

## **RAIL Back On Track 2016 Public Transport Passenger Survey – Unedited Comments**

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

**Answer**

Thank you for the opportunity to have a say!

Platforms need to be raised for better accessibility for disabled. Buses and trains need a larger more open area for wheelchair access and bike storage. Overall I support public transport but would love to see cycling added to this, as cycling infrastructure should be part of public transport planning. Also would love to see use of hire bikes at each station to encourage more people to commute on bike to work. Trams should be reintroduced in all major cities to encourage short distance travel.

Gold Coast trams are always clean, I have my ticket checked nearly every time I travel, the staff are friendly and I genuinely feel like 'they care'. In 40years in QLD its the best public transport experience I have had.

If the tram system was a 10 - QR would be a 3.  
Everything the tram system is, the QR system is not.

Time for a massive cleanout and rebuild of QR I think.

Brisbane needs a light rail also the go card should be the same as the opal card in sydney it has alot easier fare system better than go card

QR sucks  
TransLink sucks  
Buses suck  
Light rail is the only thing that works

Public transport reform is required in SEQ - buses - trains - ferries all working together to deliver the best possible outcome for the community. The current silos and decision making is not leveraging the current and continued investment made by those who pay taxes to support public transport and this is a travesty which needs to be corrected.

Build Stage 3 to the Airport as soon as stage2 is finished.  
This is the greatest thing to ever happen to the GC.

Doomben line needs to have its Saturday timetable duplicated to Sunday and desperately needs to be extended to North shore to improve patronage. Buses should be feeding better into train stations and avoid having such long route lengths which reduces the reliability. Build Cross River Rail and feed as many buses onto the train lines where it makes sense.

Bus answers relate to Transdev. Victoria Point Bus Station to Buranda.  
Service is not frequent. Too much hassle to use Transdev during off-peak times. I only use the service during peak times to travel to work Monday to Friday.  
I would not even contemplate using Transdev during off-peak to travel to Brisbane due to the long

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waits at either Carindale or Griffith on outbound journeys.

JUST NOT WORTH THE HASSLE ! Private car is only option for off-peak journeys.

Biggest complaint is some Transdev drivers trying to sneak past Buranda when the bus platform is full of buses and leaving passengers behind. I have been purposely left behind on a number of occasions even though I have madly waved my arms. Don't they realise that there can be up to 50 minutes to the next service. One day a passenger will be run down when having to step out onto the busway to stop these inconsiderate drivers. I give my thanks to the majority of drivers who do the right thing. Thank-you.

I've also noted in the last few weeks, many more passengers catching the buses at Victoria Point . Of the ones I have chatted to, most seem to be former rail passengers who cannot risk the unreliability of trains turning up over the last few weeks. They need to be sure they will be at appointments and work commitments.

As a result, I find myself having to stand usually on the outbound services from Buranda. As I suffer from Fibromyalgia, this is becoming quite painful to stand for long periods. Even worse when the bus is a coach with very little to hold on to. I may have to give up on using buses due to my condition which is a shame.

Buses - Brisbane City Council and Lord Mayor Graham Quirk still have not fixed the bus network routing. It has been three years now since the 2013 bus review, they have sat on their a\*\*\*s while the bus network wastes huge amounts of money on competing against QR trains and duplicating other bus services. Unbelievably, there are still humungous 'black hole' suburbs in Brisbane that don't have decent bus service - Yeronga, Centenary, Albany Creek and Bulimba spring to mind.

Brisbane Transport must be removed from Brisbane City Council. It is far too politicised, for example, the time when BCC council officers were instructed not to attend TransLink bus review meetings on six occasions in 2013.

Trains - Queensland Rail and Premier Anastacia Palaszczuk are a joke! Sack (no-)Transport Minister Stirling Hinchliffe! Instead of limiting the fallout/damage to the Redcliffe line, they decided to propagate disruptions and cancellations across the ENTIRE SEQ rail network. I am so fed up with this - take Queensland Rail and sack all of them. The lot! Privatise Queensland Rail like Melbourne. Bring in MTR Hong Kong or some other big shot corporation that actually knows how to do up a timetable. The Queensland Rail "customer charter" is a joke and toothless. Can you believe that their "customer charter" hasn't been violated despite their inability to run train services in SEQ? It is not worth the paper it is printed on, in my opinion.

