



Queensland  
Government

## Minister for Transport and Main Roads

Our ref: MC109292

06 DEC 2019

Mr Michael Berkman MP  
Member for Maiwar  
PO Box 423  
INDOOROOPILLY CENTRE QLD 4068

Dear Mr Berkman

*Michael,*

I refer to your letter of 22 August 2019 to the Right Honourable the Lord Mayor of Brisbane, Councillor Adrian Schrinner, on behalf of your constituents, about public transport in Fig Tree Pocket. Your correspondence was referred to me for consideration and response.

I acknowledge your concerns regarding the hours of operation of bus routes 430 and 445 which service Fig Tree Pocket. Following receipt of your correspondence, I requested the Department of Transport and Main Roads' TransLink Division to investigate this matter.

As you may appreciate, TransLink receives many requests for additional bus services across South East Queensland (SEQ). These requests must be considered and prioritised against the competing needs across the network and the levels of funding currently available.

The SEQ public transport patronage for 2018–19 is 189.73 million trips, an increase of 6.90 million trips when compared with the 2017–18 total. The SEQ patronage is forecast to increase to 193.91 million in 2019–20, up 4.18 million from the 2018–19 total.

A review of recent patronage data indicates that trips in both directions on bus routes 430 and 445 generally have available capacity on weekdays. In addition, weekend patronage on bus route 430 indicates that the busiest times and locations for this route is at the Lone Pine Koala Sanctuary between 2.15pm and 4.30pm.

The review confirmed that 12 per cent of services during the week reach a full seated load, but less than 3 per cent of services reach total vehicle capacity, with these occurring on weekend afternoon return trips from the Lone Pine Koala Sanctuary.

While TransLink acknowledges that full buses inconvenience commuters, any improvements to services must be prioritised against competing needs across Queensland. As a result, TransLink is not planning on increasing service levels on bus routes 430 or 445 at this time.

I share your view that public transport needs to offer an attractive and reliable option for commuters. The Palaszczuk Government has invested significantly in reducing the cost of public transport fares, increasing services (for example, the recent service increases to the University of Queensland) and commencing the construction of the Cross River Rail project.

The Queensland Government is also investing \$371 million to deliver a new Smart Ticketing system to make choosing public transport even easier.

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While go cards and paper tickets will continue to be accepted, the new payment system will:

- introduce new ways to pay, including contactless debit and credit cards, smartphones and wearable devices (such as smart watches)
- upgrade existing ticketing equipment
- make it easier for you to manage your account, via an enhanced website and app
- be rolled out across all SEQ and regional urban public transport networks.

Smart Ticketing will be progressively rolled out ahead of being fully implemented by 2022.

I trust this information helps with your response to your constituents.

Yours sincerely



**MARK BAILEY MP**  
**Minister for Transport and Main Roads**