

Quick statistics

Survey 849989 'RAIL Back On Track 2020 Public transport passenger survey'

Results**Survey 849989**

Number of records in this query:	84
Total records in survey:	84
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? - has the situation with COVID-19 affected the way you use public transport? Thanks!

Answer	Count	Percentage
Answer	41	48.81%
No answer	26	30.95%
Not completed or Not displayed	17	20.24%

ID	Response
925	Brisbane needs proper bus network reform. COVID-19 has reduced my frequency of travel but I expect as things get better this will change.
926	Public transport in Eagle Farm is atrocious and that's why I don't use it for my daily commute. I mostly only use public transport on weekends eg to visit Gold Coast.
927	Would like to see free school travel, so many hidden costs when kids don't touch on and off, no one keeps an eye on the transactions it really adds up when you have multiple kids travelling every day.
928	I live in the inner city so am fairly spoilt for choice to get into the city but it's absolutely hopeless if I want to use public transport to go anywhere else.
929	I would like to see more transit officers on the bus network to assist with reducing fare evasion.
931	I've rated rail comfort as poor. This is due 100% to the new trains. They are extremely uncomfortable on even the shortest trips. The older trains comfort rating is much higher because they are much more comfortable. It's a pity your survey can't ask enough questions to identify issues such as this.
933	As someone that does most of their travel off-peak, some train lines need an increase in off-peak frequencies, especially on weekends. Half an hour just isn't good enough, especially on the inner city stations along the Cleveland line during weekends. Bus reform should happen as soon as possible.
935	Indooroopilly railway station has poor electronic information signage on the platforms and no park 'n ride facilities. Chelmer and Taringa railway stations are badly in need of upgrades.
936	Have been using a little less during Covid but increasing PT use again now. Would like to see a freeze on fare increases for at least one year.
937	We just need an overhaul in the bus network in general (too many black spot areas with many corridors oversaturated).
940	Eagle Junction Station has excellent frequency MacArthur Central bus stop 142 in Edward Street is too busy with pedestrians - I have been shoved and elbowed while waiting. There are too many buses stopping in this area - I have missed my bus due to double parking of services. Chermerside via Kalinga bus service (320) regularly departs late during peak period from this stop.
941	Bus routes should have memory timetables. The 428 and 427 are terribly poor in this context. All routes should have either an exact 60, 30 or 15 or 7/8 minute service frequency, with peak services overlaid within the basic off-peak service. Too many bus routes retain the 1960s legacy of going around the houses instead of sticking to main roads - by removing buses from side-streets and putting them onto main roads or at least roads that directly interlink main roads will speed up end-to-end journey time, and also permit greater fleet utilisation. Also, the ridiculous cul-de-sac at the western end of the Eleanor Schonell Bridge should be replaced with the busway continuing through the UQ campus, enabling through journeys from the southside to logical node destinations like Toowong and Indooroopilly. Toowong and Indooroopilly (and other places) should have proper bus-rail interchanges like Herttoniemi in Helsinki, with the bus station on an island on a concrete raft directly above the rail platforms and connected by stairs, escalators and lifts, enabling a modal change in under 60 seconds for athletic stair users, and step-free access for the less mobile but still under two