Trains are often dirty, look down the side of the seats on some of these trains - gum, trash, grease and grime. The train frequency is third world - Perth Western Australia does a better job with the train frequency. They need to modernise Queensland Rail because it is just burning money and grossly inefficient. Straighten and raise the platforms. Get driver only operation going. Get rid of level crossings. Start building TODs around as many stations as possible. If Melbourne and ALP

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Daniel Andrews can remove 50 level crossings, why can't Annastacia Palaszczuk? Sell a power station or two if you have to.

Ferries - Ferries are the saving grace here and are well run. Perhaps it is because Brisbane City Council privatised the CityCat to multinational corporation TransDev. Ferries need to run every 10 or 12 minutes during the daytimes for good connections.

Bus frequency for me is good as I have access to routes 444 and 443. Also use Route 66 quite a bit.

As a former QR staff, I am horrified and embarrassed at what is going on now with their lack of preparedness for service changes that they knew were coming. I am hoping that full Inquiry outcomes are made transparent so that those in the decision making chain who have failed our society are held to account.

Can't believe it is so difficult to go from the centre of Sunshine Coast (Maroochydore) to Brisbane. This is the missing link. A direct trip from M'dore to Brisbane would remove many cars from Bruce Hwy. Also, more people would go to Brisbane for shopping & entertainment if it was easier to get there. Not having a train direct from M'dore to Brisbane is backward & primitive and not conducive to business & ecological considerations.

Go card software logic could be improved. I do the same trip every day to work and back, yet if my touch on or off doesn't work (generally due to a faulty reader) then i am fined \$10, Yes i can dispute it on the website if i realise that the trip hasn't been recorded correctly,. however this is often not possible due to crowds, and poorly maintained readers (faded screens , slow response and low audible feedback). Surely a few simple lines of logic of logic could determine that this was a mistake/fault and not a habitual fare avoidance and give the regular user (over 30 years now) the benefit of the doubt ??.

Overly enthusiastic undercover translink officers fining pedestrians who step over the crossing line milliseconds after the alarm sounds (it takes that time to determine wether is the alarm for line you are crossing or the other line at coorparoo), Meanwhile cars are regularly queued over the rail crossing with impunity ( a much higher risk proposition)

The governments handling of public transport has been very poor. Not just with the recent debacle with staffing, but te MBRL signalling, NCL duplication stopping at beerburrum, the political football known as CRR, the fare games, the list goes on.

As a Brisbane resident who is having to travel to the northern parts of the Gold Coast regularly enough the amount of bus routes that run on a 2 hour frequency and cease at 5pm is appalling. Of course no one will use it when it barely runs

I used to think there were too many trains running through the week e.g. every 15 minutes compared with buses which only run once per hour where I live. Ever since the rail debacle commenced, I have not been game to catch a train at all for fear of being stuck somewhere. I have also noticed fewer people using buses at off-peak times. Maybe they're afraid of not being able to

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catch a connecting train, or being on a bus when some maniac decides to murder another bus driver. I would still love to know if the death of a bus driver was partly driven by frustration with the public transport network (especially trains) or racially driven. I was travelling on a bus when the driver found out via his radio that another bus driver had been killed. After that, he expressed anxiety and worry regarding a possible threat to his own life. I think he was an Islander.

