the city, the price gets more outrageous. Perhaps inner city trips / single zone trips should be slightly more expensive so that longer travel can be made much cheaper. Perhaps the "Travel 9 journeys in a week and get the rest free" should become "Travel between x zones in a week and get the rest free"
- 1138 Somehow rail reliability needs to be improved so that are fewer delay issues caused by bad weather and breakdowns. Perhaps more electric trains are required so that there is a reserve on standby.
- 1148 Train travel is the method of public transport I use the most. I only use buses when track work is being done. My complaints. 1. Quiet carriages are a joke, what quiet, 2. Feet on seats constantly, are there working cameras in the carriages or not. 3. Security, when I disembark at Loganlea in the evening, the number of hooligans loitering around the car park and station is increasing. I have seen the security cars drive up and the security take no notice of the youths sitting on the steps to the overhead walk way, smoking on the platform, and generally leaving the area strewn with rubbish. 4. fare dodgers, when I pointed out a group of girls that had gone through the ticket machine gates with only one girl swiping a card, the staff looked at them but took no action. 5. When there has been an incident that delays the service, this should be shown immediately on the overhead time tables, at least that would give the commuters a chance to take alternative routes home. 6. Why is the time increasing to make the same journey.?? All in all, I am NOT impressed with Queensland Rail, compared to a lot of overseas rail transport, with the exception of the subway in New York, our rail system is dirty, unreliable and expensive.
- 1149 Not enough coverage, not enough willingness by QR to integrate walking and cycling to and from stations.
- 1151 Would have liked opportunity to comment on individual routes and make suggestions.
- 1152 Toowoomba resident. Competition appears to give the Toowoomba - Brisbane route a reasonably priced and adequate frequency service. Current operators are Greyhound and Murrays Coaches. I'd love to use rail... My rare travel in Brisbane has been by paper ticket on rail. I used light rail for a short while, ticketing was a bit hard to figure out at first but the service was ok.
- 1153 Would like to see all busses prepaid that way reducing delays
- 1157 i travel on the sunshine coast line and the only services that are reasonable are morning peak outside of those times it is 3rd world standard nambour is 120[approx] track klms from brisbane and can take upto 3 hours for this journey this is very unsatisfactory
- 1160 Fares are very expensive and does not equate to the level of service provided. But the go card is easy to use. Reliability is a problem but frequency is good for some services. The buses and trains don't work well together with connections being unreliable. There seems to little effort made for public transport with not much future planning. Bus and trains are easy to use and give a good ride. However the adverts on the windows I don't like as I do like to see out of the window.
- 1164 I travel regularly to five cities (Brisbane, Melbourne, Sydney, Tokyo, London). I find the cost of public transport prohibitive as someone trying to get from the airport to anywhere (especially compared to Melbourne, Sydney, Narita, Heathrow and Gatwick), to the extent I am more inclined to catch a taxi (the only city I do this in) as the cost is comparable. There are good points. I can recharge my gocard easily at train stations (unlike Sydney), the public transport forms are integrated (also unlike Sydney, where you pay separately for



busses and trains). HOWEVER, the cost for the service just aren't comparable. Either the service needs to drastically improve, or the cost needs to. When I worked solely in Brisbane it was cheaper to drive from zone 4 to the CBD, then to catch public transport each day.

1165	Discounts for seniors in NSW are much more generous and make public transport a much more attractive option
1168	<p>My situation is that I do not drive & I am big users of public transport. I would like to see 15 minute train frequency to Petrie, Sandgate, Manly, Beenleigh, Springfield and Ipswich. Express trains to/from Ipswich in off-peak times. The Sunshine Coast has a population of 350k and their train service is disgraceful. After Beerburrum, it's like stepping back into the nineteenth century, i.e. single track and waiting loops. Urgently needs an upgrade.</p> <p>When will the Eastern and Northern Busways be completed?</p> <p>Better designed bus routes, e.g. I have friends who live in Balmoral, Bulimba, Hawthorne & Norman Pk. have no BUZ service. Also, they want a more direct off-peak bus services to the Valley & City via the Story Bridge in addition to the current routes via Woolloongabba and Victoria Bridge. If something can be done about the 227 & 232 buses they would be appreciative.</p> <p>Brisbane needs more and/or better cross town bus services, e.g. the Nudgee Beach 306 bus and Wavell Heights 322 bus run hourly to the City via Toombul. Truncate these buses at Toombul and run them every thirty minutes.</p> <p>All of my suggestions need money. I am not optimistic that the money can be found.</p>
1169	I never use a train because it's not available in Greenvale (sad indeed)
1170	My comments regarding the bus mainly relates to my regular 443/444 service. Frequency and connections across some routes are appalling.
1171	Bus scored low for me as there are no bus services (or any public transport) in the area where I live. (Sunshine Coast Hinterland) The service is OK along the coastal strip of the Sunshine Coast but dismal in the hinterland.
1172	Ticket machines on light rail are garbage. Only give coins in change for notes. Can't buy return tickets. Can't enter multiple tickets and make one payment, have to do them individually.
1173	The cost is the biggest hurdle to more people using public transport. Why have 3 companies doing the 1 role. QR (passenger service), Translink (scheduling) and Go Card (fares) 3 x the cost, bring it under one roof and reduce the costs by 2/3
1174	I really only use the bus or train to get to sporting events, and the fares are covered by my ticket to the game.
1175	Crack down on fare evaders to make travel fair for all
1179	Bus frequency should be more including weekends, how can we use it often when they run nearly every hour? If u miss it by a minute or 2 waiting is too ridiculous to bear