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- minutes.
- 945 Classic "suburban sprawl" developments still have very poor public transport. Outer NW suburbs of Brisbane (Arana Hills, Eatons Hill etc.) are particularly bad, and so are suburbs like Forest Lake and Carindale. Most of which could be improved with the construction of planned projects (NWTC, Eastern Busway, for example).
- Springfield and Kippa Ring lines continue to prove to be the best performing train lines. Proof that new infrastructure will induce demand.
- Bus routes 66 and 111 are well serviced and will be even better once converted to Brisbane Metro.
- COVID certainly took a hit on patronage but it seems to be recovering, particularly in the off peak.
- 946 Services are really inconsistent. A bus from Browns Plains to the city is a BUZ service and further out yet I cannot get a train to somewhere closer from the city in counter-peak or the weekend.
- 949 We need to significantly increase the number of services and coverage.
I answered the above as though there is no COVID as COVID squews my results (I catch a bus about 2/moth and rarely catch trains during these COVID times)
- 951 COVID has substantially reduced my public transport use as I now work predominantly from home.
- 954 Front left seat on buses still cordoned off, is still 1.5m from driver and most buses have full wrap around screens so this seat should be made available. Some bus services are getting more than half full so more guidance from Translink on safe distancing including standing, whether to wear masks and consider increasing services for those routes with regular capacity over 50%.
- 955 Too few buses integrate with trains - far too many buses therefore go to the CBD instead of providing the same frequency connectivity between train and bus. Not much point in having buses racing trains along the same corridor. In many cases, the same applies to buses which could have a higher frequency if go to an interchange already served by high frequency services.
- 957 No parking at some tram stations
Fairer fares more expensive at Helensvale -Brisbane commute. When I raised this I was told it was fairer for most but it for us at Helensvale. We missed out. And pay more.
Can't salary sacrifice public transport travel. Only cars! I pay \$5k per year in fares
Bus service does not integrate with rail. Buses arrive just after infrequent train leaves. No late buses for late trains. When I raised this I was told integrated services (as per the station signage and promotion) does not actually mean the two services are integrated! Just at the same hub. When they are running of course.
Fare evaders. Kids, youths. Mutter or yell out Dans Law and saunter past. Early evenings. Late at night. Get out at Harbour Town. Not happy.
Early evening Late night GC line. Young kids mostly indigenous nanging and chroming. I'm a pharmacist/pharmacologist/toxicologist with poisons centre experience. Legal but harmful. No guards. Hard to get onto TransLink in a meaningful way. End up calling police to get the kids at Altandi (where they usually alight). Frequent problem. Empty canisters in trains.
CRR. Where's the business plan. We're paying for it and the (had3 so far) Minister overseeing it. So GC gets a bus link?? Dreaming vs reality. Frequent fast trains vs extra station stops, cancellations (suicides), have to get off at Roma St to either walk or get another train to Central. Not happy.
- 961 Comments re frequency are because of where I live.
Only choice is ETT or drive to Gympie to use metro train
- 967 I live in Bardon 4065. The 375 bus service can be patchy, sometimes not turning up at all.
- 968 Best 130 140 worst 123 135.
- 969 The stretch of busway from QUT Kelvin Grove to Roma Street is suffering from overcrowding in counter-peak (and around 3:10pm - due to Kelvin Grove College students).
- Suburbs with the worst routes are Centenary Suburbs, Albany Creek, Chatsworth Road, Yeronga and Bulimba.
- Northside routes need 3axle/articulated buses much more than eastside routes.
- In my opinion, the worst routes are 161 (duplicates way too much) and the 476 (no point in this existing). Also, the 471 should finish later on Friday and Saturday nights.

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Brisbane City Council needs to advertise the 480 Mt. Cootha Shuttle, because usually on Sundays, all carparks at Mt. Cootha Gardens and Summit are overflowing, but the dedicated carpark to catch the shuttle bus to both of those locations is empty. Why not get Council to make all parking at the summit disabled-only, advertise the 480 on their website, social media and through signage at Mt. Cootha, and bump the 480 up to every 15 minutes frequency to get people to use it.

On a side note, COVID has affected public transport, but passenger numbers are slowly going back to normal.

971	No care on public transportation during covid.
973	No sometimes bit careful travel in a crowding bus.
974	Public transport is considered a poor man's option and so it's shockingly bad
976	What about PUBLIC TRANSPORT on the Southern Moreton Bay Islands?
977	Would like to see the platforms on most station raised so that it is easy to walk on and off trains. Having to take a giant step up onto train is not very good and also stepping down can be problematic and I am not elderly. I have watched other people struggle to get off trains because of such a big step down.
978	Sunshine Coast is treated woefully by both State and Federal government. So badly neglected with both Bus and Rail.
986	I was a frequent user of public transport until recently (a result of COVID19 and changed personal circumstances this year), mainly commuting from the west into Brisbane. I've commuted a lot by both train from Rosewood/Ipswich and the bus from Kenmore. I very often struggle to justify taking public transport over driving somewhere in my car, which is frustrating for me because I recognise the great benefits of public transport: transport efficiency, environmental concerns, someone else driving, no need to find parks. I want to use public transport, but in the west it's just not an attractive option. The morning commute along Moggill Road to UQ takes just as long or longer than driving in (40 min for 12 km in peak-hour!), combined with the reduced flexibility of public transport.

