

# OBJECTIVE 5

AN INTEGRATED PASSENGER  
TRANSPORT NETWORK THAT ALLOWS  
FAIR ACCESS TO ALL

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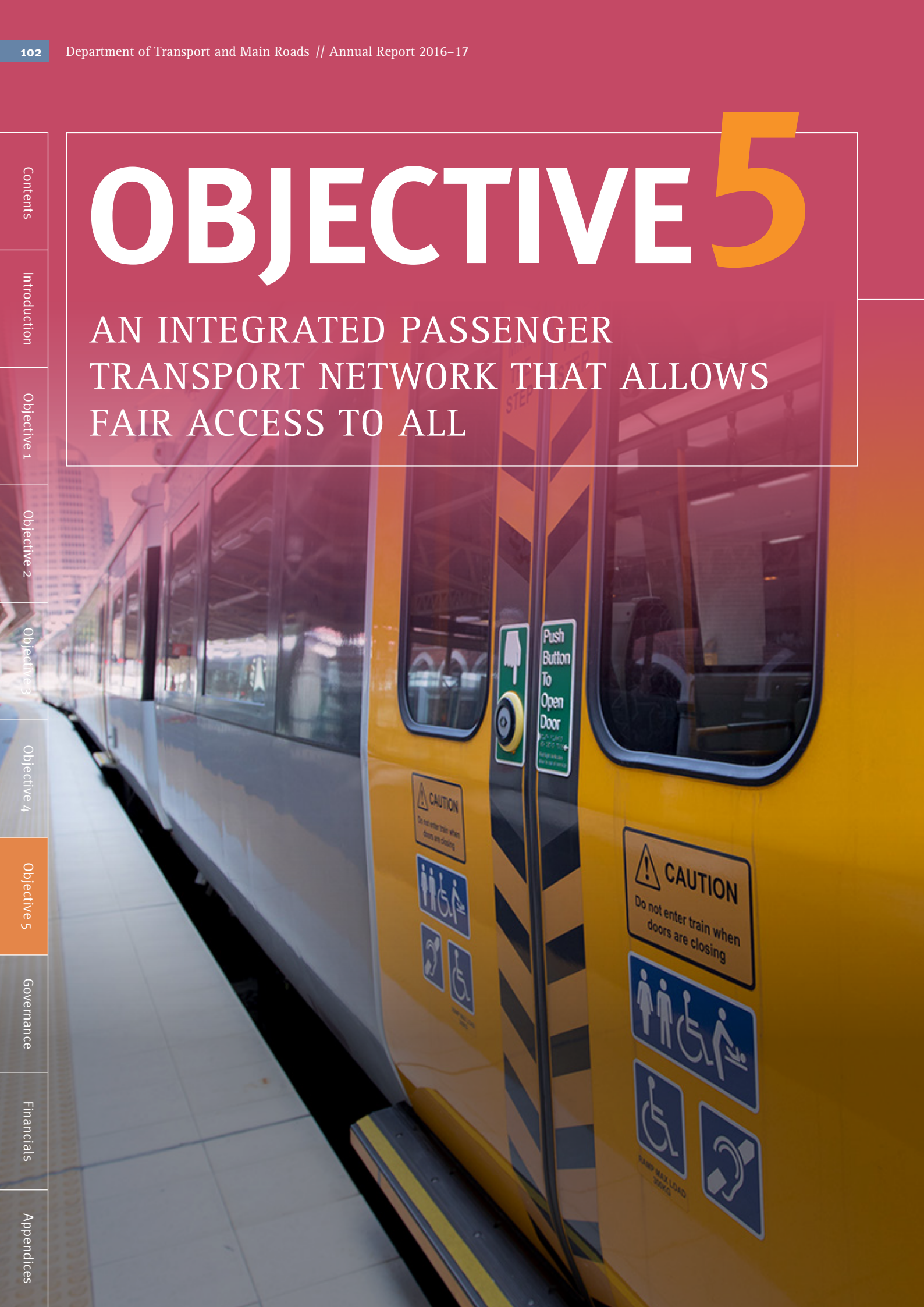
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CAUTION  
Do not enter train when  
doors are closing



Push  
Button  
To  
Open  
Door

CAUTION  
Do not enter train when  
doors are closing



RAMP MAX LOAD  
300KG

# OUR highlights

In 2016-17, we enhanced our service delivery through the innovative use of technology. We listened to, and worked with, our customers to provide an accessible transport system. Our key achievements are listed below.

