

## Quick statistics

Survey 558858 'RAIL Back On Track 2018 Public transport passenger survey'

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## Results

### Survey 558858

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Number of records in this query:	287
Total records in survey:	287
Percentage of total:	100.00%

## Summary for q0018

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

Answer	Count	Percentage
Answer	144	50.17%
No answer	110	38.33%
Not completed or Not displayed	33	11.50%

ID	Response
927	<p>1. Queensland Rail should be privatised by worldwide Expression of Interest and then competitive contracting. Nobody has explained why \$1.8 billion of taxpayer money is just handed to this operator and its contract renewed, come what may. There are now plenty of private operators that could run the SEQ rail network like Metro Trains, Deutsche Bahn, Keolis etc.</p> <p>The current model is NOT working, because the minister keeps renewing the QR contract no matter what! Private contractors already run buses, ferries and light rail in Queensland, so this is not new at all. People need to ride the privatised CityCat or privatised Gold Coast Light Rail that we have already have to see that their fears that this will trigger the apocalypse are unfounded.</p> <p>2. Brisbane City Council needs to review the ENTIRE BCC bus network. Many suburbs could get BUZ frequency buses from the simple amalgamation of existing bus routes, with little or no new expense or infrastructure. Usually after BUZ upgrades the patronage doubles. The current administration should realise this and do it because their political opponents are already on to this, and already came out with plans last BCC elections for more BUZ routes.</p> <p>3. Bus stop locations need to be reviewed so that buses are fast and consistent. Having both local and express stops adds unnecessary complexity.</p> <p>4. Do something about the Great Circle line. Simplify, clockface timetable, maybe break into two sections for reliability, a southside GCL (Indooroopilly Toombul) and a Northside GCL (Indooroopilly -- Cherside -- Toombul)</p> <p>5. More trains in the off-peak and boost train frequency to 15 minute all day service.</p> <p>6. TOD Zoning. When each car park costs around \$50 000 each it is not a good expenditure of money. Allow high density TOD near stations so that people can walk to the station, clearly there is demand for that and it makes money for the government, rather than car parks which cost money.</p>
928	Need to fix #railfail!
929	Privatisation won't fix it.
931	The state if the SEQ rail network is deplorable. Lack of frequency and reliable services.
933	<p>Public transport funding for SEQ + regional services should be higher on the political agenda at all levels.</p> <p>Need extra \$\$\$ for services + frequency not just for flagship projects like Cross River Rail and Metro.</p> <p>Transport investment decisions need to be based more on independent planning and less on political pork-barrelling.</p> <p>Politicians need the courage and leadership to make tough calls to improve public transport long-term and see beyond the social media trolls and union threats.</p>
935	Translink needs to ensure that buses don't run early and abandon the timing point process. Additionally, they need to ensure that concessions are checked, many passengers are claiming concessions that they are not entitled to.
936	I've travelled extensively in Australia, Europe, the UK, and USA using public transport. I find Brisbane is well,served in some areas, but not in other areas.
938	I use shorncliffe line. Poor service frequency. Lots of cancellations. Now drive from sandgate to eagle junction where frequency is better. No parking if you want to travel mid morning. Walk 1/2 km back to station. Its ridiculous.

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- 941 The main problem is the lack of the much talked about and long promised "integrated" public transport yet there is almost no integration of timetables or frequency.  
There is very poor proximity and easy access at interchanges eg too far between mode stops eg bus and rail and bus and ferry.  
There is almost zero priority for buses on roads where buses are needed (often former tram routes) ie bus lanes.  
Funding priority is given to improving roads to try to reduce traffic congestion for cars not public transport rather than onvcrease mode share of public transport especially in new suburbs and new towns (even Springfield) not considering why park and ride is so important rather than promoting, encouraging and providing for local feeder buses, cycling, walking, kiss and ride, etc.  
Aside from the Gold Coast, SEQ generally is very poor to bad and GC would be even better if more frequent trains!  
No major significant efforts from Feds at improving public transport since the Whitlam era?
- 943 I stopped using Rail and just drive to work. It's easier and safer. I can't leave getting to Ipswich to random chance.
- 944 Does TMR have a light rail division?  
The difference between the performance of light and heavy rail is like night and day.  
Do TMR manage the light rail operator contract as well, like they do with QR?
- 946 Current timetable needs to be scrapped as there are too many gaps between services, leading to overcrowding and late running services.  
Counter-peak services on the Springfield/Ipswich lines need to increase to meet current demand.
- 947 Living in an outer bayside suburb, I avoid public transport as much as I can. Buses are infrequent and unreliable (A Sunday service has been added for Wellington Point to take people to the reserve at the end of Main Road, however it appears to be driving around with the " sorry no in service" sign displayed a lot of the time?!?!). Rail into the city is awful. Services are not frequent enough and crowded, and other passengers are rude and inconsiderate. I love travelling on city cats, behaviour of fellow passengers much better because staff are present in the cabin and will speak to people behaving inappropriately.
- 948 Would like to see a light rail in brisbane and a better train service as qr services r very very poor and cheaper fares across the network.
- 950 Probably the worst train / bus timetable integration that I have seen globally. When the rail runs 3 minutes late (on time!) the Translink Contract with the bus companies mandate that they depart 'on time' (or are penalised) with the ridiculous event that as the train pulls in, the bus departs, leaving patrons up to 30 minutes wait in the outer suburbs. NSW had a system 15 years ago where the bus waited for a particular train. And as to the farce on the cross platform transfer at Petrie where one train will close it doors just as the other is arriving. Seems QR is obsessed with running trains and NOT THE PURPOSE of the service.
- 952 Complete timetable fail. No 15min train service in peak hour is pathetic.
- 953 I personally live 500m Boondall train station and if I miss the 7:30 train it's quicker for me to go drive and park at Carseldine. How is that an incentive to use public transport.  
The bus service around to/from Goodna Station, Springfield and Springfield Central Stations is terrible. It takes far too long. They should use little shuttle buses and do more frequent small loops around various areas. I hardly ever get the bus because it is so unreliable. The 522 buses always seem to have something wrong with them (according to the frequency of Translink notifications).
- 955 Go card integration with credit/debit card.  
Better disabled access.
- 959 My comments are based on my personal circumstances. As someone who is retired and therefore "time-rich" I find issues like frequency of services less of an issue that if I was commuting to work either within the Sunshine Coast or to Brisbane (heaven forbid!) on a daily basis.  
  
