

## Quick statistics

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

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## Results

### Survey 456368

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

## Summary for NFS

Optional supplementary question: TransLink is going to introduce a new fare system Queensland wide. For details see > Smart Ticketing Would you like see see additional optional ticketing products such as periodical ticketing (e.g.) weekly, monthly, yearly options made available? If you have any other suggestions for ticketing options please comment. Thanks!

Answer	Count	Percentage
Yes (A1)	103	47.91%
No (A2)	26	12.09%
Comments	59	27.44%
No answer	59	27.44%
Not completed or Not displayed	27	12.56%

ID	Response
925	Consider free school travel for all. Seniors, a flat daily cap similar to the Opal card in Sydney. Say \$3 daily cap. The two journey cap is not equitable for all, particularly in areas of low frequency services.
934	new go cards
939	Capped weekly fares like Sydney has would be a good idea, that way you don't need to anticipate how much you will travel at the start of the week.
943	Periodicals should be reintroduced if demand warrants it. In particular 3 day and 7 day tickets targeted at visitors/tourists should be introduced.
944	Higher volume on go card machines for hard of hearing
953	Assuming smartTicketing ends up being like the go card system, just with different payment methods, I don't see prepaid periodical (Such as old daily paper ticket) being practical. Extended duration (longer than Monday - Sunday) or multiple tiers to the existing 8 trip then 50% off may work. A potential systems could be days (Travel on/for x days then get x% off). Regardless, any discount system should ensure that PT isn't replacing active travel trips (i.e. bus two stops rather than walking)
954	Periodical ticket that can be varied to suit the user, e.g. selected 3 days per week for a year to suit part-time workers or shift workers. More flexibility in creating ticket options for customers, is needed.
956	Weekly, monthly, off-peak ticketing all helps in lifting overall ridership and encourages more frequent use of public transport. Should be better connectivity (ease of transfers) between bus/rail.
960	Although I wouldn't be interested in weekly/monthly/yearly tickets for translink services, it would be a very good addition for the tilt train, or have it included in the Go Card network
962	YES! Periodic tickets need to come back. I believe in public transport but I am penalised for using it more.
964	yearly
965	A digital form of vision impaired Travel Pass would be great
974	its just more expense for nothing.
980	I would like weekly options to be made available again
982	Periodical caps (weekly) Better off peak discounts as well as for Public holidays.
986	All urban and intercity public transport should have 2-7day passes or if using contactless a cap on a travel amount or if you travel more then 7 return trips a week you should not have to pay anymore till the next week starts.
993	Yes weekly monthly like Myki Melb
996	I pay twice as much using the go card as I did when I could buy a monthly train ticket. Knowing up front how much public transport is going to cost for a set period of time makes budgeting much easier and I don't have to worry about running out of money on my go card if a week turns out to need more trips than anticipated. Smart ticketing provides a marvellous opportunity for a periodical ticket for a set zone range, with journeys outside of that area charged at normal fares.
1001	Go cards are expensive. Should be more concession fares and also free public transport for under 18s. I work in the childrens court and it is ridiculous to criminalize children who don't have money and also a huge drain on resources. Translink's police like ticket inspectors should also be done away with. I think for tourists as well daily, weekly or even monthly tickets would make a lot of sense.

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1002	Ticketing is woeful. The GoCard system is prone to errors and trying to get refunds is a total farce.
1005	I find periodical ticketing confusing. Just stick to trip based prices.
1008	As mentioned before: Cheap monthly passes should be introduced
1014	Why can't I buy an annual ticket?
1018	Go card system works fine, don't change what isn't broken, spend the money elsewhere
1021	keep me updated ned pupic transport out to belli park qld 4562
1023	Periodical ticketing (e.g.) weekly, monthly, yearly options like we had before the go card was introduced would be great however I reckon it's unlikely to ever be implemented again, as the big wigs and decision makers in charge of TransLink don't think they're viable or want them. Funny thing is, these people are probably of a level where they rarely use any form of public transport themselves, sad but very true I'm sure!
1034	leave the go card as is
1035	Your not having my credit card and I'm not paying for something I might not use.
1043	Program same as linkt use would work and would be quicker getting through turnstiles
1045	The Go Card works fine, you just need to add an app so I can view my balance and tap on and off worth the NFC on my phone. It seems a waste to scrap it and spend a lot of money on a new system
1049	However the current ticketing system is not broken - don't waste millions of dollars trying to fix it. There are far more important transport issues
1051	More and faster readers at busy stations
1056	Are Smart tickets really necessary when the rest is a bunch of rubbish? Get the infrastructure right
1059	The ticket machines don't work. Talking to one guard they said they have someone out fixing them twice a week.
1062	School kids to be billed each term
1063	Get trains to run on time first
1074	Eh, I guess it's fine, but I wish other things were priority.
1077	Also a daily maximum cap like every other smart rucket system around the world.
	If i know i need to make a few trips, i know is cheaper to drive
1078	I want to have daily weekly and monthly tickets back
1079	Yes, i would love translink to bring in weekly options especially on gocards where you can get further discounts for frequent travellers
1083	Free fares for children please!
1087	A daily, weekly and trip amount cap (8 return trips in 6 days, travel free on the 7th day).
1094	Weekly cap and concession fares must be made available for those wishing to use non-go card methods of payment.
1098	Train fares are heinous expensive.
1099	Translink go cards should be made mandatory on all bus routes by public and private companies across Queensland.
1100	cash ya clowns
1102	Yearly/ monthly subscription Similar to Berlin. In Berlin you can get a yearly subscription and pay it off monthly or get a month to month subscription. It benefits locals encouraging them to use public transport more.
1103	Multiple payment options. E.g gocard, debit, credit, smart devices Capped pricing e.g All travel for a week over \$50 is free
1104	Definitely want periodicals or weekly caps.
1105	ned public transport for belli park qld 4562
1114	Keeping it simple is better, a complex system would be confusing and daunting for new comers.
1116	anything that further improves the daily cost of travel. Nearly \$50/wk from Redcliffe including 9/10 trip discount.
1120	See londons Oyster card
1121	I like the go card, I use auto top up so I don't have to worry about running low on \$ the idea of using your everyday atm card scares me as it could be prone to hacking and my bank statement would be difficult to read because of multiple transactions
1123	Any of the options suggested.
1124	Weekly price caps similar to what is offered in Sydney would be very welcome.
	Tie in with banks and card providers (again similar to what is currently being done in Sydney with Opal and American Express) also would be welcome.
1131	Suggest a tiere
1135	Bring on periodicals - it would encourage me to switch some of my transport use from the car back to PT on weekends.

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I think I'd just like to see it play out. I would prefer cumulative benefits (so say every 10th journey free rather than per week) as I ride my bike to work occasionally and then that week miss out on my 8/50%.