## ☑ QUEENSLAND PERSONALISED TRANSPORT HORIZON

Developed and implemented Queensland's Personalised Transport Horizon – Five Year Strategic Plan for *Personalised Transport Services 2016–2021* ([see page 108](#)).

## ☑ FAIRER FARES REVIEW

A new fare reform program for Queensland was announced following the outcome of the SEQ Fare Review ([see page 106](#)).

## ☑ NEW GENERATION ROLLINGSTOCK

Fifteen new trains were delivered to Queensland and will progressively enter the south east Queensland rail network for passenger service when they complete a comprehensive testing and commissioning program ([see page 105](#)).

## ☑ TAXI SUBSIDY SCHEME

1,819,649 trips were taken by TSS members during 2016–17 as a part of the scheme ([see page 107](#)).

## ☑ RAIL INFRASTRUCTURE PROJECTS

Ongoing planning and delivery of new rail infrastructure, including the Redcliffe Peninsula Line and the Coomera to Helensvale track duplication, to increase capacity and maintain the reliability of the rail network ([see page 108–109](#)).

## ☑ PASSENGER TRANSPORT ACCESSIBLE INFRASTRUCTURE PROGRAM

Provided funding assistance to local governments to upgrade and improve customer accessibility across the passenger transport network ([see page 112](#)).

## // Strategies

- 5.1 Promote and invest in active and public transport solutions that support broader community benefits

## // Performance areas

- We provide increased value for money

# We promote and invest in active and public transport solutions that support broader community benefits

Public transport is an important and ongoing focus to build liveable regions accessible by all. Major investments continue to be made in multiple areas to expand the network and improve the service offering. New technologies and processes are being investigated and integrated. Many significant projects progressed or were completed this year and are outlined below.

## South East Queensland's Passenger Strategy – Connecting Brisbane

In June 2017, Connecting Brisbane was jointly launched by the state government and Brisbane City Council.

Connecting Brisbane is a blueprint to transform Brisbane's public transport network through the complementary Cross River Rail and Brisbane metro projects. These, in turn, will facilitate the extension and improvement of the public transport system throughout south east Queensland (SEQ). An integrated approach to public transport investment in Brisbane and surrounding areas will help to connect the SEQ region.

Connecting Brisbane is consistent with the federal government's *Smart Cities Plan* to support productive, accessible, liveable cities that attract talent, encourage innovation and create jobs and growth.

For more information visit:

[dilgp.qld.gov.au/infrastructure/connecting-brisbane.html](http://dilgp.qld.gov.au/infrastructure/connecting-brisbane.html)

## Demand Responsive Transport project

TMR is trialling a new type of transport known as Demand Responsive Transport (DRT) to areas where high occupancy transit is not available. DRT is a pre-booked shared transport service that is an alternate to personalised transport such as taxis or ride-share. DRT uses different types of vehicles, such as wheelchair accessible vehicles, minibuses and sedans, to match different customer needs and connect customers to major public transport stations and local facilities.

The project will use advances in technology, flexible routes and changes in customer behaviour to meet the needs of Queenslanders. Trial sites are currently being assessed with the first trial to be rolled out in Logan from September 2017.

For more information visit: [haveyoursay.translink.com.au/demand-responsive-transport](http://haveyoursay.translink.com.au/demand-responsive-transport)

## Mackay and Toowoomba regional TransLink roll out

TMR completed public transport improvement projects in Mackay and Toowoomba. Both projects have delivered a significant investment in bus services, bus stop infrastructure, and public transport information for customers. The Mackay network went live in November 2016 and the Toowoomba network went live in June 2017.

The final bus networks were delivered through a collaborative process. The original network plans were improved following feedback from the extensive consultation in both regions. The community provided feedback online and face-to-face to the project team. Customers will now benefit from increased frequency and span of hours of bus services, additional weekend services, and the introduction of services in new and growing areas.

In addition to the bus service and infrastructure improvements, customers have also benefited from the rollout of the TransLink brand which provides access to TransLink's 24/7 Contact Centre, Journey Planner and a dedicated public transport webpage.