An example of an issue - to attend a 9:00 am appointment in Caloundra from my home in Peregian Springs last year I needed to walk almost 3 kms to the David Low Way and catch the 620 bus to Maroochydore (the closer 622 route does not start early enough) and then the 600 to Caloundra in order to arrive on time. This would be impossible to do every day as a work commute in my view.
- 961 The entire South West (Middle Park, Jindalee, Darra / Oxley etc) needs Nightlink services and buses on weekends.
- 963 Go card - you can't top up less than \$20 online, only at machines, most buses only accept

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notes up to \$10. It can be difficult to catch a bus if you don't have cash or \$20 to spare to reload online, also it takes up to an hour online, so if you are waiting for a bus, it will take a while, compared to using the machine at a rail station or bus station or news agency that can, a lot of the network is not near a facility, this mostly just affects poor people or people short on cash flow.

Accessability - network is atrociously behind schedule. They were meant to be 55% disability compliant by 2012 (disability act 2002). In October 2018 it is reported as 53% disability compliant by Brisbane times.

They only intend on being 83% compliant for the whole qld rail POPULATION corridor, far below even a modest 80% of stations. It's worded carefully because there is more compliance of rail stations in higher density populations of Qld. They have a 5 year plan for this, around \$300+ million.

Buses - timetables suck. You should ask how many complaints they have had about missing trains because of buses being late due to disability/pram from having to cross the stations with lifts ect and having to wait half hour for another one just because of a bus or timetable conflict, more than once I've personally complained, i only had a pram but I felt so sorry for someone with a wheelchair so I complain.

- 964 Brisbane needs more public transport over preference to roads. Reestablish trams, for example. Transport should not cost as much as it does. Please undo Scott Emerson's bad pricing. Please link the outer Brisbane ring better especially where there are no trains.
- 967 Two comments:  
1. The courtesy of BCC bus drivers is predominantly very good. It makes the rare examples of incivility and anti-social behaviour stand out.  
2. I do not understand why BCC express services operate on the southern busway in off peak periods. It simply reduces the number of services available to the passenger at no appreciable benefit to the service (and it increases patronage on the 555).
- 969 On time running and reliability of service on my line has been good DURING WEEKDAY DAYTIME.  
A few times I have tried to use it at night, returning home from restaurants, and EVERY TIME, the scheduled train has sailed past without stopping. Young women were on the platform, with no other way of getting home, and they tell me this happens ALL THE TIME. About 30 people were on the platform at Albion. So I've phoned a Uber.  
This is absolutely disgraceful. I NEVER consider using rail at night now, and too many stations are bypassed on weekends for track maintenance, in my experience.  
I asked one of the rail managers at Central about this bypassing stations, and he was quite rude to me.  
This crap of leaving passengers standing, and re-naming trains mid service to try and meet performance indicators so managers could qualify for bonuses was got rid of about 30 years ago, and customer service commitments were honoured until about 5 or 6 years ago.  
PATHETIC.
- 972 I would like to use public transport more, but my daily route to/from work of 7km would take much too long by bus.
- 976 I hate they way buses no longer meet up with trains like they used to, I stopped using public transport because of this, however changed the time tables for the buses should be sacked !!!!!!!!!!!!!!!!!!!!!!!!!!!!!
- 979 I am 2m tall so find all public transport options really bad to be able to sit in!
- 981 My main issue is connectivity between all Translink services. More times than not, the services I use do not connect !
- 982 Need light rail in city, more railway lines, maybe a real rail metro.
- 983 Most rail stations need major upgrades to address disabled access, bike storage, digital signage and undercover areas.
- 984 Our trains used to be the best, most comfortable, clean & reliable in the country. No sadly they dont meet any of this criteria.  
The trains are extremely unreliable, & way way overpriced. The train services seem to get cancelled at the drop of a hat.  
Its not good enough.
- 985 Frustrating to have rail duplication announced but with a \$230m shortfall in funding. Govt intent on a go slow.  
Also the inaction by Govt over the 9 new trains we were promised for Oct 2016.  
Also the hopeless responses to #RailFail where state sponsored deception rules.
- 986 No public transport link to the local shops from my place, although empty buses trundle past all the time on their way to the local depot. Just plain wrong. No buses evening or night time. No bus early in the morning for weekends. No bus before 7 during the week. So much for

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shiftworkers, part-time students, and retired shoppers. Were there a decent public transport system, I could ditch my car.