Catching a train from further west is also suboptimal (a public transport commute to UQ from home takes about 2 hours including a 20 min drive to the nearest train st Rosewood versus about 1 hr 15 min drive; driving instead to Dinmore saves 15 min but takes 25 min more driving time). It is time-consuming and annoying to change from the train to the bus on reaching Brisbane at both Indooroopilly and Toowong stations (including having to cross roads), and both bus routes pass through congested suburban traffic. For an advertised 50000 students and 5000+ staff, why is there no suggestion of a shuttle from the west, though UQ, to the southside services at Dutton Park/Park Road? Connectivity between public transport services is generally poor from the west throughout Brisbane; it is time-consuming and very roundabout to commute to most parts of the city, whether south, east, or north so a car is a much more desirable option (and more flexible).

Even if I consider a tandem car-public transport journey (like the aforementioned driving to Dinmore for a train), the lack of convenient park and ride facilities makes it not worth the trouble. For example, if one drove to the Misty Morn park and ride from the west, one still has to pass through suburbia and it doesn't any time. For trips to the city, UQ is often a de facto 'park and ride' because it has lots of parking and fairly good connectivity to the rest of the city along with higher public transport frequency and better flexibility than other park and ride options (despite the need to go through suburbia to get there, and inefficiencies linking different services at or near UQ like getting to the train). And for any trip going through south Brisbane there is simply no attractive park and ride option.

The reduced flexibility of public transport compared with driving is also a major disincentive to using public transport. Many services don't operate late into the night which makes evening trips or late work nearly impossible without a car. More than once I've needed to walk fair distances from inner southside suburbs to UQ after social or university functions; I've had to use a taxi to get home after late work at UQ a few times and the result is that I prefer to drive even when I'm not sure if I'll work late just so I have the option to if the need arises. Similarly, anything in the evening in the Centenary suburbs I drive to. I have the luxury of a car, but those who don't have much reduced scheduling potential.

Aside from all these other issues, the monetary cost of public transport is nearly the same as the cost of petrol. Why is it worth using public transport when it's faster and more flexible to drive for a similar price!

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And these are mainly Brisbane issues. Public transport in Ipswich is still far below par to seriously consider, and the failure to create an integrated Sunshine Coast network is mind-boggling and further entrenches the car as the most valuable mode of transport. Toowoomba and Beaudesert, and anywhere in the old rail corridor north from Rosewood/Marburg through to Yarraman are also consigned to the car. If you live out here or have reason to travel out here and live in urban Brisbane, you simply must have a car for most travel.

I think these issues are part of a broader problem with transport infrastructure from the west. With the tunnels, motorway connections through the city function, but there is almost always an unavoidable snarl when you leave these arterials and have to slog through suburban traffic to get to most major destinations. UQ is particularly disconnected; there is no way to get there without having to go through very poorly-designed, complex, busy, dangerous intersections, often with high pedestrian and cyclist numbers. The lack of a dedicated UQ bikeway means one must always worry about bikes on winding, narrow (whether from parking or by road design) routes unless one goes through the difficult Toowong Tower intersections. No roadway alternative is satisfactory. It is frustrating to see project after project announced increasing connectivity across the river and on the inner southside when those routes are already serviced by a busway, multiple bridges, a train, City Cats, and higher-frequency services. And when there is an infrastructure announcement (like the Moggill Rd-Coonan St intersection), it's invariably too narrow in scope to address these problems and makes no improvements for things like cyclists, road safety or arterial connections (besides that this particular example I find very questionable versus, say, just putting a better traffic light system in...).

