

Public transport going paperless

Paper will be a thing of the past under a major overhaul of public transport ticketing to be introduced on 4 January 2010:

- **New fares:** *go* card fares will return to 2007 levels or less. A two-zone *go* card journey will increase from \$2.32 to \$2.70. If you use a *go* card for a single journey, you will pay the same or less than two and a half years ago, and less than a paper ticket costs now.
- **Paper premium:** paper ticket prices will increase so that the *go* card is always 30 per cent cheaper for a single journey.
- **Off-peak discount:** *go* card users will get a 10 per cent discount on all journeys between 9.00am and 3.30pm, after 7.00pm and on weekends and public holidays.

Three, six and 12 month QR tickets will also be removed from 1 January 2010, with all paper tickets removed in December 2010.

A new limited life *go* card will be available for infrequent users.

go card's frequent user scheme will continue, with a 50 per cent discount when you use your *go* card more than 10 times in a week (Monday to Sunday).

The off-peak discount will be increased to 15 per cent in 2011 and then 20 per cent in 2012. Fares will also be increased by 15 per cent per annum over the next three years, so we can keep rolling out more and better services.

301 000 new seats

Every cent collected from the fare changes will be pumped back into better public transport services.

Over the next year, this equates to 301 000 new public transport seats every single week.

We will deliver:

- 201 000 seats on buses
- 83 400 seats on trains
- 17 000 seats on ferries.

Over the next five years we will keep rolling out new services to keep pace with demand.

Why *go* card?

There are many benefits to *go* card:

- quicker – could save up to seven minutes on an average bus trip
- easier – no more searching for change and *go* card works out the cheapest fare for you
- safer – registered *go* cards are protected against theft or loss
- planning – we will be able to provide the services people really need.

Nearly 450 000 *go* cards have now been issued resulting in more than 1.25 million trips being made on *go* card each week.



More go cards, more machines

TransLink will make it easier to buy and top up go card. We'll double the number of locations where you can buy a go card, with pre-loaded adult and senior go cards available at 200 new resellers.

We will also roll out 40 new machines at busway stations and key interchanges with the ability to top up and dispense adult go cards.

These changes will mean nearly 450 places to buy go card and over 350 locations to top up – as well as online or over the phone. Automatic top-up will also be available in 2010, so when your balance falls below a set level, it is automatically reloaded to an amount set by you.

Free go cards

We know some people are unsure about trying a new system. That's why we'll offer 400 000 free go cards through newspapers in early 2010. These cards will be loaded with \$10 credit once registered, providing a great incentive to give public transport a go.

How will costs compare?

Distance	2010 go card	Melbourne	Sydney rail	Sydney bus	Small car	Large car
6.5km (TransLink two zone)	\$2.70	\$3.70	\$3.40	\$3.20	\$3.77	\$5.52

Based on best information and comparisons available.

New in 2010

- **Seniors Card partnership:** we will be providing a Seniors Card with go card functionality. This will ensure seniors can enjoy the safety, convenience and savings of go card.
- **Limited life go card:** we will introduce a product using go card technology that caters for infrequent users such as tourists.

Why are fares changing?

Public transport has changed a lot since TransLink was introduced in 2004. Integrated ticketing, new buses, trains and ferries, new busways, new railway lines and upgraded stations.

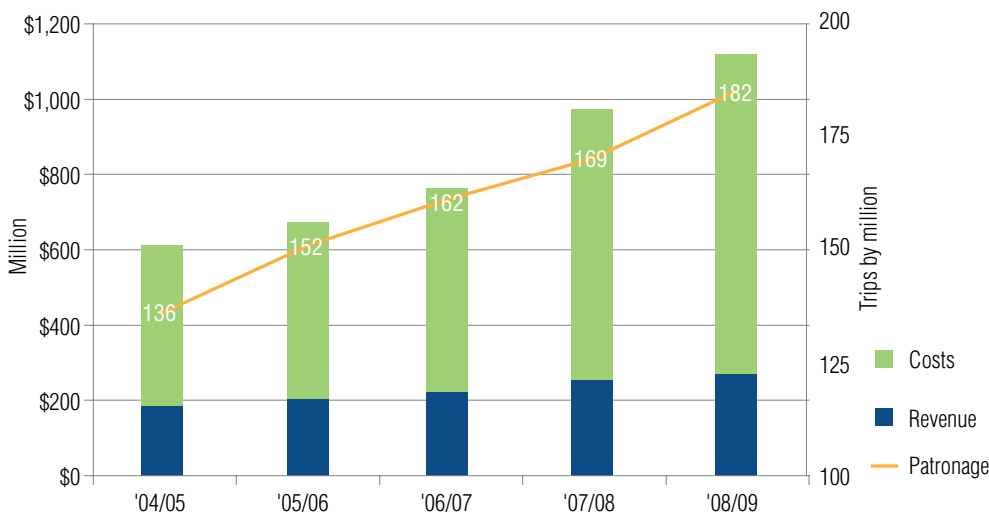
To keep building a better network, it needs to be sustainable. Currently, for every \$1 you pay in fares, taxpayers put in \$3. That means cost recovery is less than 25 per cent – well below international benchmarks and much lower than cost recovery on roads, which is about 50 per cent.