- 988 I would love to see the buses in my local area (Logan) improved, since car traffic has increased through the roof. These plans may sound ambitious but it would be great if a bus lane or busway was built from Loganholme to Eight Mile Plains to avoid the M1 traffic. Cheaper fares and daily capping would also be great, as well as improved and more frequent services fit to serve the growing Logan population.
- 990 Express all day on the Ipswich line, better bus service (and all day connection to Darra) for the Centenary, and faster more frequent busses from Indro to St Lucia
- 992 The cleanliness of trains is lacking. I have seen trains come straight from the yards first thing in the morning and there is food on the floor. Communication for commuters is very poor.
- 993 Overall, Brisbane's public transport system is doing the best that it can given the circumstances and I appreciate that sometimes, but other times I just want to get from point A to point B without so much fuss.

And I will admit that I avoid catching trains out of the city too late at night as I have, from personal experience, observed some interesting behaviours from the other passengers and I am concerned for my own safety.

Would love to see some express services between Ferny Grove and the city, and vice versa, as Ferny Grove to Park Road (and back again) a minimum of four times a week can begin to feel rather slow. Accessibility upgrades should also be considered for the remaining two or three stations along the Ferny Grove line.

- 994 Because of the distance between my house and public transport, I have to use a private vehicle to catch the bus or ferry. The only problem with the ferry is finding a park. However, I enjoy my ferry trips considering them to be pleasure trips rather than public transport trips. There should be more ferries going further down the river. We should also be looking at China's new system of painting lines on roads to create light rail links. Then we could provide light rail along roads such as the Western Freeway, Waterworks Road and Samford Road.
- 999 We're still a slave to the cars. Dedicated bus routes at peak times on all main thoroughfares would make bus travel a viable alternative to the car. But if your bus is stuck in the jam with all the cars, most people won't bother.
- 1001 To expensive to catch public transport
- 1003 Rail need to pick up the act! Board advised my train was coming to a certain platform. Another train presently at the station. Then after about 5 minutes, PA advises that my train was on another platform behind me, and just pulling out. Been there all the time, but no announcement, and upon checking the board, still advising different platform. Had to wait for next one, now running late for appointment.
- 1004 I don't feel safe on the trains.  
The gate prices are ridiculous.  
In the 20+ yrs I've caught trains from Ipswich to Brisbane, it's still only every hour - insane!  
I hate that you penalise the poor and give no option for someone to purchase a ticket once on the train- but you will issue a fine.  
Where are the new rail lines to places like Ripley and Yarabilba? Is anyone planning out future transport needs - it doesn't seem so 😊👍
- 1005 Car parks.  
There are not enough car parks for commuters at Richlands and Darra.  
If you do not arrive by 8am, there is no where to park.
- 1009 If you want more people to take public transport it needs to be much faster.  
It takes over an hour to take the train from Beenleigh to Brisbane. It only takes about 20 minutes on the M1 when it's free flowing and it's still less than an hour during peak. It's cheaper and way more comfortable to drive too.
- 1012 My bus service 444 is simply the best. Previous attempts to dismantle the service were soundly rejected. Unfortunately small "feeder" services around the difficult hilly areas of the western suburbs were cut to almost nothing, leaving older and less able residents either stranded, or reliant on private cars or taxis. It should be a priority to return services to those areas.
- 1013 QR need someone in Mayne who not only has the capability but the authority to keep passengers moving when there is a breakdown. Recently the wires were down at Cannon Hill. I left Roma Street after nine, was off the train at Park Road, eventually arrived at Cleveland after twelve. I decided to return by bus. The trains were then running but I decided to use the bus. The train takes an hour if it runs on time. The bus, with a good connection at Carindale took an hour and four minutes.
- 1014 Yes this is Stephen boyce QR is very bad and frequency needs to be attended to. Yes I am

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from Ipswich and i have been to Ballarat and they have 30 minute bus Frequency transport in Victoria is excellent i do like the gold coast light rail Buses in Ipswich needs improvement QR is an abomination because Frankston line is 20 minutes

1015 Tick a box survey.

1019

Rail

- Fleet in need of refurbishment
- Windows with etching and graffiti replaced and protected with protected film
- Rail frequency terrible on all lines
- Rail stations in need to modernisation
- GoCard showing its age with slow response time and terrible reader/infrastructure at stations

Brisbane Metro

- Reconsideration of light rail. At a minimum the new generation of all electric trackless trams (ART) should be used. NOT simply bi-artic buses.
- Routes to Carindale/Chermside services implemented sooner rather than later utilising existing busway stations at Stones Corner/Langlands Park

Bus

- Network-wide reconfiguration of all routes
- Stops too close together eg. Logan Rd through Mt Gravatt/Greenslopes

Ferry

- Increase frequency of CityCats and introduce free travel on all services between North Quay and Riverside as a replacement for existing CityHopper.
- Introduce CityCat service to/from Holman St/Thornton St
- Reassess routes eg. introducing multiple express routes that benefit passengers travelling to/from any point of the network without bias towards CBD travel.

1022

Coming from Sunshine Coast it is absolutely ludicrous how bad the Bruce Highway is and how little has been invested in the rail alternative. It is 4th rate. Sunshine Coast needs high-speed rail.