Passengers utilising new Mackay TransLink services.



## New Generation Rollingstock

The state government will contribute \$4.4 billion over 32 years to fund the New Generation Rollingstock (NGR) project, which includes:

- design, construction and maintenance of 75 new passenger trains for south east Queensland
- design and construction of a purpose-built maintenance centre at Wulkuraka, west of Ipswich
- procurement of three NGR training simulators for the train crew.

The NGR project is being delivered under an Availability Public Private Partnership (PPP), which was awarded to the Bombardier-led consortium, Qtectic in 2013. Qtectic is made up of Bombardier Transportation, John Laing, Itochu and Aberdeen Infrastructure Investments Limited.

All 75 NGR trains will undergo comprehensive testing and commissioning to ensure they meet contractual and operational requirements and are safe for customers, train crew and infrastructure.

The 15 NGR trains delivered so far are currently undergoing this testing, which includes:

- static testing (where the train does not need to move) of train components including the mechanical and electrical systems, Wi-Fi, CCTV, doors, seats and air-conditioning at the Wulkuraka Maintenance Centre.
- internal information and communications technology (ICT) testing to ensure new on-board equipment integrates with existing Queensland Rail systems
- Queensland Rail train crew training using the NGR simulators, classroom training modules and practical on-train sessions
- on-track testing (also known as dynamic testing) on the rail network.

The delivery of further NGR trains from India was placed on-hold in March 2017 until the first NGR train has completed its testing and commissioning program, and is ready to start passenger service.

NGR services are expected to start on the south east Queensland passenger rail network in 2017, with all NGR fleet operational by late 2018.

For more information visit: [tmr.qld.gov.au/ngr](http://tmr.qld.gov.au/ngr)



*The first New Generation Rollingstock train being readied for on-track testing.*

## Commonwealth Games passenger transport network planning

Read about our passenger planning for Commonwealth Games ([see page 35](#)).

## Sunshine Coast University Hospital services

To support the opening of the Sunshine Coast University Hospital (SCUH) in early 2017, the department successfully implemented a significant network bus service change to ensure hospital staff, patients and visitors can better access the new hospital via public transport.

The service change involved the commencement of a new bus route (611) from Maroochydore directly to the SCUH, new weekend services, increased frequency and increased span of hours to align to hospital operating hours. After only six months, passenger numbers are demonstrating that these new services are extremely well patronised, and this is only expected to grow as the hospital and the surrounding areas continue to expand.

To further improve public transport services on the Sunshine Coast, we also undertook a change to bus services in Nambour, which coincided with the SCUH service change. Changes featured two additional bus routes (637 and 638), extensions to existing routes, and improved bus-rail connections to Nambour station.

## Fairer Fares – SEQ Fare Review

As an outcome of the SEQ Fare Review, we announced a fare reform program to provide Fairer Fares for public transport in south east Queensland.

In December 2016, new fares and simpler zones were introduced including:

- cheaper fares across all zones
- simplified eight zone structure, from previous 23 travel zones
- off-peak discounts extended to 6am (from 3am)
- free weekend travel on a child *go* card ([see glossary page 231](#))
- half-price journeys after eight in a week replacing the previous 'Nine and FREE' initiative.

From April 2017, job seekers receiving the Newstart Allowance or Youth Allowance and asylum seekers were eligible for 50 per cent concession fares.

For more information visit: [translink.com.au/tickets-and-fares/fairer-fares](http://translink.com.au/tickets-and-fares/fairer-fares)

Queenslanders commuting from Strathpine to Brisbane for work each day will save nearly \$900 a year, while Queenslanders travelling from Robina to Brisbane will save close to \$1,200 annually.

Data source: [translink.com.au/tickets-and-fares/fairer-fares/new-fares-and-zones](http://translink.com.au/tickets-and-fares/fairer-fares/new-fares-and-zones)

## Passenger information display rollout

In mid-2015 TMR began upgrading legacy Passenger Information Display (PID) systems across the busway ([see glossary page 230](#)) network and at major interchanges.

The department identified an opportunity to develop a state of the art system to provide more accurate arrival and departure times for our customers. The PID system includes the introduction of real-time passenger information and has the ability to include a text-to-voice system to assist vision impaired customers. The PID system also provides notification of faults, allowing speedier maintenance and an improved customer experience.