Even after these changes, fares will still only cover a quarter of costs because we are continuing to roll out new services. But over the next five years, fares will increase to cover 30 per cent of costs.

Remember, if you use a go card you will pay no more for a single journey than you did in 2007, and you will pay less than a paper ticket costs now.



Patronage and costs versus revenue



TransLink's first five years – highlights by region



Northern Region

- 97 new buses and 48 replacement buses (58% fleet increase).
- \$6.7 million spent on service improvements. Expenditure increase of 104%.
- Extended existing services to North Lakes Town Centre, Griffin and Mango Hill and introduced a new local route for North Lakes.
- New weekend and public holiday services for Joyner, Bray Park, Lawnton and Strathpine.
- Additional capacity for 4875 passengers on the Caboolture line, 5625 on the Ferny Grove line and 5625 on the Shorncliffe line*.
- Operators in the region: Caboolture Bus Lines, Kangaroo Bus Lines, Bribie Island Coaches, Hornibrook Bus Lines, Thompson Bus Service, and QR.

Sunshine Coast

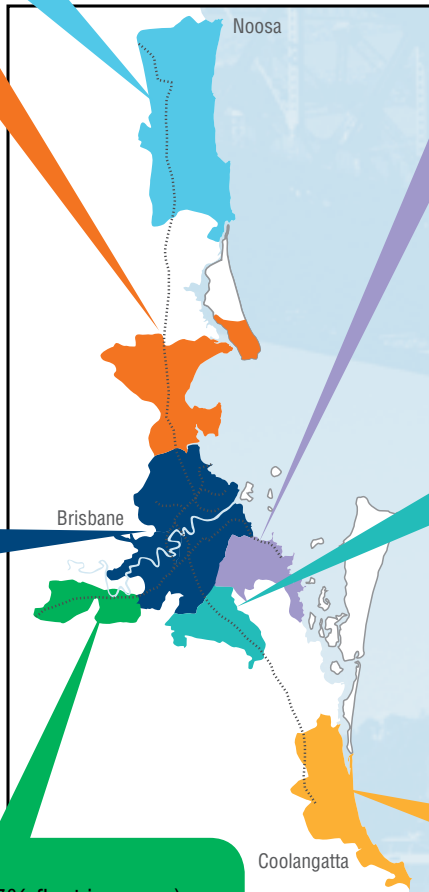
- 91 new buses and 91 replacement buses (41% fleet increase).
- \$12.2 million spent on service improvements. Expenditure increase of 107%.
- \$5.5 million for completion of the University of the Sunshine Coast bus station.
- \$298 million for duplication of the rail line between Caboolture and Beerburrum.
- Additional capacity for 375 customers on the Nambour line*.
- Operators in the region: Sunbus, Buslink and QR.

Eastern Region

- 47 new buses and 33 replacement buses (38% fleet increase).
- \$6.4 million spent on new services. Expenditure increase of 142%.
- Expanded NightLink route 250 to Victoria Point.
- \$900 000 for delivery of a park 'n' ride facility at the Sleeman Centre.
- Additional capacity for 10 500 customers on the Cleveland line*.
- Operators in the region: Veolia Transport Services, Mt Gravatt Bus Service and QR.

Brisbane Region

- 310 new buses and 153 replacement buses (36% fleet increase).
- \$53.6 million spent on service improvements. Expenditure increase of 69%.
- Introduced NightLink services between 1am and 5am from Brisbane CBD and Fortitude Valley on Friday and Saturday nights.
- \$26.5 million for Indooroopilly station upgrade.
- Expanded services into growing areas like Samford and Seventeen Mile Rocks.
- \$44 million for duplication of the rail line between Mitchelton and Keperra.
- Additional capacity for 3000 customers on the Doomben line*.
- Operators in the region: Brisbane Transport, Brisbane Bus Lines, BCC Ferries and QR.



Southern Region

- 79 new buses and 34 replacement buses (66% fleet increase).
- \$11.4 million spent on service improvements. Expenditure increase of 139%.
- Provided cross-town routes, such as services between Grand Plaza and Garden City.
- \$3 million for upgraded bus station at Logan Hyperdome.
- Additional capacity for 1125 customers on the Beenleigh line*.
- Operators in the region: Logan City Bus Service, Park Ridge Transit and QR.

Western Region

- 36 new buses and 24 replacement buses (57% fleet increase).
- \$3 million spent on service improvements. Expenditure increase of 141%.
- Restructured the existing bus network to provide more efficient and direct routes to train stations and local activity centres.
- Ongoing work on the Ipswich rail line including \$189 million for duplication of the rail line between Corinda and Darra (in progress).
- Additional capacity for 4500 customers on the Ipswich line*.
- Operators in the region: Westside Bus Company, Laidley Bus Company and QR.

