

**Quick statistics**

Survey 456368 'RAIL Back On Track 2019 Public transport passenger survey'

---

**Results****Survey 456368**

---

Number of records in this query:	215
Total records in survey:	215
Percentage of total:	100.00%

## Summary for q0018

Are there any comments you would like to make (optional)? For example: - what suburbs do you believe have the best and worst public transport? - what do you believe are the best and worst routes? Thanks!

Answer	Count	Percentage
Answer	117	54.42%
No answer	71	33.02%
Not completed or Not displayed	27	12.56%

ID	Response
925	Thanks for the efforts for public transport improvements. It is appreciated.
934	the sunshine coast needs new buses to replace the old buses we got on the coast now from me Nathan McIntyre 64 lockes lane belli park qld 4562 asap thinks
935	Indooroopilly Railway Station is a major transport hub in the Brisbane's western suburbs, yet there are no Park 'n Ride facilities at this station.
937	Belmont Road has poor bus frequency. Buses can come within minutes of each other and then not come again for another hour during the day. Griffith Univeristy Nathan campus needs a redesign of the bus network. And Garden City and Carindale interchanges need renovation or something so it's not depressing (Carindale) or in the sun and really hot from the endless hard surfaces (Garden City). The design of Garden City interchange is also not the best.
942	Sunshine coast line & Caboolture line years behind in services & quality of train provided. Recently travelled on the Gold Coast line & it was like being on a different planet!
943	For effective ticketing and fairer fares, reduce the number of metropolitan zones to two (2), similar to Melbourne with its Myki card
944	Use the passenger ferry to SMBI islands. Staff need education on customer service. The vehicle ferry staff may be able to assist as they are great.
945	I'm lucky to live in Sandgate, with decent rail - though would like more off peak trains. I use trains wherever possible because they don't get stuck in traffic. Busway buses are adequate (eg buses to UQ and Griffith) but buses sharing road (eg 411, 412) are inevitably unreliable. Worst route I know for infrequency is 104 through Yeronga, worst for reliability anything along Moggill Rd during peak hour.
947	Good interchanges - eg Park/Boggo Rd - help a lot, though it would be much less confusing if Translink chose one name and stuck with it. What brisbane needs is instead of the metro system have it as a LIGHT RAIL also qld ngr trains seats a way to hard for long distance also qld rail needs to stop running express trains to redcliffe, Caboolture springfield and ipswich between northgate and bowen hills and bring back the weekends Caboolture and ipswich all stops from northgate to bowen hills. People hate having to change trains on a weekend  Also after 8.00pm monday to saturday and all day sunday and public holidays the doomben train does not run its nothing wrong in hearing this announcements after 8.00pm monday to saturday all day sundays and PUBLIC holidays it is misleading information
950	Fare evasion (claiming concessions without justification) needs to be addressed. Concept of timing points needs to be abandoned, buses need to stop leaving stops early only to have to wait at a later stop. Bus seats need to be wider to accommodate people with shoulders and legs. Passengers should not be required to stand on buses if drivers only drive like racing car drivers.
954	The Sunshine Coast is a region that has limited rail and public bus transport, for its populace. We pay an annual transport levy but have no control on how that money is spent (e.g. for trial bus services, the state govt can just say no) . We have inadequate rail services stymied by a single train track. The state govt announced partial funding for the rail but cannot give a start date, nor will they say how many services that this rail duplication, or indeed Cross River Rail, will provide.
955	All QR Citytrain fleet except the ICE train are sensory overload triggers and there is no legal protection for people who are sensitive to lights or sounds so I stopped taking trains. Buses that have LED lighting are not suitable for me because of sensory overload and because of no legal protection I stopped taking buses.
956	New go-card readers should have greater/better readability, like NSW Opal Card readers.