- 988 The go card needs to be like Sydney opal card once a pensioner reaches 2.50 the rest of the day is free and on a Sunday all fares should be capped at 2.50 including public holidays. Also should be a separate public holiday timetable not a Sunday timetable ad alot of services don't operate.
Also the great circle line should operate on a Sunday make it hourly on a Sunday Monday to Saturday should be half hourly.

Scotty

- 991 northside of brisbane
- 992 Living in forest Lake/Inala area - feeder buses to nearby rail are poor.
- 994 Bus routes that carry a lot of shoppers (9am-3pm) that I use run hourly during these times, when they should be at least half hourly. Then in peak they are running half hourly and hardly anyone onboard.
- 996 The connections between the Centenary suburbs and the rest of Brisbane are poor (yet Moggill warrants a BUZ, somehow). The connections between Indooroopilly Station and UQ are inconsistent, lengthy, and unreliable. More 432s would be great, and less milk run 428s.
- 998 Brisbane city is very good going to shops etc 555 every 15 minutes. QR is very poor frequency trains should be every 15 minutes during the week out side of peak hour. Hello it is Stephen Boyce from Frankston originally from Ipswich. Ipswich buses need to be 30 minutes during the week same with Logan and most buses in QLD. all buses need to be min 30 minutes during the week exopt nights can be hourly. Gold Coast Brisbane certain areas sunshine coast are not bad providing you are on the main routes light rail and ferries good QR a major disaster 30 minute frequency
if you get off the beaten track like living in Ipswich hourly is pathetic buses need to be 30 minutes QR every 15 during the week and 20 week end and 30 minutes 1st 4 hours sunday morning
- 999 I use the 443/444 from Bellbowrie. The frequency of this service is excellent, and essential, given that we have no other options for public transport from there. It would be useful if the 443 service was for a longer period in the evening; there are only 6 services in the pm, and are often overcrowded in non--COVID times, and not always reliable.
- 1001 Most bus network submissions of RailBot forums don't address the transport issues at Griffith Uni Nathan Campus. Priority should be to provide a high frequency link to Griffith Uni busway to allow connections to the rest of the network. This will help the current issue where many trips to the City are taken on the 120/125 despite being much slower than via busway. The 120/125 are also slower than going via the Busway to Garden City due to normal congestion on Logan Rd. The stopping pattern of the 134 should also be investigated. It currently is a short running/sweeper of the 155 (But demand doesn't justify) stopping only at Nathan, Cemetery, Griffith Uni Busway and QSBS and thus has a very small catchment. If the route is kept, it ideally needs to stop at Buranda for connectivity purposes and potentially Greenslopes, Holland Park West or via CC. As this route runs in uni-peak (Counter CBD peak) there should be capacity at Buranda.
- 1009 Rail is a must have in order to reduce the numbers of cars on the roads, to make suburbs

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more liveable, reduce pollution, and save energy consumption. Brisbane's suburbs need this. Look at Switzerland - suburbs are all accessible via rail - good clean energy, little noise, great people-movers.

1011 Worst suburbs for Public transport accessibility - Centenary suburbs and North West suburbs of Brisbane.

- Significant issues exist for buses in the Western Suburbs with long dwell times due to timetable fat. Routes of particular concern are 433, 432 & 435 in Am peak. In some cases buses dwell for up to 10 mins at Indooroopilly. Need to truncate routes such as 425, 430, 435 and 460 at Indooroopilly and transfer to BUZ routes with these resources redeployed to providing more frequency outside of peak.