1027

Bus services in the Logan area, especially in the suburbs of Rochedale South and Springwood are bad, especially on the weekends... Operating hours are very limited on Sundays

1028

NGR IS POOR FOR DISABILITY SERVICE

1030

I live on the Sunshine Coast and the only commutable public transport option is rail. Overall I would rate the system as poor to extremely poor, uncomfortable and infrequent. The ticket fares for level of service are expensive and therefore I choose to drive instead of using public transport.

I can't understand why the government have not initiated works to improve the speed of the service to Brisbane given there are already 300,000 people living on the Sunshine Coast and will continue to grow in the next 10 to 20 years.

Having to sit (bolt upright) on a train for almost 2 hours to travel 100 km is ridiculous in 2018. The combined sitting down time for morning and afternoon travel approaches 4 hours and at the end of the day leaves you feeling exhausted and sore.

I believe all the necessary planning investigations and corridors have been determined for upgrades however still never proceed.

Politicians who continue to raise issue as being a key infrastructure project and never deliver is pathetic and unfair on the community.

1031

Work needs to start on the Eastern Busway, even if just to put a tunnel to Coorparoo for a start.

The Federal Government needs to get pressured to play their fair share in funding Cross River Rail; if they can fund the huge public transport developments (especially rail) for Sydney, Melbourne, Perth and Adelaide, then what about Brisbane - we pay taxes too. They (the Federal government) needs to stop the political game playing with this as we are also citizens.

Also, VERY URGENT, the Cleveland rail line out from Manly needs to be duplicated and a third platform for Manly station is needed.

1033

Frequency is the big issue for all modes of public transport. We need high frequency trunk routes, in a grid-type environment allowing cross town transport with minimal waiting and minimal service interchanges. Bus frequency and reliability is hampered by lack of dedicated infrastructure. The result of all this is too many people driving to catch public transport. We need to design our public transport network with the number 1 goal of enabling the vast majority of passengers to leave their car where it belongs - in their garage at home.

1034

The public transport system is overloaded, overcrowded and expensive. All it takes is a single

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- 1035 failure of a train or bus and it backs up every other service.  
If you want people to use buses then 30 to 40 min between services is a joke.  
  
World drive to the train but there is no parking near any of the train stations, so I drive to the city instead.  
  
Run the buses to the nearest train station then back to the suburb and you could have a service every 10 min, but you insist on competing rather than cooperating so the public suffers.
- 1036 The bus service I use 443/444 is excellent, especially as it's the only public transport option for Bellbowrie/Moggill. 443 in particular would benefit from a slightly extended service at peak times in order to accommodate the overcrowding.
- 1039 More frequent buses to train stations needed - particularly in the Centenary suburbs to Oxley Station. In the afternoons there is almost no option to bus from Oxley Station to Mt Ommaney as an option for students travelling by train from Indooroopilly. Also need increased evening services for city workers after 6pm
- 1040 Need to duplicate end of Cleveland line.
- 1042 There needs to be a mobile go card app that allows me to see balance and travel history for multiple cards. (I manage cards for myself, husband, tertiary student child and 2 x high school students).
- 1043 I live in Bundamba (Ipswich) and rarely catch a bus in this area. The service is pathetic. We live in a high melanoma rate area and yet the bus stop provided are a stick in the ground. The stops in the main roads have shelter but not side streets. Absolutely crazy. Ipswich is geared to trains and cars. A long way to go before it is up to Brisbane standards.
- 1045 QLD Rail needs to plan track work better with construction work like pulling down crane on Mains roads like Coronation Drive to prevent traffic chaos in Brisbane West
- 1049 Train to Cannon Hill from Northgate in off peak should be extended to Manly to create an off peak 15 minute service from Manly to the City. It could also be extended eventually to Cleveland, as despite single track Manly to Cleveland, the 15 minute peak service works well, with even one 8 minute morning service occurring. Go Card fares should be cut by at least 50% or public transport even made free to keep cars off the roads. To compensate put tolls on all roads leading into the City Centre but stop existing tolls in tunnels and on Gateway Bridge to allow through traffic to bypass the City. Take traffic off Victoria Bridge so it is buses only.
- 1050 I think the train service through Darra is excellent. Train expansion is important for all new housing developments particularly in western suburbs. Need to keep cars off road.
- 1051 Better rail feeder bus services and cross suburbs services needed!
- 1053 trains are always late even when i was at booval station, the train was 15 mins late from ipswich station and had to sign the driver pointing at my watch a few times saying you are late!
- 1062 Public transport should be free. Paid for from less money spent on roads.  
All transport goes into the city and out. To go across suburbs you have to go in and out which is time consuming. ( great circle and Uni excepted. )
- 1065 It'd be beaut if the State and Local Governments focused and funded more towards improving public transport in SE Qld. Things could be a lot better however these people responsible for fixing and making public transport better would rarely or never travel or utilise it, so what would they know!!
- 1066 Need more frequent rails and bus services. Need more cross-town services so that we don't have to go into the centre of Brisbane before coming back out. Fares need to be cheaper - it should always be cheaper to get public transport than drive the car and park, but currently it isn't - even with only one person in the car.
- 1069 Need more bus services interconnecting to train stations.
- 1070 Would like to see services in my area run later than 5.50pm in the evenings.
- 1071 Public transport on the Gold Coast is a major issue, specifically with buses. Routes are minimal along with frequencies, if they turn up at all
- 1073 I have trouble travelling to Brisbane on Saturdays - we often strike major disruptions due to track works after Yeerongpilly , and replacement bus service although tries to be adequate is not up to scratch & it usually collapses into chaos by 6.00 pm and it is extremely annoying and difficult for elderly and frail patrons - and we seem to get this problem every Saturday we have to travel on.
- 1074 I dont use public transport often but i like the trains..The Go card is too cumbersome often dont scan properly
- 1075 I believe that too much of the infrastructure and public transport money is being spent south of the river. The Sunshine deserves a better rail service, there should be a busway from the