I live at Rosewood - the express train timetable before 7am is adequate but passengers have dropped off over the last 5 years - city travellers drive their cars to Dinmore and Redbank. After 8.05am the trains are not as frequent and after 9am the trains travel to the city hourly and change at Ipswich making the trip to the city 1hour 40 mins. I am a pensioner and have to travel to the city for Doctor's appointments - preferring to travel early to arrive in the city before 9am I have to pay half full fare. On the return journey my fare is cheaper but a pensioner rate of \$2.50 per day to travel all over would suit many elderly travellers - more people would use the trains. There are people in Rosewood who have not travelled to Brisbane City for years because it is too expensive. Now Rosewood does not have trains running on weekends for the unforeseeable future and we may not have an improvement in our rail network until there are more drivers recruited to drive the trains. Not enough publicity is advertised that a Qld Government Seniors Card has a Go Card printed on the back and can be used. I have set up an automatic recharge on my Go Card and my only other wish is it would be good to be able to use it on the Sydney rail line when I travel down to NSW (like the Toll Way I use in my car). I also think there has to be a change of "rail think". Now that the Springfield Line has opened and is very popular, would it be a good idea to run all the trains from City to Ipswich, run express from the city to Darra then all stations to Ipswich. All trains to Springfield could be all stations City to Darra and on to Springfield. The same for the return trip from Ipswich to the city etc.

Think high-speed rail to replace existing system which will never last the next 2-3 decades let alone 50-100 years over which planning should take place.

We can afford it; we can't afford to keep investing in old, slow rail which isn't attractive enough to get people who are commuting out of their cars if they don't actually need one for business (like tradies, couriers).

Yes. Complete the Rail Duplication From Caboolture / Beerburrum to Nambour / Gympie. To Include a Bi-Direction additional Track for Freight Trains between this section as well extended Crossing Loops from Bowen Hills to Caboolture. In stages, install Track Gauge for Standard Gauge Rolling Stock. To speed up Freight Movement.& Long Distance Passenger Trains.

We need proper integration between bus and rail.

After 18 years using Sydney and Melbourne rail and bus systems, Brisbane came as a shock in 2008. Outdated uncomfortable trains, buses that shake fillings out, zero fucks given during major rail outages, rude staff, single line to Nambour (in 2016!!!! what in the actual fuck), buses that simply don't show up (or get ahead of timetable) - I could go on and on. AND - this is the best bit - we pay TWICE as much as Sydney commuters for the privilege. Worst.Transport.System.Ever.

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Queensland truly is 20+ years behind the rest of the country. I am currently changing jobs specifically so as to avoid having to use public transport. If QR is the solution then I am 110% happy to become part of the problem... after 8 years I just can't take any more of this.

Go Card technology needs an overall transition to Next Generation / NFC systems.

Translink Real-time information is fantastic but needs to be integrated into Google (and Apple) Maps.

Rail - so much to say.....

Top items from me:

1. Produce a timetable frequency (including express) that meets the need of the Citytrain customer area in 2016.
2. QR to actually deliver consistently to the above timetable, 7 days/nights a week.
3. North coast line to Nambour needs to be re-aligned (for speed) and double-tracked, to meet customer needs and support the regional efficiencies, takes cars and freight off roads, and debottlenecks growth. ( Lack of infrastructure constricts growth)
4. Sort CRR with an appropriate visionary solution, and get on with building it.
5. Avoid having the Brisbane Metro solution screw up efficient integrated public transport for customers.

Brisbane Bus system -

Review the whole network/timetable to improve efficiencies and its integration with other public transport .

Good luck, and keep up the campaign voice advocacy of the customer.

1. QR need to get their act together on timetable matters so they can improve reliability.
2. Government needs to be more involved overseeing QR as QR now appear they don't have things under control.
3. Every week lately my train at least one or 2 days a week on the Beenleigh line is late or cancelled. It wasn't like this 6 months ago.

Sack every QR executive involved in the driver shortage fiasco.

I only use trains for public transport. The train system in SEQ is a farce. Translink are the cause not Qld Rail.

My ratings are in respect to when the timetable was good e.g. before the opening of the Kippa Ring Branch. And before the lack of trains caused by the late arrival of the NGR fleet and compounded by the lack of foresight re Drivers required. And take note of the increased number of 3 car sets running around now.

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QR should be able to organise itself without continual interference by Government and others having little transport experience.

With regards to pricing, it is unfair that people who choose to live in one region and work in another are subsidised by those that work close to home.