In total, over 250 PIDs have been installed throughout south east Queensland at major bus stations including King George Square, Queen Street, Roma Street, Logan Hyperdome and UQ Lakes.

## School Transport Assistance Scheme Transformation Project

The School Transport Assistance Scheme (STAS) provides assistance to eligible students on rail, bus, ferry and tram services. It contributes towards the cost of transporting children to and from school, and assists parents to meet their legal obligation of ensuring their children are enrolled in and attending an approved educational facility. During the 2016 calendar year, STAS assistance was provided to 131,828 recipients.

In January 2017, we commenced the STAS Transformation Project to replace a number of existing manual forms used to process assistance applications, with a single online form. The STAS online form is designed to simplify and speed up the application process, provide more accurate records and automate aspects of the application that cannot be achieved in paper form. Paper forms will continue to be available if online access is not available.



*School students may be eligible for assistance through the STAS, which will be simplified to an online form in the future.*

For more information visit: [translink.com.au/tickets-and-fares/concessions/school-transport-assistance](http://translink.com.au/tickets-and-fares/concessions/school-transport-assistance)

## Taxi Subsidy Scheme

The Taxi Subsidy Scheme (TSS) (see glossary page 232) is a Queensland Government initiative designed to provide an affordable and accessible transport option for people with a disability who experience profound difficulties using other modes of public passenger transport.

As at 30 June 2017, the department paid an average subsidy of \$7.74 per trip and 1,819,649 trips were taken by TSS members in 2016–17.

Specific benefits of the scheme include a subsidy paid by the Queensland Government of half the total taxi fare, up to a maximum subsidy of \$25, and access to subsidised taxi travel in other Australian states and territories.

In December 2016, we implemented the \$20 Lift Payment Incentive to encourage drivers of wheelchair accessible taxis to give priority to transport eligible TSS members. \$5.6 million was allocated to this initiative as part of the personalised transport reform Industry Adjustment Assistance Package. As at 2 June 2017, approximately \$2.2 million had been paid as part of this initiative, for approximately 108,000 trips.

**In 2016–17 drivers of wheelchair accessible taxis were incentivised on over 108,000 trips for people with disabilities who are unable to access public passenger transport.**

## Revenue Protection Strategy

Fare evasion accounts for an estimated \$25 million in lost fare revenue annually on the public transport network in south east Queensland.

As a consequence, the department identified activities in our *Revenue Protection Strategy* to reduce fare evasion. These activities fall under the key areas of new technology, improved data management, customer communication and education, and enforcement.

During the year, we refined the Fare Evasion Incident Management System for the Senior Network Officer workforce. This mobile phone-based platform for recording fines and warnings also assists field staff plan their deployments on the network in real time and conduct their work in a safe environment. This has meant improved revenue protection productivity, safety and customer service.

The automatic upload of data into the revenue protection database has also provided more up-to-date data on fare evasion hot spots for use in the intelligent deployment of enforcement officers.

The Revenue Protection team also continues to work with industry partners at a depot level and with local schools to educate partners and customers on revenue protection activity and the rights and responsibilities of customers while using public transport.

Senior Network Officers have been proactive during the year to improve the safety of bus drivers and other network staff, and for customers using network services. This is demonstrated in regular joint operations throughout the year between Senior Network Officers and Queensland Police across south east Queensland.

## Bus driver safety review

In September 2016, the department announced an independent review into bus driver safety would be conducted. Sadly, in October 2016, a Brisbane Transport Bus Driver, Mr Manmeet Sharma was fatally attacked following the announcement of this review. As a result, the scope of the review was expanded to include data from this fatal incident and findings from Brisbane City Council's review.

In November 2016 the department engaged an external consultant to conduct the independent review which included extensive consultation with key stakeholders including 522 drivers (via a survey) and stakeholder meetings with industry representatives, unions and government agencies. The state's 3000 bus drivers were also invited to take part in a survey on bus driver safety.