## Quick statistics

Survey 456368 'RAIL Back On Track 2019 Public transport passenger survey'

957	G:link do a brilliant job, let's get it extended to the Airport as a priority.
958	I live in Cooran 4569 and we NEED more buses and trains services for our town. Trains Gympie to Nambour, a decent timetable every day please and more frequent buses to Noosa. Thank you.
962	We need more "counter peak" services. Why should I pay peak fares with no benefits or extra services?
964	On-time performance of route 141 outbound in PM peak leaving Brisbane City is hit and miss for services after 4:20pm. Air conditioning in summer needs to be set the same on all buses, maximum cooling, moderate fan speed. Air conditioning on some buses is poor, especially in rear of cabin - likely due to poor maintenance of air-con system or heat shielding/insulation not being replaced between engine/cabin when buses are serviced/repaired.
965	Both a heavy rail and light rail extension to coolangatta is required, as is an improved bus service frequency in areas that don't have an adequate service. A new route should run from Southport to the university hospital via Labrador to cater for shift workers at night-time and should be a 24-hour service. The route should be numbered 703. The current 711 service from southport to sanctuary Cove that ceases operation at 6pm should be extended to 10pm. Also, a 3 times daily service should be run to hinterland areas of beechmont, advancetown, Canungra etc should run from southport or broadbeach, departing at 9 a.m. 1 p.m. and 5 p.m. respectively, in each direction.
970	Buses especially in the outer suburbs are awful, circuitous and infrequent.
971	The southern Gold Coast has some of the worst busses with the 768 and 767 almost never running to time table and being infrequent. Tennyson line connections eg running some trains via south brisbane would also be appreciated
974	i think the weekend time table is very poor its like they dont want you to use the trains.
978	Yes I'm so sick of people getting on the bus for free. It seems to happen a lot on the 512 brassall bus. I haven't seen one transport officer on my bus run yet but in local paper stated that there would be inspectors
982	The train frequency is poor especially off peak. Onboard and station announcements can be confusing and irrelevant.
984	No Night Service on mostly west of gc highway on the gold coast
986	Toowoomba has the worst urban bus network in Queensland, even after the new ticketing system is finally available here, it will not fix the problems with the network. There are suburban area's of Toowoomba city and our outer suburban areas that have never had public transport and have been screaming for it for years, and all Translink has to say is there is no demand. Of course there is no demand, public transport does not exist.
988	Need more rail eg to alleviate pressure on Mount Lindsay Highway as more need houses are built. Great opportunity to piggyback on Inland Rail
990	576 and 586 is the same thing 576 starts later in morning and finishes early in the afternoon
991	The Cleveland train line is terrible. Frequent late running trains and cancelled services.
992	Poor frequencies across the network. There is poor integration between bus and rail. Too many buses go in to the CBD and should integrate with rail instead. Griffin Crest and Pine River estate (south end of Griffin) have no bus service.
995	The Rosewood line is a absolute overpriced, unreliable, filthy excuse of train line in the Queensland Rail Network. Trains only run hourly and times you can be waiting in Ipswich for 45 minutes for the connection to Rosewood. Then the train always travels completely under speed throughout the line, as QR are doing repairs that always seem uncompleted. The trains are always absolutely filthy and full of rubbish as they are never cleaned through out the day.
996	I am very glad to have a consistent Monday to Friday timetable on the trains again, as going out on Friday was hard when the timetable was so inconsistent with occasional one hour gaps between trains. I hope that QR expands the 15 min train frequency to weekends and later during the day , and outwards to more stations.
997	Cost is through the roof.
998	Time for Queensland to come into the 21st Century and actually have a incentive for customers to use public transport instead of ripping them off
1001	Where I live in Bardon has relatively good public transport and previously in west end was also well connected. But even in inner city suburbs our public transport is infrequent and expensive compared to other big cities worldwide. Its also extremely time consuming to travel across the city (not just in and out of the city). Buses in general are unreliable so it is hard to plan journey times. The blue and red gliders are really good services, partly because they make cross city journeys easier. More services like this that don't just terminate in the city would be really helpful.
1002	Jindalee and the Centenary suburbs are very poorly served by buses. No Buzz services, no