The policy of QR with regard to paying compensation for commuters who are forced to pay for a cab to get home when the train running has caused them to miss their connecting transport. This has happened to me several times. The train that should enable me to catch a bus home is delayed, so I miss it and I have no other way of getting home in the evening. A cab is my only option, apart from walking the 20 minute walk in the dark home. Not a safe option for a woman alone. It costs \$11.00 plus.

NONE

Go Card should be abolished and replaced with bank cards. This solves all of the issues with the system from having to carry extra cards to requiring different cards for each city in the country.

Trains need to have their soft furnishings refreshed more frequently. The Platform 10 door to RSP needs to be open whenever train services are running. Trains need to link with busses.

Busses need to terminate to more train stations. Busses need to be more reliable - no more no city gliders, then 4 at once. Brisbane CBD needs busses to terminate elsewhere (i.e. not run through CBD streets), with a network of busses running city streets on bus lanes connecting to major bus and rail hubs.

All public transport needs to run later, if not more 24/7 services.

Dakabin Station is still not DDA compliant and the state gov just issued a very false and intentionally misleading report about the situation.

Trains are not looked after enough anymore windows are always covered in scratches and just unclean

Rail is a disgrace the spilt of trans link and QR and the inability to talk to someone at a station about a Go or ticket machine issue is a farce.

Dakabin station upgrade needs to occur. The report prepared was already out of date due to the opening of the redcliffe line and made assumptions that people would use that line but they do not due to the long travel time.

To improve passenger rail services in the western suburbs of Brisbane, the Tennyson line should be reopened for passenger services and a new station built in the area where the former station was. The sooner the Queensland and federal governments come to a funding agreement for the Cross River Rail project the better.

biggest issue I have is 'touch on' and 'touch off'. If you are hard of hearing, or have poor eyesight it is difficult sometimes to tell if your card has registered. You can't just stop and block the flow of

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other commuters whilst trying to work it out. In addition, if you have a 'fail to touch on/off' and you request an adjustment that trip doesn't count towards your number of weekly trips, ie: it affects your free trips after 9 trips.

Bus timetables poorly reflect peak hour travel.

It is wonderful having a new train line on our doorstep, but wish we could catch the 680 to Redcliffe in the evenings on weekends and have the occasional date at a restaurant at dinner time.

Cleanliness on trains could be improved. But generally speaking the Rail service for inner north stations are good. Thanks

Don't you want to know how often I use the system?

Queensland Rail is Queensland Fail. New timetable is hopeless.. lack of connections at Petrie in the early morning for new Kippa-Ring/Caboolture changeover. Lack of drivers. Lack of trains. Total lack of reliability. Queensland rail SLA's and results are not reflective of actual performance. within 5 minutes of timetable is not an SLA, it is late. Making trains run express should impact on SLAs. All external factors should contribute to SLA results - external factors should not penalise QR but nonetheless should be reported in an aggregate result. 30min off-peak frequencies on rail should be abolished and replaced with 15 minute off-peak. QR is a shambles.

The expansion of the TAG axle fleet across the Northside is overdue and needs to be implemented asap, as well as urgent upgrades to busi infrastructure on the Northside north of Kedron including construction of the busway. Finally Brisbane Metro is a stupid idea.

Weekend frequency and outside of business hours is very poor for trains.

Not enough drivers, not enough trains, air con sucks in old trains, too many staff at central station, train guards should be replaced with cctv for driver.

I travel by bus and train regularly, though not every day. I usually travel with someone who is blind, or with someone who needs a mobility scooter / wheely-walker to get around (otherwise I travel by bike). Until the recent troubles with the train crew shortages, I regarded the city trains as about the best I have experienced anywhere (having travelled about the world before landing in Brisbane about 30 years ago). My only issue with the trains was the half hour wait when connections did not quite meet, or when I just missed a train. The bus I most often use is the 335 - which is NEVER on time when I have used it during the day! It can be 20 mins late at Chermshire. I also use the 326 and 310 buses. Generally the crews and station staff are great but one or two individuals have behaved dreadfully to my friends (as though they don't qualify for facilities for the disabled). Considering Climate Change, I am concerned that the infrastructure and public transport needs to be upgraded and more integrated to attract more people away from their private vehicles.