1012 Too many weekend shutdowns. Can't rely on the train on weekends. Need more feeder buses to rail. Newstead Fortitude Valley needs its own loop bus to Fv or Bowen Hills station

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
Answer	29	34.52%
No answer	38	45.24%
Not completed or Not displayed	17	20.24%

ID	Response
925	Periodical fares.
926	Yes, definitely need daily/weekly caps similar to NSW Opal Card.
932	Yes
933	Yes I would like to see new ticket options be made available with the new ticketing system. I quite like the idea of daily caps, something which the Opal cards in Sydney do well, likewise to Oyster in London.
936	Yes, would like to see discount weekly, monthly options return.
937	Yes, periodical ticketing would definitely be a good introduction to the network. We should also see a switch to distance based fares, rather than the zonal structure.
941	The whole idea of swiping on and off buses was obviously invented by someone who has never done it with an infant in a stroller and a toddler and modest luggage (shopping). Buses should have a flat fare, charged when swiping on - or, every bus stop should have a swiping station so one swipes on and off not on the vehicle, but at the stop.
945	I'm not for periodical ticketing. Too confusing. I prefer the current per-trip method. I would like to have the option to add GoCard to Google Pay, much like you can with Myki. Not like Opal where you just pay with your card directly. I prefer that extra layer of management/protection.
946	I think 1-zone fares could be cheaper. It's not very affordable for me to do a 2-3km bus trip. Bring back the weekly, monthly and a yearly ticket. These services are going to run whether or not I use it so why not make time based ticket? Why we can not have options like system, a bus ticket, train ticket, ferry ticket and one which covers all. The base rate would be lower for customers.
949	THis is great! But having more inter-regional trains and buses is really important to allow isolated communities to not rely on cars, improve economic development and participation.
951	I would like to see the above options but am unsure of the logistics... would you buy and apply to your account/credit card in advance? Would you accrue up to the point where you 'qualify' and receive a credit or refund? There are lots of things to think about in terms of how it would work.
955	I am happy with GoCard but not happy with loss of staff service to add funds to my card.
957	Not a new idea. 40 years ago I bought a yearly student pass to cover bus train ferry in Sydney to commute to USyd. Bring it on!!! May encourage salary sacrifice options
960	the smart taikating will be good
962	Would be great to have periodical ticketing as an option for frequent users!
967	Smart Ticketing is bullshit... This just more automation of jobs taken from living breathing people and given to machines...like I said BULLSHIT!
969	Get TransLink to work out a system to stop fare-evading students, because so many students take advantage of the fact that they can't be left behind by bus drivers and don't pay the fare.
970	I'd like to see public transport be free, no need for tickets.
971	Yes.
973	more improvements
974	Definitely longer time periods... I used to buy a 25 weekly pass about 12 years ago... I spend almost that every day now
977	Weekly or monthly ticketing options, although COVID has changed when and how often I

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	know catch public transport.
978	I suggest that a weekly ticket/ monthly ticket option be available. I reckon it would be something that visitors would take up if the pricing is right.
982	Yearly tickets with a large discount please
986	To me, the focus on the new 'Smart Ticketing' system is a lot more fanfare and noise than necessary. I have no substantial issues with the current GoCard system with online registration allowing top-ups from anywhere (though I can see how limited fare machine availability can be an issue for those who aren't able to do that). Expanding the available devices is useful (even if it probably won't affect me)—however, most useful would be a direct debit-card reader, eliminating the need for a GoCard. It does make it substantially less likely for plans for a fareless public transport system to come about, and that's something I'd like to see government seriously consider instead of summarily fobbing it off (whether or not it proves viable).
	For me, the cost of fares is already a factor in making public transport a less viable choice. Periodical ticketing might not benefit me because of my irregular schedule but I did find the old weekly ticket much more cost-effective. But the bigger factors in my choice to use public transport are not in ticketing but in it being a significantly poorer option compared with car commuting.
991	yes
998	i want to see Myki up here as it is a better system they have a value pass system of 7 days of travel 28-365 days of travel. Myki is a much better system because it includes most Vline including buses in Ballarat Bendigo Geelong. Metro Trains Buses and Yarra Trams. Victoria is light years ahead of Queensland
1001	Would rather the introduction of daily fare caps. Potentially at double the fare of the most zones travelled. E.g. A day trip from Brisbane to Gold Coast; Pay for trip down. Pay for a trip around. Then trip back is discounted so the trip while there is essentially free.
1012	Weekly and monthly cap please