## Quick statistics

Survey 456368 'RAIL Back On Track 2019 Public transport passenger survey'

	bus lanes, no bus priority lights, and poor reliability.
1004	- Go card is expensive. Paper tickets are even more expensive. - tertiary students should not be banned from concession paper tickets - use of loud advertising televisions at train platform is disruptive and infuriating
1005	Upper Mount Gravatt and other suburbs along the busway have excellent public transport. Most of BCC (excluding Centenary suburbs which are awful) have great bus connections. Suburbs along the rail corridors also have fairly good PT connections. However there are plenty of black spots. Many Logan suburbs (Rochedale south, Hillcrest, Forestdale, etc.) are absolutely awful for PT. Similarly in some suburbs that are serviced by a rapid transit corridor (rail or busway) there are very limited options for local connections to said corridor, forcing people to drive. Narangba, Goodna, Holland Park West, Tarragindi and Rochedale all spring to mind.
1006	Services to and from the Brisbane CBD are great, but trying to connect to any other suburbs is nearly impossible.  This seems to have resulted from an avoidance of modifying any existing routes to make better use of the bus - for example, shortening some routes to feed into high frequency routes, or extending some routes to a convenient transfer point.  This has also lead to far too many different routes from the CBD going to a slightly different part of a suburb - leaving passengers confused about which bus stop to go to, and also with a lower frequency service than if these were combined to one core route.
1008	Cheaper weekly/monthly/yearly passes should be introduced to incentivize a more frequent use of public transportation
1009	Light rail a game changer on the Coast. Contra-peak rail frequencies are a joke! Too many underfilled buses.....
1014	Public transport needs a massive cash injection. Just redirecting funds from one large road project is almost more than is spent of upgrading public transport every year (excluding cross river rail).  Hugh speed rail is required to Ipswich, Toowoomba, Sunshine Coast and Gold Coast. Duplicating Motorways is ludicrous!
1015	System would be much better connected if rail frequency wasn't so poor, especially on weekends.
1017	The Centenary Suburbs public transport is still shocking. The Ipswich line should have longer windows of express trains Darra-Indro-Milton
1018	Queensland rail needs to work harder with frequency and spreading capacity across stations. Stopping the Redcliffe line all stops from Petrie to Northgate means those trains are jam packed from 7am until at least 9.30am, while half empty Caboolture services wizz by. Pick one or two of the busiest stations for the Caboolture service to stop at and remove some of the load off the Redcliffe line.
1021	need transport out to belli park qld 4562 please passe it on and get thme to respond to me asap tink
1023	The bus services in my area (Pine Rivers) is very average in comparison to other regions. The 674 (Thompson's - Strathpine to Warner via Lawnton) bus service does run 7 days a week which is good however the service frequency is only hourly. I choose to drive to the nearest railway station to commute to the city mainly because of this reason. It would be beaut if it was upgraded to run 1/2 hourly at least, then I'm sure more people would catch it. From my observations, I've found that most bus stations / interchanges (Strathpine as one example) and bus stops I've used in regions outside Brisbane (or Brisbane City Council area) are of a poor standard in comparison. The Strathpine bus station is shocking, there is very little travel information as far as an overall map to indicate to commuters what bus routes pull up where, you literally have to walk up to each one (and they're fairly spread apart). I lived near Toombul bus station once and it runs rings around Strathpine bus station for bus frequency, facilities (like toilets, go card fare / ticket machine) information etc.
1024	My bus from home to the city and back is great, except it doesn't run late enough for me as I do shift work at Bowen hills. There is no connection from there to my last bus. Need more frequent services on the 322/306/300 and later 100 service on weeknights. If the connections between these were better I would catch the bus more often. It is quicker to drive at a max time of 30mins. Really need a frequent Bowen hills to woollengabba connection so there is a eastern city bypass service and can connect with valley and Newstead/Bowen hills.
1025	I avoid using the train because of antisocial/inconsiderate behaviour (ferries and buses are much better because they are staffed) and reliability issues. A lot of the time there is no train on weekends with buses just adding extra time to an already long journey. There are no good