Bus in my area leaves every hour. It is such a high growth area and more services are needed. Redcliffe line is always packed between the city and Strathpine and while it can't be done at the

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moment because of the shortage more services will be needed. Every 5 mins in peak and 15 mins in off peak frequencies will be needed to cope with demand. Buses are always late (often for no reason) and have to pay top dollar for this poor service.

Rail reliability/performance was a lot better prior to the Moreton Bay link coming online.

Airtrain is ridiculously expensive and schedule does not connect with inbound Ipswich trains so is unusable early in the morning.

More buses overall should connect with trains, not compete.

Having an hourly service finishing before 6pm and no Sunday service is totally unsatisfactory. In addition bus services do not connect with trains timetables which adds an additional hour to travel time. (Parts of Sunnybank Hills needs an improved or commute service to the main drag).

When will the authorities finally accept that major reforms are needed to deliver more convenient, reliable and economical public transport options to SE Qld. Tired of the 'same old' approach and lack of progressive mindset.

The sooner BCC transport is forced by Translink to actually coordinate transportation satisfactorily the better. The sooner fares are brought under control and are affordable, the better.

Sort this mess out as soon as possible. Nothing seem to be happening. It seem all talk promise less action. That my opinion.

PT is far too expensive. I live close to the city and a cab is cheaper than two people to go to the city. Congestion in the city during peak hours is exacerbated by buses queuing across intersections and using streets that are unsuitable. Smaller more frequent buses in the inner city would be better.

The next director general for DTMR must be Jeff Kennett.

Bus and train services are an insipid mess in Queensland. And if you go and have a look at which ones have the chronic problems is the government owned ones run by Brisbane Transport and Queensland Rail.

Privatise the lot of them.

I'd consider using public transport more if it wasn't quicker for me to cycle. Door to desk including shower is 90mins by cycle. Last time I checked it was 2 hrs by any means of public transport. It takes 30mins by tunnel and 45 to 60 mins without the tunnel.

Buses on Brisbane northside are heavily impacted by traffic and there is no rail close to me.

Co-ordination of bus to rail and bus to bus in Brisbane is shocking - should be sub 5 min wait if



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properly timetabled, but we can't because buses are held up by traffic.

Our cycle lanes need to be protected and actually go places people want to commute - not just up and down the river where they don't inconvenience motorists

Qr has tried to do too much with too little, doubtless egged on by political imperative and popular misperception. It has been set up to fail, and the Commonwealth Games outcomes might be yet another pr disaster for an organisation overrun with contemporary managementspeak, affirmative action, frenzied social justice warriors and the usual assortment of hangers on, social climbers, publicists and people who plain know nothing about the industry or how it works.

Qr has recruited heavily using the contemporary paradigm a bunch of people that care little for running trains, and are more focussed on quarterly bonuses, titles, cliques and empire building. The actual train crew are increasingly marginalised as blue collar troglydites, out of touch and to be forcibly dragged into reality with diversity, touchy feely indoctrination sessions and rubbishy promotional materials that have nothing to do with running trains, and everything to do with forcing agendas.

Qr as a decent place to work, and have a career, is finished. Like many govt owned entities beforehand, it has been ruined by sjws, legalism, affirmative action and the breakup of a vertically integrated business. It has been a long and protracted demise, initiated publicly in 2009 and to be completed with the final privatisation of passenger services under a future administration.

Rip, qr. I remember you well from the 70s onwards. My how youve changed.  
TMR manage two contracts for government in the rail space.

Why is the light rail performance and the entire light rail system light years ahead of heavy rail?

From an operator contract management perspective, what is TMR doing differently between the two?