The review:

- considered previous studies and initiatives by government, industry, unions and the tertiary sector to gain insight and knowledge about issues impacting driver safety
- examined and assessed current safety systems, policies, infrastructure, procedures and training to determine their efficacy in improving driver safety
- assessed initiatives currently underway across government to address driver and passenger safety
- conducted environmental scanning and research on driver safety systems
- collaborated with industry, unions, government agencies and key experts to identify potential initiatives
- investigated funding mechanisms for potential driver safety initiatives.

As a result of the review, the department will begin to trial a number of the recommendations such as the fitment of anti-shatter film on buses on the Gold Coast and Cairns. We have also implemented more frequent and expanded Bus Safety Forum meetings to include bus drivers and TransLink Senior Network Officers, recognising the important role they play in the public transport network.



## Queensland Personalised Transport Horizon

This year we supported the development and implementation of *Queensland's Personalised Transport Horizon – Five Year Strategic Plan for Personalised Transport Services 2016–2021*.

To inform the development of the reforms, TMR consulted with the personalised transport industry, consumers and disability groups during six workshops as well as through the Personalised Transport Industry Reference Group.

We also led the development of the *Transport and Other Legislation (Personalised Transport Reform) Amendment Act 2017*, which was passed by the Queensland Parliament in May 2017.

Acknowledging that some existing taxi and limousine businesses would find transitioning to the new framework challenging, the state government established a \$100 million Industry Adjustment Assistance Package.

The package included a range of financial, advisory and incentive measures as set out below:

- \$60 million in transitional assistance payments
- \$26.7 million for an industry hardship fund
- \$3.75 million for business advisory help
- \$4.3 million in waived fees
- \$5.6 million to incentivise drivers of wheelchair accessible taxis to prioritise services for taxi subsidy scheme members who travel in a wheelchair ([see page 107](#)).

## South East Queensland Bus Contracts procurement project

Bids from 15 private service providers were received following a successful invitation to offer process which closed in May 2017. Evaluation of the bids submitted is underway.

Concurrently, the department is engaged with Brisbane City Council to put in place new generation contracts for bus services in south east Queensland. This procurement will improve customer experience, ensure greater value for money for the state, and enhance flexibility in our network.

A revised invitation to offer contract was issued to private bus service providers in March 2017 following an interactive workshop process. The department is planning to progressively execute contracts from 1 July 2017. Contract extensions will be required under the *Transport Operations (Passenger Transport) Act 1994* to facilitate these contract executions.

## Rail Infrastructure

### Gold Coast Light Rail - Stage 2

In July 2016, works commenced on Stage 2 of the Gold Coast Light Rail, which will connect the existing light rail system at Southport to heavy rail at the Helensvale station.

The 7.3 kilometre route runs from Helensvale heavy rail station adjacent to the Gold Coast line, then adjacent to the Smith Street Motorway to connect with Stage 1 at the Gold Coast University Hospital light rail station.

Watch the drone footage: [facebook.com/TMRQld/videos/1368299629879583/](https://www.facebook.com/TMRQld/videos/1368299629879583/)

The preferred alignment provides a cost-effective solution by efficiently using existing road and rail corridors, therefore reducing impacts on the community and the environment.



Aerial view of stage two construction at Olsen Avenue and Wintergreen/Parklands Drive intersection.

The \$420 million project is jointly funded by state and federal government, and the City of Gold Coast. Stage 2 is expected to be complete and fully operational by February 2018, weather permitting.

For more information visit:

[ridetheg.com.au](http://ridetheg.com.au)

[tmr.qld.gov.au/Projects/Name/G/Gold-Coast-Light-Rail-Stage-2](http://tmr.qld.gov.au/Projects/Name/G/Gold-Coast-Light-Rail-Stage-2)



# 21,850

average number of Gold Coast daily passengers

## Redcliffe Peninsula Line (Moreton Bay Rail Link)

The Redcliffe Peninsula Line officially opened in October 2016 and is a 12.6 kilometre dual track passenger rail line between Petrie and Kippa-Ring, including six rail stations at Kallangur, Murrumba Downs, Mango Hill, Mango Hill East, Rothwell and Kippa-Ring.

The Redcliffe Peninsula Line provides a reliable, economical and faster alternative to driving to Brisbane's CBD during peak periods. It also reduces congestion on the road network, including the Bruce Highway and provides better access to major employment centres both within and outside the Moreton Bay Region.