## Quick statistics

Survey 456368 'RAIL Back On Track 2019 Public transport passenger survey'

	alternatives to trains where I live, especially to the city. Easier and much faster to drive to where I need to go. (Wellington Point)
1026	Go cards disadvantage rural customers and other infrequent users. Why do go cards need to expire???
	Accessibility is woeful throughout the network.
1028	Access to rail services is terrible, trains are full and not frequent. Parking is bad and connected bus services from Mt Cotton non-existent
1029	Cleveland is not adequately serviced in the network, particularly during peak commute hours and after QPAC performances. There could be an extra train in the timeframe of when performances finish.
1030	The Cleveland rail line is horrendous. Traffic congestion in and out of Redlands City is bad enough, but unfortunately the public transport is even worse, rendering a commute as the only option.
1031	Train stations need parking upgrades. The Cleveland line must have a duplication immediately
1033	The Cleveland line is awful! It takes an hour to catch a train from Cleveland to the city; no wonder people drive!
1034	Brisbane has the worst public transport go to Perth much better
1038	The reduction in rail services to and from Cleveland is unacceptable.
	Parking is a nightmare as I leave Cleveland just after peak hour and there is no parking available on many days.
1040	Very hard getting to work in South Brisbane when I live on Russell Island. Weekend services (all) are not adequate. Most people give up on public transport and drive. Massive parking problems with this. Long waits between services too.
1041	Cleveland line needs duplication
1044	I'm in Cleveland and car pool rather than take the train. It's slow, unreliable, and stops everywhere. I only use it for weekend sporting events and even then I've had to miss the end of the game to get the train back.
1046	Cleveland needs more rail transfers Duplicate line Do not use bus
1048	Live in Redlands and would Like to see the buses run a little later for example to go to movies at Victoria Point the last bus leaves at 9 to come back to city but most movies have only just finished and no other way home especially for younger people also shops close at 9pm and those workers can't get home
1049	It takes far too long to get to the city from Cleveland by train and takes far too long to get to Cleveland station with buses long routes. Need small busses branching out in suburbs or light rail.
1051	Cleveland line single track needs desperate attention. The excuse used to be rail fail. Now we have to wait for CRR to be in operation before we can even begin planning?! What a joke...
1052	Please complete the Cleveland line ASAP. It's ridiculous that it still to this day only have a single line between Manly and Cleveland.
1053	Cleveland line needs improvement
1054	Duplication of the Cleveland Line long overdue
1055	RAIL DUPLICATION TO CLEVELAND
1056	Redlands has terrible service from the Gold Coast. Trains are ok but some buses don't run all normal hours. Trains on the Cleveland Line move at 19th Century Speeds! 250 Bus and Cleveland Trains are out of synch. Involves long waits!
1058	The Ferny Grove line has too many stations too close together. It is painful if you are going through to the end. Expresses every now and then would help.  The quiet carriages are a great concept only. They seem to be largely ignored.  Too many people leave rubbish behind and put their feet up on the seats.  The old trains are an embarrassment to travel in. Very third world.
1059	More consideration and time needs to go into the noise of trains both inside the train and outside. Train horns are very loud and unfortunately exempt from the EPA. People do complain about the noise however they are always brushed off as QLD Rail advise it is a safety regulation. Thank you for your..... We are sorry for your..... We will pass your enquiry onto the relevant department....

## Quick statistics

Survey 456368 'RAIL Back On Track 2019 Public transport passenger survey'