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	city to at least Chermside and a northern equivalent of the south east freeway should clear cars from the city
1077	Improve railway accessibility. Allow use of mobile NFC and/or credit card instead of/ addition to gocard for easier payments.
1079	The bus frequency is great on some routes, but rubbish on many others. Far too many routes go to the CBD, but just end up duplicating other routes once they get to an arterial road. They should aim to feed into key routes or rail lines and just run short local services to get people to a transport hub.  Go card is not bad but the 8 and free is clunky - needs like a weekly pass for specific zones.  Rail also needs to be realigned in some areas where trains are forced to slow down significantly. This is a major deterrent for longer haul trips like to the Sunshine Coast, Gold Coast or Ipswich. While there seems to be some movement on the Sunshine Coast line, if anything trips to the Gold Coast will get worse with the announced 3 additional stations to be built south of Beenleigh, with no plans for how to speed up the already lengthy trip - a real deterrent if you're trying to convince people to get out of their car on the M1.
1081	Overall public transport is good, although somewhat expensive
1083	I use bus and train transport in the off peak period and find that the trains and buses are mainly empty yet the roads are quit busy. I would like to see the Trains and buses be used more often. I would suggest the fares should be reduced to a \$2 max at these times to increase patronage as the trains and buses run in any case empty wouldn't make sense that carrying people at \$2 be better than no passengers.
1084	Evening bus services on the Gold Coast should be returned and run more frequently in the suburbs. Many were ceased when the light rail was introduced. Many of us don't drive, therefore we cannot drive our vehicles to a park and ride. I often travel from Suncorp Stadium/Milton rail station to Parkwood on the Gold Coast. Unfortunately for me the last leg of my journey is a taxi fare from The GCUH light rail station.
1086	Bite the bullet, and make public transport free, and add more services. Issues with train driver shortages have been in the public domain for over 18 months, yet still we have 22 minutes gaps on inbound train services at busy train stations (Taringa) in peak times. Parking capacity is also appalling with no plans evident to improve this. Improvements to bus/train interconnectivity should be made. We are being told to use public transportation more in peak times, yet authorities continue to sit on their hands while services are diminished. The productivity losses due to overcrowded road infrastructure are well documented but still governments at all levels snubs their constituency by doing nothing. The cross city rail link is touted as being great for all of SEQ, yet a quick look at it's website reveals nothing of how it will. It's nothi g more than political pork barrelling while the Inner West suburbs of Brisbane continues to drown in transport congestion with an absolute appalling lack of public transport options.
1088	1. Fix up the lying online services Web and mobile apps so that a query gives ALL train services in a 30 min period. Stop dropping out middle services. If there are FOUR trips they show TWO!!!! Eg as a typical example - Ferny Grove to Central, put in 7:30am it shows TWO, 7:32, ?::?, ?::?, 7:55 - where are the 7:40 and 7:47?? Years of complaints to Translink have failed. 2. Fix up "standard" unscheduled delays on the Bowen Hills Bridge to Ferny Grove.
1089	Lack of notice on train cancellations, especially when they are running late.
1090	Lack of information when there is issues.
1091	I use Dakabin station on daily basis for my commute to and from CBD. There is almost no security in place after hours when it is dark whatsoever. Unsafe narrow street, car parks lighting is out of order most of the times and generally unsafe for public. Please pass my message around. Dakabin station is ignored for some reason.
1092	It's been what, two years now since the Redcliffe line opened and QR STILL haven't fixed the driver shortage! I know you have to deal with unions but this is beyond pathetic. Also, why on a Friday between 4:02pm and 4:39pm are there TWO City-Manly trains yet no City-Cleveland ones? Seriously, whoever did your scheduling needs sacking.
1093	In the first 6 months of the year 2 go cards with money on them failed. Each time I had to purchase a new card. If they 'expire' at the very least print an expiry date on them. The Translink app is useless and despite updating it does not push notifications. There is no facility to give general feedback on train travel experience on the app. It has to be related to a specific service. The process of obtaining refunds for incorrect fares is onerous. The closure of lines over weekends- is that a money saving device or a ploy to hide the fact there are not enough drivers and guards available? A steam train trip last weekend resulted in the use of a car due to closures. Where else in the world does an entire network have to close for 'urgent' track work nearly every month? I love train travel but customer service is certainly not the