Gold Coast

- 117 new buses and 77 replacement buses (45% fleet increase).
- \$14.3 million spent on service improvements. Expenditure increase of 95%.
- Introduction of special event services to Skilled Park.
- \$300 million for extension of the rail line to the new Varsity Lakes station (in progress).
- Additional capacity for 7500 customers on the Gold Coast line*.
- Operators in the region: Surfside Buslines and QR.



* Capacity added since March 2008.

Adult and concession fare tables

Zones travelled	Adult fares (January 2010)						
	go card	go card 'off-peak'	Single	Daily	Off-peak daily	Weekly	Monthly
1	2.30	2.07	3.40	6.80	5.10	27.20	108.80
2	2.70	2.43	3.90	7.80	5.90	31.20	124.80
3	3.20	2.88	4.70	9.40	7.10	37.60	150.40
4	3.60	3.24	5.30	10.60	8.00	42.40	169.60
5	4.10	3.69	6.00	12.00	9.00	48.00	192.00
6	4.60	4.14	6.70	13.40	10.10	53.60	214.40
7	5.00	4.50	7.30	14.60	11.00	58.40	233.60
8	5.40	4.86	7.90	15.80	11.90	63.20	252.80
9	5.80	5.22	8.50	17.00	12.80	68.00	272.00
10	6.70	6.03	9.80	19.60	14.70	78.40	313.60
11	7.10	6.39	10.30	20.60	15.50	82.40	329.60
12	7.40	6.66	10.80	21.60	16.20	86.40	345.60
13	7.70	6.93	11.20	22.40	16.80	89.60	358.40
14	8.30	7.47	12.10	24.20	18.20	96.80	387.20
15	9.00	8.10	13.10	26.20	19.70	104.80	419.20
16	9.70	8.73	14.10	28.20	21.20	112.80	451.20
17	10.60	9.54	15.40	30.80	23.10	123.20	492.80
18	11.20	10.08	16.30	32.60	24.50	130.40	521.60
19	11.80	10.62	17.20	34.40	25.80	137.60	550.40
20	12.70	11.43	18.50	37.00	27.80	148.00	592.00
21	13.30	11.97	19.30	38.60	29.00	154.40	617.60
22	14.00	12.60	20.30	40.60	30.50	162.40	649.60
23	14.70	13.23	21.40	42.80	32.10	171.20	684.80

Zones travelled	Concession fares (January 2010)						
	go card	go card 'off-peak'	Single	Daily	Off-peak daily	Weekly	Monthly
1	1.15	1.04	1.70	3.40	2.60	13.60	54.40
2	1.35	1.22	1.90	3.90	3.00	15.60	62.40
3	1.60	1.44	2.40	4.70	3.60	18.80	75.20
4	1.80	1.62	2.70	5.30	4.00	21.20	84.80
5	2.05	1.85	3.00	6.00	4.50	24.00	96.00
6	2.30	2.07	3.40	6.70	5.10	26.80	107.20
7	2.50	2.25	3.70	7.30	5.50	29.20	116.80
8	2.70	2.43	4.00	7.90	6.00	31.60	126.40
9	2.90	2.61	4.30	8.50	6.40	34.00	136.00
10	3.35	3.02	4.90	9.80	7.40	39.20	156.80
11	3.55	3.20	5.20	10.30	7.80	41.20	164.80
12	3.70	3.33	5.40	10.80	8.10	43.20	172.80
13	3.85	3.47	5.60	11.20	8.40	44.80	179.20
14	4.15	3.74	6.10	12.10	9.10	48.40	193.60
15	4.50	4.05	6.60	13.10	9.90	52.40	209.60
16	4.85	4.37	7.10	14.10	10.60	56.40	225.60
17	5.30	4.77	7.70	15.40	11.60	61.60	246.40
18	5.60	5.04	8.20	16.30	12.30	65.20	260.80
19	5.90	5.31	8.60	17.20	12.90	68.80	275.20
20	6.35	5.72	9.30	18.50	13.90	74.00	296.00
21	6.65	5.99	9.70	19.30	14.50	77.20	308.80
22	7.00	6.30	10.20	20.30	15.30	81.20	324.80
23	7.35	6.62	10.70	21.40	16.10	85.60	342.40

Prices include GST. Please note: On 1 January 2010, QR three, six and 12 month passes will no longer be available for purchase.

Fare examples

A **commuter** travelling two zones, ten times a week will pay just \$27 using a go card – a saving of \$4.20 when compared with the weekly paper ticket alternative. In fact, 13 trips can be made for less than the price of a two zone, weekly paper ticket (\$31.20).

go card is also good value for those passengers travelling less frequently. For example, a **student** making two trips in a day over four zones will pay just \$3.60. By comparison a four zone daily ticket will cost a student \$5.30. If making the same return trip three

days a week, go card offers a saving of \$5.10.

Off-peak discounts now available on go card also provide savings when compared with the paper tickets. A **senior** go card holder travelling in the off-peak will pay just \$1.44 per trip, or \$2.88 return, over three zones. When compared with an off-peak daily ticket (\$3.60) go card offers a saving of 72 cents, or 20 per cent.

Contact us:  www.translink.com.au

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