	<p>No response at all on what they will do.</p> <p>As your response from them was they will take four years to fix the screeching brakes on the new trains. I would think they would have some kind of warranty on the new trains and this should be fixed immediately.</p> <p>The air-conditioning on the new trains is really bad, wouldn't even think it was on most days. The air-conditioning vents on the new trains are very loud 80db. The train conductors' announcements are sometimes up to 86db as they yell into the microphone.</p> <p>The automatic announcements are fine.</p> <p>The government needs to get rid of all rail crossings that way the trains don't have to blast their horns at all. Trucks don't blast their horns each time they go through an intersection neither should trains. Red cameras also need to be at all level crossings.</p>
1061	<p>Living on the northern Gold Coast, the train frequency from Brisbane city traveling south to Varsity Lakes station is POOR. During peak times there are 15min trains traveling in the opposite direction, however only every 30min in the southbound direction. There also desperately needs to be a heavy rail line extension through to GC Airport, this linking directly up to Brisbane Airport. Light Rail would be best having East/West spur lined linking key heavy rail stations to the existing major interchanges along the coastal route.</p> <p>Bus frequency along the coastal North/South routes are fine. East/West services into the suburbs are still poorly served, particularly at night &amp; on weekends. Late night Bus services need massive improvement through northern suburbs such as Labrador, Biggera Waters, etc along Brisbane Road linking Helensvale Station via Harbourtown etc. (704 route).</p> <p>Public safety &amp; fare evasion are MASSIVE issues on all modes of public transport, and has quickly worsened. Major transport interchanges such as Helensvale Station desperately need a full-time police beat to be set up, due to the number of (often youth) gangs &amp; other groups displaying violence or inappropriate behavior. These are often the same groups who abuse bus drivers &amp; think it is their right to travel for free when others have to pay their way. There need to be security guards traveling frequently on major bus routes at random times as one can often feel quite threatened &amp; unsafe traveling on buses (e.g. 704, 713 route in the north). This is often due to drivers not able to confront these offenders as they fear being attacked themselves! More security cameras needed at ALL major bus interchanges (e.g. Harbourtown bus stops where I have frequently witnessed youth/ gangs consuming alcohol &amp; smashing bottles, abusing &amp; intimidating other travelers whilst waiting for buses etc). This is a serious issue &amp; needs urgent action by Translink &amp; Police.</p>
1062	School kids to pay on buses
1063	Qld Rail need to pick up their act
1064	I travel on the Cleveland line from Cleveland and I'm still lost for words how they expect a major suburb to be serviced by a single line. Not to mention the poor amenity offered at this train station in terms of parking capacity and station amenity.
1065	<p>Go card tap on/off readers do not work or record the tap. Train delays and cancellations are too frequent!!</p> <p>Bus drivers need training on making the trip more comfortable for passengers. When standing I've been thrown on top of other passengers when a driver goes around a corner too fast or breaks quickly.</p>
1066	Queensland runs a third world rail network. Everything is slow, signal and other unexplained outages regularly. China, Japan and anywhere in Europe offer much better rail services. Australia and Queensland should be ashamed.
1068	We desperately need the bus to and from Redlands Hospital to run longer than 5.20 pm. We have approached Translink and we are still waiting for some action. The next stop is over a kilometer away, and not helpful if you have just been released from hospital or emergency dept. How does a major hospital not have a bus service after 5.30. Appalling. I'm also sick of getting to the ferry at Redland Bay to see if leaving. Another 45 minutes added to an already long long journey for anyone who has travelled from Brisbane.
1074	<p>Services to Southern Gold Coast and areas west of the M1 are somewhat lacking: bus routes either don't go far enough or go along awkward infrequent routes that don't serve enough people.</p> <p>The best routes are ones with good/fast transfers at interchanges.</p> <p>Worse ones where a Bus Stop only stops in one direction and is the "preferred" stop to transfer to "X service", yet involves walking half a block to cross a road and no clear signage that is the case. (is 756 at Burleigh Heads an example?)</p> <p>Also, the less far apart the bus stops on either side are, the better and less confusing on foot and on network maps. Some bus stops are faaaaaa apart and are supposed to be considered the same stop on either side. Also, pedestrian crossings access for these?</p>

## Quick statistics

Survey 456368 'RAIL Back On Track 2019 Public transport passenger survey'