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	uppermost objective of Queensland rail. I often wonder how visitors manage to get around with the absence of excellent customer service skills, particularly on the part of guards and some station staff.
1094	More USB charging ports on BCC Busses please!
1095	Stop withdrawing EMU trains!!!
1098	I live in Cleveland. I dont use the train much due to the long journey time to Brisbane, 1 hour.
1099	Use Southern Moreton Bay Islands ferries, Transdev Queensland buses and travel to the Gold Coast once a fortnight.
1100	I find one difficulty when catching trains is when you have a connecting line. A lot of trains (almost all) do not wait for you to run across from platform 6 to 1 so you are left waiting for the next train. At times when there are important/compulsory events to attend it can be challenging and a little stressful not knowing whether the connecting line will be running a couple minutes early or behind.
1101	we need new train too
1110	connections between caboolture line and kippa ring line at petrie very, very poor. On saturdays, why can't the caboolture train stop at all stations to the city? Again very poor connection at petrie if you have to disembark at any station between petrie and northgate. thank you
1111	Fares too expensive
1112	When train services are not running or delayed, more "real time" communication is needed. Translink website needs to be providing current information. Not everyone has a smart phone and are able to get updates to their phone. Information over the intercom at the station.
1113	My regular bus service is poor - in the afternoons it rarely runs on time, the frequency is very ordinary, and off the BUZ network you might as well drive. Rail is also shocking, and go card is no longer innovative or 'great' because of the lack of loadable passes. Lots of work needed with public transport in SEQ!
1114	15 minutes frequency runs would encourage patronage of rail system; capped fare like in NSW for seniors promote elderlies to go out and beat isolation and improve health.
1115	The condition of some trains sent on the Ipswich line are disgusting. Some have seats that have been soiled and smell of urine. QR saves the worst trains for the Ipswich line.
1117	NGR trains are excellent for comfort with the high backed seats and more leg room
1124	Adjust fair prices now! Also, school rail passes are quite handy. All the best.
1127	The different rail timetable on a Friday, including black holes where no trains run for an hour, is annoying and makes taking trains a bit dice.
1132	Absolutely poor train services and way to expensive if you guys cant do it and its obvious that you can't then copy and past from people who can, like Sweden Denmark Holland France or Japan South Korea. Dont be ashamed if you copy at least we would have functional trains. Who goes and buys trains made in India with a worse train record in the history of mankind???? Thanks Mirsad Adzanela
1133	I would like to see the buses cleaned out every day because there are many dirty people travelling and I always get itchy from mites or something in the buses. The Council needs to go to Japan and see what clean buses are like. Also the dress of some of the bus drivers needs to be improved. Regarding train travel - if you are going to encourage train travel you need to make Park and Ride facilities available. Streets are being used for parking and that is not fair to rate payers who have to with stand the annoyance of cars parked in front of their houses day in and day out.
1134	Not enough parking space at Altandi station where express train stops. Why the increasing parking spaces in a station where is not easily accessed by buses or cars. City planning should have a forward view instead of bandage type fix.
1135	I predominantly catch buses and they regularly turn up late or not at all (with no notification). At least once a fortnight they will go the wrong way! The Translink app is a joke it's like it has no basis in reality. Something needs to be done and soon.
1136	Gold Coast light rail is as good as anywhere in the world. I have ridden light rail systems in many cities overseas.  The only reason I answered occasional for use is because I live interstate and only use public transport when visiting Queensland. Use it often while visiting.
1139	Translink is awesome and I think people like Robert Dow are thrashing it with unreasonable "evidence", "facts" and "figures".
1143	Buses need to stop duplicating trains. Why run past train stations all the way to the city. Stop offload turn around and increase frequency of buses to trains and then on to the city and

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- beyond.
- 1151 PT network does not have good connectivity between modes, especially frustrating when linking frequent services with less frequent (eg Ipswich-City/City-Doomben lines). Train stations do not provide for 'complete trips' (for elderly) and mode connections - no/poor 'local/small' bus routes into suburbs feeding to/from stations. While some stations provide bike-boxes, there is no provision for bikes to travel with passengers on trains, bus, ferry or light-rail (unlike European cities, hence Bne/GC are NOT 'world-cities!'). Train schedules have 'peak-hour gaps' even on 'frequent service lines' (eg Sherwood to City weekdays between about 6:45-7:20am all services are 'express' past Sherwood - similar on 4:30-5:15pm services from City-Sherwood, but not quite as bad). Inability to provide main-road 'priority' for buses (except SEBusway) makes bus-travel 'substandard'. Repurposing of small ferries to 'kangaroo' services for more leisurely tourism/sightseeing along River is good, reducing 'load' on Cats, and gives tourists good service. Inability to use Gocard at one Southbank ferry terminal is frustrating. Gocard reader failures create need to use 'corrections' services - phone-operators are helpful/good, self-service facility is clunky/uncertain; better to improve reader capability to avoid failures.
- 1152 I believe the service has been so poor for sdo long now we almost regard it as the acceptable norm. Its not its terrible they lie about the figures for ontime performance. They cant even manage the public toilets. I took my elderley dad on a trip to Brisbane. we got off the train at Dinmore and even though he had used the toilets at central he needed to go again at Dinmore. When we got there we found the toilets closed and the station unattended. My Poor dad ended up wetting him self because of that.  
I called QR about it and they said that the toilets are locked to stop vandalism.  
I find that excuse totally unacceptable.  
I remember listening to Steve Austin's ABC morning Radio show around the time of the introduction of the Go Card system and hearing a rail executive at the time saying that for less than the cost of the Go Card system they could actually provide free public transport but they didn't want to do that because we the public wouldn't appreciate it!!!  
This have been a debacle for FAR longer than the most recent Rail fail... but it doesn't look like its going to be fixed no matter what Government we have.  
The whole "fail" is ideology based... one party supporting their union mates and the other thinking that we the unwashed masses shouldn't have any right to decent public transport. After all if we don't like the trains we can just choose to drive the car , right?  
It's not as if a decent public transport system is really necessary... like, say, politicians superannuation.
- 1153 Thank you for this opportunity - hope it leads to greater uptake of public transport
- 1154 What SEQ desperately needs: lower fares, bus network review, trains working, building infrastructure BEFORE we need it (e.g. eastern and northern busway extensions), complementary active transport networks and integration for mixed mode commutes.
- 1156 Rail back on track needs to stop complaining about the rail service. All you do is whinge, but never offer any constructive solutions,
- 1158 The only issue I tend to have is a lack of communication when trains are late - they don't give you much time to make alternate arrangements.  
More training needs to be given to bus drivers - most are good, but some run red lights, slam on the brakes, accelerate hard and it is dangerous for passengers.
- 1159 Keep up the great work!
- 1161 Almost no public transport available south of Browns Plains. Utter insult to the residents in this part of SE Qld. No public transport available at all south of Beaudesert and the roads are killing Queensland citizens every week down here.
- 1162 In general, fares are way too high were we live, with stupid excuses as the Moreton Bay is a Marine Park (which is outside where our ferries go). We're ripped off every day, bus and ferry connections don't match, ferry goes, bus comes, waiting times up to an hour depending on the time of day. Bus drivers, who couldn't care less about making connections and drive slow and lazy, late running buses (up to 20 minutes or more with no reason whatsoever). Overcrowded, bus stops at every corner, stopping in areas, where other buses could pick up passengers and thus overcrowding and delaying the buses again. Our ferry time table (SMBI) is ridiculous, it doesn't match with buses, we've skippers who couldn't care less about meeting time tables, and the ferries are overcrowded. No go card loading on the ferries. Given that the deck hands are reading the paper, talking to passengers or the skipper, are busy with there mobile phones once leaving Karragarra or Russel they could make themselves useful to load the go cards in an area where either only the post office on Russell or Macleay load, or the next News Agency in Redland Bay, or at the other side of the shopping centre. We've only one gocard machine, which breaks down about every second day. Public facilities and waiting at the Redland Bay Marina are ridiculous-we've an 8.5m\$ white elephant with not enough toilets or waiting facilities, where you don't get we.