Makes no sense to me, one is a dogs breakfast and the other one perfect.  
I use taxis also & would like to see taxis able to accept go card

Integration of bus and rail and ferry (and GLR on the Gold Coast?) is almost non-existing. Excess inconvenience and/or delay to customers seem irrelevant to public transport in the Brisbane region although beyond the BCC bus service area, some of the bus service providers (Gold Coast in particular) demonstrate a good idea of how integration works well. In Brisbane, the historic competition of BCC buses v QR Citytrain continues unabated and customers are the losers. Clearly Translink and QR Citytrain are controlled by TMR with domination by the MR bit ..!! However the rail service is patchy on the longer routes eg Sunshine Coast. Who wants to do a long trip in a bus when there should be a train? Frequency is far too low and the branch line to Maroochydore seems to be being ignored as exemplified by major road expenditure on the Bruce Highway (driven by commuter demand). The proposed light rail doesn't connect to the airport or the North Coast rail

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line (why have LR if the CAMCOS train is alive in TMR?) and recent bus route 'consultation' doesn't even mention the CAMCOS corridor and urban development at the major stations ie the current and future interchange opportunities eg at Caloundra South/Aura, Caloundra, the new hospital, Kawana, and Maroochydore etc. Without the promotion and implementation targets for these projects, the community can't even begin to adapt to integration of public transport and land use planning. Has TMR even heard of Transit Oriented Development that QT used to promote? This level of integrated transport and land use was 'promised' by the SEQ IRTP nearly 20 years ago but aside from Springfield, it is not even being promoted other than in endless project evaluations and costly consultants and consultation with no outcomes. The best public transport providers have community representation up to the highest levels of management of the organisation, not just a few reference groups to be ignored. Until the current organisation is replaced by a new responsive structure of TMR, BCC buses and Translink, TMR will continue apparently uncontrolled. TMR will continue to ignore its numerous iterations of plans and many strategies not implemented while Translink therefore remains little more than a rubber stamp for TMR decisions. Customer needs and benefits and efficiencies of an integrated public transport system will continue to be ignored. The result as demonstrated in the last 20 years since the IRTP and related SEQ plans is little real relative growth in public transport services as compared to ongoing growth in population and car commuting demanding more roads to try to reduce congestion - this simply generates more car traffic exactly what is causing the traffic problems now.

It is ridiculous that the bus fare to Ashgrove/St Johns Wood is so high. Buses are infrequent and don't stop at the local bus stops.

When people visit from NSW they are surprised by the whole lengthy experience of getting to Southbank etc. We drive instead as that is cheaper and easier.

City Glider bus is good, but often comes at irregular intervals. Most Ferny Grove line train trips to the city involve several minutes wait at Bowen Hills for other trains to clear.

Cancellations because of current " crisis " have been negligible. Service has improved over the years especially frequency during peak hours. I am looking forward to the fare cuts and new timetable in January.

A lot of the time my trains are delayed, not only delayed when coming to my station but also nearing busy stations such as Bowen Hills. It would be nice for everyone who does catch public transport to have an ease of mind when traveling via public transport, from personal experience this is not the case. Colleague's and friends are also displeased by your services time to time, as am I. Please stay organised for the better of Australian commuters.

Car park at Ferny Grove railway station is terrible. There isn't any car park space after 7:00am, and commuters need to park on the street far far away from the station. Please build more car parks at Ferny Grove railway station.

Thanks

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**Answer**

If there is two of us travelling we tend to take the car rather than the train due to the cost and convenience - no parks left at train station and usually able to park closer to venue.

If you have a family ( we are 59 years old) it is far cheaper to drive and park, even in Southbank.

We grumble a lot, but really, Brisbane has a pretty good public transport system - I've been in Sydney, Paris and London recently, and our integrated system compares very well.

Investment in track needs to be made urgently to allow 15 min frequency on all train lines. Evening bus services on the Good Coast cut by the LNP government need to be urgently restored. This will restore ridership even on day services. People won't use PT if they know the can't get home after 6 should they choose to stay out later. Similarly, last GC trains, previously 23:25 need to be restored. 22:59 from Central is way too early for concerts etc away from the city.

I often travel from Teneriffe to the Cultural Centre. During peak hours this is a nightmare as buses are always delayed due to being stuck in traffic. Even the bus priority "Jump Zone" on Anne St at James St intersection, is a joke because cars always park in the Left Only lane -effectively preventing the bus from getting priority.

Long delays along Anne St inbound in the afternoon peak, but Adelaide St is an absolute car park.