---

	Is Cultural Centre in Brisbane still a traffic hog? Park Road/Boggo Road becoming a main Interchange is cool, I like it.
1076	Why isn't there a bus that goes down Ipswich rd to the valley across the story bridge?
1077	Bus connections to stations are so infrequent or non existent i am forced to drive to the station.  From the city to carindale, one of my commutes, the bus takes longer than my usual train to goodna!  Perhaps the worst part about bus travel is the sheer number and illogical/confusing location of bus stops in the CBD. If one of my buses doesnt show up or leaves early, i have to walk another 2 blocks somewhere else to try and catch another service. Usually because each service on its own has such low frequencies.  The bus network is expansive and well funded with heaps of drivers and great buses, bjt the design of the network is completely broken
1081	No
1082	Public transport leaves a lot to be desired. Hourly services and no Sunday services is outrageous. Buses don't connect with trains. It is a nightmare State regarding travel. Route 123 Route 135 are the worst
1083	Some suburbs are so poorly serviced by public transport it is impossible to consider it as an option. The south-west suburbs suffer from the lack of a busway and it seems no provision has been made to build this into the Ipswich Motorway upgrade. I don't understand why fares cannot be free for children. If they can manage that on London transport, why not here?
1085	Public transport is too expensive. Needs more incentives to use. The trains are a joke. so is railway infrastructure such as station ambience, accessibility.
1087	Toowoomba public transport needs major overhaul and we need trains, we only have 2 a week and only 1 day a week you can get same day return.
1088	There is no coordination between buses and trains outer of suburb are desperately in need of better transport and new metro system that the council is proposing well kill public transport
1094	Centenary/South-Western suburbs continue to see poor frequency despite Council's recent modifications. As these changes to service areas and timetabling affect mostly peak-hour services, customers from these areas will not see a real difference in off-peak services.  Bus-to-train integration is still significantly lacking across all parts of Brisbane & SEQ.  Services to South-Eastern suburbs continue to see good public transport availability due to the infrastructure built in these areas.
1095	trains need to match the height of the platform. Conductors need to be available at disability pickup points to assist, without passengers having to phone ahead and book a time. Cleaning of trash on board needs to happen more frequently.
1098	Southbank railway station platform 1 is in desperate need of roof. Way too hot to stand in daytime and an absolute shocker in the rain.
1099	The long distance travel trains are just as bad as England. They are never on time.
1101	Country users disadvantaged by go cards that expire. Can go through a total rigamarole to get refunded. Not user friendly at all.
1102	Busses to King Street in Bowen hills need to come more frequently
1105	need public transport for belli park qld 4562
1107	No public transport where we live on the SunshineCoast Hinterland. We have to drive to Nambour and trains are infrequent. Getting a bus to the Coast is OK but there is not very good, or non existent service, if we need to go anywhere else.
1110	I would love to use the 526 more often. However; the bus stops are nearly a kilometre from my home and they currently run only very hour off peak times.
1111	The worst train line is the Gold Coast line (Bombay Express) You have to sit on the ground.
1113	For rail worst suburbs would be the Cleveland line with long travel times for a relatively short distance and the north coast line for bad frequency and stopping all stops to Petrie.  However outside when traveling in the opposite direction of peak hour the Redcliffe Ipswich and Caboolture/north coast lines have it worse as they have peak hour fares without a increase in frequency, also the connection between the Redcliffe and Caboolture line could be made better to allow passengers from Redcliffe to change to the fast service at Petrie all hours of the day not just peak hour allowing

## Quick statistics

Survey 456368 'RAIL Back On Track 2019 Public transport passenger survey'

---

for more seats between lawnton and Virginia. Cleveland and Ipswich line would also benefit from all day express routes.

For bus the worst suburbs are the suburbs outside of the BCC with all the buses that run between Strathpine and Petrie finishing close to 5pm on Sunday, local buses in the morteon Bay Area could do with better running hours, more direct routes and better frequency, however buses in the BCC area have great frequency and run very late, although some areas could be better like eagle farm (buses don't run enough or aren't direct enough from the city) and BCC buses to Strathpine. (Very infrequent and indirect) other suburbs on the Southside May have similar issues.

For city cat the only recommendation would be all day express routes even on weekends as that would help seperate commuters from tourists.

Gold Coast light rail may benefit from a express bus connection from Broadbeach to Robina railway station due to the slow travel time from Broadbeach to GCUH.