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The Cleveland train is a disaster, the buses from Redland Bay/Victoria Pt. don't match with the time tables. Trains are dirty, and too much break down on that line.

In general, public transport in our area is a total mess and unacceptable. Fares should be half of what we pay.

- 1164 Gocard related. Very poor when you catch exactly the same train, every day, but depending on when you touch, depends on the price you pay. Prior to 6am fare is one price, but after 6am the price increases for the same frigging train..... 6:10am train Springfield Central to Central. Same for return in afternoon
- 1165 Ferry service to Russell Island is constantly over crowded.  
Another transport option must be explored as current service is failing to supply all Southern Moreton Bay Islands.  
options-  
1. Cable barge direct to Russell Island to Rocky Point, which then could carry on across to South Stradbroke Island which would be a cheaper / quicker route and would increase tourist visits to both islands.  
2. Bridge to Russell Island from mainland and cable barge to South Stradbroke Island.  
Both options above will eliminate the need for a mainland car parked at Redland Bay ferry terminal which would immediately relieve parking is at the Redland terminal and Russell Island carparks.
- 1169 Some rush hour trains on the Cleveland line from Brisbane are extremely full, but I understand this is being dealt with. On the whole, the service is prompt and reliable
- 1170 Rail is desperately needed in my area, jimboomba/beaudesert area, children studying outside the area eg:- tafe etc still have to be transported until they can drive themselves, etc...pensioners have to use cars no buses etc, and the roads are crowded...
- 1171 Keep up the good work in advocating for positive public transport outcomes !!!
- 1175 Please improve ferry-bus timetable synchronisation for Bay Islands - in particular, with hourly city buses. Increase the transfer time between 250 bus and Cleveland time from 2 minutes only(!).
- 1178 Online top ups for Go Cards can sometimes take over 24 hours to appear on the card and the operators then make us feel like criminals trying to cheat the system even when we show them the receipt for the transaction.
- 1179 Lack of services on cleveland line due to no duplicate line past Manly. Claim of extra services for cleveland line once cross river rail is built is a stretch of the truth as you would need to drive to at least Manly to make use of them. Therefore, no extra services for anyone in the Redlands until duplication is done and the government has no commitment to make this happen. People will continue to drive out of the city to catch trains.
- 1182 Having to stand on long train trips tells you something is not right..
- 1181 Cleveland Line, which I use daily, is terrible. Old trains, infrequent service, always overcrowded!
- 1183 Connection between bus and train at Cleveland for those going to Redland Bay Marina is very poor.  
No 282 service from Redland Bay to Hyperdome on Saturday afternoon and Sunday which makes it hard to go to the Gold Coast by public transport.  
No buses to and from Redland Bay Marina after 6pm Sunday night making it hard to get back to the islands by public transport.  
Island ferries are increasingly crowded at times because of population growth. More services needed in the timetable to cater for late shiftworkers and also early afternoon.
- 1185 When it takes 3 hours + which includes wait and transfer time to places you can get to in 45 minutes by vehicle, why would any worker consider public transport. Its too restricted to use every day for work, you run the risk of getting stranded when buses and ferries do not meet up. Especially for the smbi area. The ferry is far too crowded during peak time with ppl being refused passage happening more often. Its costs \$19.60 per day for a worker to catch th he ferry daily, then additional bus fares depending on where they go ... if they work at the airport there is also the \$30 for the air train daily. Why would a worker choose public transport when its more reliable, direct and cheaper using your own car?  
SE qld transport does not sustain peoples needs unless they live along the busiest roads and main routes.
- 1187 There is very very limited public transport where i live, and it's also difficult to access unless you drive into the main part of town. I don't drive so to me, it is not accessible at all
- 1189 No access for mobility scooters on buses. No island based recharge facilities on any Southern Moreton Bay Islands. space for mobility scooters os about 15 cm too shoyu for realistic use.
- 1190 Very grateful that DRT works in our area it's made public transport an option when previously it wasn't