I have had this trip take me 30 mins, up to 45 mins - to travel a distance of 2.5 km. Once we all asked the bus driver to stop and let us off - we walked quicker along Adelaide St.

The other night was the launch of the Xmas tree in King George Square and the bus delays inbound from Anne St were a disgrace. We spent 15 mins to travel the length of the park on Anne St at the junction of Queen St. The traffic was hardly moving along Adelaide St. In the end us passengers told the driver the delays were ridiculous and he was eventually persuaded to detour from his route, missing scheduled stops - but under the circumstances, it was the only option that was OK.

Buses must be given absolute priority. Totally ban all private cars from Adelaide St during the afternoon peak hours.

The public transport decision makes obviously never get the buses inbound on Anne/Adelaide St in the arvo peak hours.

Rail reliability for a new world city is disgusting ????????

This upcoming adjustment of timetables, fares and zones is well and truly overdue. The issues with the Kippa-ring rail service availability were a disastrous farce leaving consumers in ridiculous situation for problems that should have been easily foreseeable and avoidable. Public transport is still not as linked as the name Translink suggests and the Journey Planner online need severe overhaul, as even the new site gives useless information (e.g. services already departed whilst

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looking for an upcoming service I need to use).

A. I've rated fares satisfactory, but this is due to the fact that I have a concession Go-card. I don't know the figures from Qld, but the stats from NSW are that a whopping 80% of rail usage is by those with concession cards. If Qld is anything near this, then I believe there is a strong case that the concession ought to be given to everyone. Why? It would drive usage up, and with this the economic viability of rail transport.

B. SE Qld is part of a wider conurbation, which extends interstate into Northern NSW. It therefore makes sense for the interstate rail to be co-ordinated with input from both Qld and NSW. Some suggestions? 1. Co-ordinate leaving time for the southbound XPT from Brisbane - 6am is too early to reach Roma Street Station, especially during Daylight Saving. 2. Open (or re-open) short platforms for the interstate line at Greenbank and Bromelton. 3. Have a daily return service (later than XPT) Brisbane to Casino. 4. Extend the Gold Coast line down to Byron.

A find it intriguing to hear the Qld Premier say "visit Queensland" in a vain attempt to boost tourism numbers, however how do you get to these locations when the only reliable way to get there is by car. If you thing south-east Qld transport needs to improve try getting around the whole Qld by rail. It is stuck in the last century. It is hypocritical of the state government to put in a railway line to support the mining industry but not the tourism industry.

Needs more collaboration between State (rail) & BCC bus services. Too many buses on CBD streets. South Eastern Busway ending at South Brisbane is a joke. Loss of Vic Bridge to buses & soon Metro same. Needs more rail/bus interchanges. Electrify dual gauge on Cleveland line to provide better express services. Closing William Street for 6 years & diverting more buses into CBD will not end well.

Mediocrity continues on TransLink's network. Rail has gotten particularly worse with the train driver issue, offsetting any frequency gain as a result of opening the new Redcliffe Peninsular Line - the gains for which were pretty ordinary in the first place. Lack of 15 minute frequency on most lines is also a big issue.

On the buses, feedback simply isn't being listened to. The most recent spate of bus changes has actually made catching the bus even less convenient, and will probably encourage me to drive even more often now. I used to be a daily bus user, but the high levels of unreliability, low frequency, stress of misconnections or having to walk kilometres in summer heat to reach my destination makes driving a much better option.

Until the PT network is fixed, I will continue to use my car for all trips where driving is a viable option (i.e. all trips but weekday trips to UQ/City).

QR Brisbane region is now probably the worst rail system in the developed world. Slow trains, unreliable, rarely on timetable, uncomfortable, dirty and very poorly maintained.....for example the ICE train window blinds which are a disgrace. The timetables are shocking, trains slow and fares too high.

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

**Answer**

15 minute frequency between Milton-Toowong during counterpeak is not good enough. Even 9 or 12 minute frequency between these stations during counter-peak would make a big difference, and would also help reduce the trains backing up in the tunnel between Roma St and Central during the AM peak.