- |      |   |
|------|---|
| 1114 | During peak hour, public transport has an outstanding frequency, but any other time, and on weekends, it's extremely poor. Some buses only come every hour, and even stop as early as 5pm towards the city, which is frustrating as the CBD is the only major public transport transfer hub (this happens to me alot when I'm trying to get home from Kangaroo Point in the evenings). Trains are also only every 30 minutes on weekends, meaning that I can usually drive a car to the destination and back before the train shows up.   |
| 1115 | The NRG trains are very uncomfortable and some sections of the train are claustrophobic. It is to see where vacant seats are located.   |
| 1116 | 30 min off peak frequency is not good.<br>On time running would appear to be a challenge for Cab/Redcliffe lines.<br>Cross river rail review is needed to ensure infrastructure meets the needs of the future (design, stubs for north and south extension).<br>Consider a curve radius reduction program to bring curve radii up to an acceptable standard (600m would be nice) to improve line speeds.<br>Consider eliminating remaining single track sections.<br>Consider battery electric multiple units (BEMUs) for interim service extension beyond (for example) Rosewood (I.e. to Gatton).<br>Consider more level crossing removals.<br>Toowoomba range ascent remains a challenge for service. Ensure functionality in place to leverage Inland Rail range crossing for passenger rail service. |
| 1117 | No rail service Ipswich to Cleveland via yeerongpilly.  |
| 1118 | buses on mains rd are good<br><br>buses in loganlea are shit<br><br>GLink is great  |
| 1119 | trains becoming less reliable over time in my opinion<br>Auchenflower, Rainworth and Mount Coot-tha have very bad public transport. It is incredibly unreliable and you never know when a bus will be cancelled and this can happen on all services, such as they are in this area.   |
| 1120 | Bus frequency/choice of routes on Old Cleveland rd is pretty good but still needs more in peak hour. But bus transport is very slow, bumpy, cramped etc. The should be looking at a light rail system.<br>The Greens free off peak proposal sounds great.<br>I also like the idea of the Oyster card in London which you can buy unlimited travel for certain zones and time frames. This makes transport affordable for people and really promotes them to choose to take PT over the car.<br>There needs to be more integration between Active transport and PT. Bike parking, taking bikes/scooters etc on PT (so providing space for this)  |
| 1121 | Bracken Ridge is pretty good in service wise to city however in morning peak overcrowded with school kids so some services by the time they get to my stop have their bus full sign on them. and the local "shopper" service between Strathpine and Toombul is reliable.  |
| 1123 | I'm glad to see that you are finally doing something about the abysmal 522 service in Ipswich. Maybe the bus will actually arrive and be on time now.   |
| 1124 | I would most like to see an increase in off-peak frequency for the train network around the   |



## Quick statistics

Survey 456368 'RAIL Back On Track 2019 Public transport passenger survey'

---

inner core of Brisbane, especially for the Ferny Grove and Cleveland Lines where there is no line overlap.

Very concerned with how Cross River Rail is in it's current form and how it does not cater for any future expansion of the rail network. Happy with the comments RBOT are shouting at the State Gov. regarding this project - keep going!

Bus reform is a must. Perhaps what was proposed 5+ years ago was a little too extreme in some cases but it is still something that must be done.

Brisbane Metro is straight out of the 'How to Get the most out of your existing busway infrastructure 101' handbook so I support it in it's current state. I do not have faith that council and the state government will work together to deliver the best result for Brisbane however.

Would love for the council to push harder with protected bike lanes, they are doing some but need to do a lot more. This would work hand in hand with the proposed green bridges.

1128 I travel from Kalinga to Brisbane City. Eagle Junction is an excellent station for service frequency and journey time.

1130 I drive 20mins from Greenbank (Spring Mtn Estate) to Springfield Central. I have been training it to work at Roma Street (40mins). My kids are in high school at Woodcrest. As the is NO parking at Springfield Stn after I drop my kids off, I had been parking at Springfield Central and my kids would train it with me and get off at Springfield at school. Now, typical issue with kids, they make you late on a daily basis, and I have a long term foot ailment which causes a massive amount of pain with every step I take - don't meet the criteria of being disabled (none there anyway). I don't have time nor can I walk for 15mins to the stn. Don't care how many parks there are . I'm not walking that far when every step is like walking on glass. And I'm sick of reading that everyone parking closer is just lazy - not true...

Anyway, I now have to drop the kids off and then drive another 15min further to Gables on the Ipswich line, and hope I can get a park there by squeezing in between 2 poorly parked cars (nobody knows how to park with consideration for other travellers).