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1191	<p>I live in Jimboomba, work in Brisbane City. I drive to Park Ridge bus stop A (20 minutes), catch a bus (1 hour), walk 5 minutes to work. If I miss the 7.40am bus I have to drive to Browns Plains to get another bus or walk to another Park Ridge bus stop B, catch a bus to Browns Plains, change buses which then takes me to Brisbane City. This takes approx. 2 hours. If I miss the 5.55pm bus in the afternoon there are no buses to take me to Park Ridge, I have to get off at Greenbank RSL and walk 3 klms. Get more buses to the Park Ridge bus stop A, make a Park'n'Ride at Jimboomba, get trains out to Jimboomba, Flagstone, Park Ridge, Greenbank areas. We are in the Bermuda triangle of public transport.</p>
1192	<p>I believe the challenge for public transport advocates is to work in a positive way to influence change and to be realistic about what you are asking for.</p> <p>I work in public transport and agree that the State is often driven by providing what's popular rather than what is sensible. The Springfield carpark upgrade is an example of this. But I also find that I don't often see sensible or realistic ideas put to the State from RBOT.</p>
1193	<p>Public transport is a complete mess and Brisbane is supposedly a modern city should have an integrated connected network for people to travel. We are too reliant on road transport and too little focus on public transport. There needs to a focus on public and active transport if we can't any chance of improving congestion.</p> <p>We still have rail fail and for who know how much longer. And we have a right to know the roadmap to recovery to the old timetables and service increases. As Brisbane grows more services are needed, and this stalling of improvements cannot continue. We cannot wait until after Cross River Rail is built before improvements are made. Then we have the NGR saga with all the issues, faults, costs, delays. How on earth did they get that so wrong.</p> <p>We need bus reform as the network is too complicated and confusing. I don't travel by bus too often, but when I need to it is hard to often determine which buses can take me from route A to B. There should be network maps showing all routes, not just the high frequency routes. Being from north west Brisbane we need more feeder buses at stations such as along the Ferny Grove line as we rely on cars too much (partly because the bus system is so bad). This would help at Ferny Grove, especially given the intent to develop a TOD at the station which need to account for the traffic implications of not running feeder buses.</p>
1194	<p>Duration of peak period in AM unacceptable (express services stop too early). Lack of Availability of Carparks at all stations continues to be a deterrent to attract new patronage</p>
1200	<p>The Translink App does not show "Real Time" data, even though it says it is. It is clearly not, as the buses are very often much later than the indicated time.</p> <p>If the bus is going to be late....it should show this and not keep saying "1 min" etc.</p> <p>Plus we should be able to rate a specific service via the app.....that will give them real time data !!</p>
1204	<p>Heavy rail must become more reliable.</p> <p>Heavy and light rail stations need upgrades:</p> <ul style="list-style-type: none"><li>• Full roofing of the station, covering all platforms (Tin / metal roof, enclosed within a building or underground).</li><li>• Fan or Air-Conditioned waiting areas. This could be powered via solar panels on the extended roofing.</li><li>• Ticket (Paper ticket &amp; Go Card) gated entrances/exits</li><li>• Glass barriers between platforms with automatic doors that only open when the train arrives.</li><li>• High volume / inner city stations need a security presence (bag machine checks and security personnel).</li><li>• Escalators and lifts for High volume / inner city stations</li></ul>
1207	<p>Explore other transport options to Russell island</p> <p>Current system is overcrowded and unreliable</p> <p>Access at terminals to ferry is unsafe, and outdated</p>
1209	<p>The insistence on having BCC buses on the southern busway failing to call at all stations (for example Greenslopes) out of peak hours seems to be a stupid denial of service to</p>

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- 1210 passengers. I understand express services at peak hour but it is ridiculous off peak when passenger demand is unlikely to affect schedules.  
Train horns are very loud. QLD RAIL response is it is for safety reasons, however the train horns are louder than they have ever been before. This has been confirmed to me by others. Internal announcements are way too loud especially when sitting under a speaker. The screeching of the trains on the tracks when going in and out of central station is very loud.  
If someone sits under one end of a carriage where the train touches the electrical lines, every time it hits something it makes a huge noise.  
People slowly become deaf from all these sounds.  
I know people complain but QLD Rail just say it is a safety regulation. However I do not believe this and more action needs to be taken to remedy these problems. Especially the loud horns on trains. The horns were not as loud before so do not need to be now. A solution needs to be found to these noises or everyone will go deaf slowly.
- 1211 The Cleveland rail line has been decimated over the last two years going from 6 services between 5-6 pm peak to 2 on a Friday. Also, in 2014 a number of additional stops were added to the express service such that it should no longer be called express. If anything, it is a limited. I would like to see some stops removed from the so-called express. The Quiet Carriage should be renamed the "Reading Carriage" because "quiet" is interpreted quite differently by people who think that their lone "normal level" voice is being quiet when absolutely no one else is making a sound, and it is not.