Parking is near impossible for our area if you can't get there before 7 30am. Schools don't want kids dropped off before 8.30am, and whinge if you do. It's only going to get worse with all the new estates at Greenbank, Springfield, Ripley, Yamanto, Redbank Plains etc etc all heading to the train line as there isn't any other options. And no, there are no buses from Greenbank to Springfield Central Stn and if there was, it would probably take over an hour to get there.

1132 Time it was fixed and fair for everyone to use and keep drivers off the roads I to the city... All the money seems to be spent on the southside. Benefits from the Northern Busway seem to be reduced or eliminated by the wait times at the Stafford, Albion \*2 and Windsor traffic lights. Buses are delayed significantly in peak by traffic on Gympie Rd at Kedron and Chermshire, and on Old Northern and South Pine Rds through Everton Park and Enoggera. I am not aware of anything on train to resolve this.

1133 Trunk bus services are frequent, and the drivers friendly and courteous. Parking at stations is challenging. Trains are less frequent and outbound service after 9pm on Friday night could be increased to 15 minutes.

I'm referring to SMBI ferries.  
No Sunday night buses to Redland Bay Marina , limiting time on the mainland for people using public transport on a Sunday.

1134 Bus to Cleveland often arrives as the train is leaving.  
Get rid of translink. They should be just be responsible for ticketing and intermodal coordination.

Let QR operate the trains and timetable, Let BCC operate the buses and ferries.  
TransLink has always been a failure with staff who do not understand how a rail or bus network operate.

1135 Also, the so called Brisbane metro is just bendy buses and repainted busway stations, it will be embarrassing to call it a metro. Everywhere all over the world are building light rail networks

Public transport continues to languish in SEQ, with only lip service and minor tweaks made to what is a failing bus network, unsupported by the rail network. My local bus runs every 15 minutes in peak and 30 minutes off-peak (hourly on Sundays), and I am one of the lucky ones - it is every 40 minutes in peak for a lot of services. Not a useful service.

## Quick statistics

Survey 456368 'RAIL Back On Track 2019 Public transport passenger survey'

---

This is further stymied by the rail network. While rail fail being over is cause for relief, it most certainly isn't cause for celebration. Trains are still being cancelled, frequency is still average and the span of hours of frequent services remains poor.

CityCats and Trams are the only positive, and these are the only ones mostly untouched by the State Government. Seeing a pattern?

Best public transport: the BUZ network still remains the only piece of SEQ's PT which is 'world class' outside of the G:Link.

Worst public transport: Centenary suburbs by a mile. The 'review' conducted by BCC was starved of funding by the State Government and was ultimately just window dressing.

Worst bus route: Outbound 4XX routes on a weekday. All the outbound routes are stuck on inbound runs on Coro Drive. At least if you get delayed going home you get to sit in air conditioned comfort, not outside for 30 minutes waiting for your bus.

- 1136 Brentwood Estate of Augustine Heights is missed by the 526. A small route adjustment would solve the problem. There are already bus stop in the estate.
- 1137 66 frequency too low (and/or bus models used too small) especially midday and early evening (5-7pm). Lots of students travelling from uq to south bank and vice versa. Means busses are immediately full from UQ, and going to UQ full after South Bank.
- 1138 I lived in Melbourne for a long time and I find it strange that Brisbane folk hold up Melbourne PT as being far superior. In my experience PT services in Brisbane are much better and more reliable. I live on the Ipswich line and I would say the reliability of the train is very good and there is a great patch between 7.30-8am in the morning where there is a high frequency. It's a shame this can't extend to be between say 7-9am. The afternoon frequency is less good which is more when I am in a hurry to get home. I also don't think the service is overcrowded - when living in Melbourne I frequently couldn't even get on the train because there was simply no room and would have to wait for multiple trains to pass by before I could get on - that never happens here. I only infrequently don't get a seat.
- 1140 Our busway system needs a rethink. Need more feeder services to increase access to either busway station hubs or heavy rail. Need to reassess routes to minimise number of buses running through congested city (Cultural Centre, Myer Centre etc). Less number of routes on primary busway but higher frequency (turn up & go). Brisbane Metro gets the idea but its implementation is all wrong and wastes too much money in city without increasing access and reach to outer suburbs.