The new rail line is part of a \$1.2 billion program of public transport improvements for the Moreton Bay Region, funded by the Federal Government, State Government and Moreton Bay Regional Council. The program includes the rail line, Petrie to Lawnton track duplication and the Rothwell Intersection Upgrade.

For more information visit: [tmr.qld.gov.au/moretonbayrail](http://tmr.qld.gov.au/moretonbayrail)

## Coomera to Helensvale track duplication

Queensland Rail is duplicating the final section of single track on the Gold Coast rail line, between Coomera and Helensvale stations.

This project will allow for improvements to Gold Coast rail line services for GC2018 and beyond construction including:

- the duplication project involves constructing 8.2 kilometres of track and eight rail bridges, installing overhead electrification and signalling systems and replacing 3.8 kilometres of timber barrier screening
- construction of the rail formation and eight duplicated rail bridges (ranging from 15 metres to 860 metres in length) was completed this year
- current works include laying ballast and track, and installing overhead line equipment and signalling systems.

The \$163 million project is scheduled for completion in late-2017, weather and construction conditions permitting.

For more information visit: [queenslandrail.com.au/Community/Projects/Pages/Coomera-to-Helensvale.aspx](http://queenslandrail.com.au/Community/Projects/Pages/Coomera-to-Helensvale.aspx)

## Network redesign – Redcliffe Peninsula Line

To support the commissioning of the Redcliffe Peninsula Line, we undertook a major redesign of the supporting bus network in Brisbane's northern region in order to create an integrated public transport network for the community.

Community consultation informed the network design for the new passenger transport network. An extensive consultation campaign began in late 2015 involving community sessions, online feedback and numerous information sessions held at key locations across the region.

Based on this feedback, the final network was implemented in October 2016, and featured:

- more services, with Redcliffe Peninsula Line trains running every six minutes at peak times
- faster journeys, with more express trains running across the rail network
- a bus network designed to connect residents to the new rail line and local attractions
- better access to bus services with increased operating hours on six additional routes every weekday - with an additional 157 trips each weekday and 104 trips every weekend
- improved weekend services in direct response to community feedback, with increased operating hours on eight routes throughout the region.



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## MyTransLink App – new improvements

In May 2017 the first stage of a major update to the MyTransLink app was released. Human-centred design was used to create a digital product customers can use for quick and easy access to public transport information. This upgrade focused on improving customer experience by providing customised access to their favourite stops and services in real-time.

The MyTransLink app changes are the result of customer feedback the department received through online forms, call centre enquiries and user experience testing in south east Queensland as well as undertaking specific usability and accessibility research.

This research has led to the creation of a more intuitive tab-based navigation structure, consolidation of the ‘My Stops’ and ‘My Services’ features into one convenient ‘Favourites’ tab and provision of immediate access to the *go* card website.

Download the MyTransLink app here:  
[translink.com.au/plan-your-journey/mytranslink](http://translink.com.au/plan-your-journey/mytranslink)

## One billion *go* card trips

In July 2016, TransLink reached one billion *go* card trips on the south east Queensland network.

To celebrate this milestone with our customers, we launched an online competition for registered *go* card holders to go into the draw to win one of ten prizes of \$100 worth of *go* card travel credit.

*go* card makes it quick and easy for our customers to travel - users can board vehicles faster and they can travel and transfer between modes more easily and cheaper than paper.

*go* card is now used on more than 86 per cent of all public transport trips in south east Queensland.



A milestone reached with one billion *go* card uses.

## Next Generation Ticketing

Following an expression of interest issued to the market, the procurement process is progressing for a new automated ticketing system to replace the existing *go* card system.

A number of proponents have been shortlisted and an interactive workshop process is underway. This phase allows us to finalise requirements prior to moving into the request for tender with contract finalisation phase. Design, build, implementation and transition to the new system will occur subsequent to this.

We have exercised a contract extension with the existing ticketing provider to manage and operate the *go* card system while the procurement process is underway.

The Next Generation Ticketing system is expected to offer customers easy access and the choice of a variety of contactless tokens, including mobile phones, linked to an account to pay for bus, rail, ferry and tram travel and potentially a diverse range of transport related services.

## Timetable changes – Queen’s Wharf

TMR implemented a major public transport service change in December 2016 in advance of the Brisbane CBD road closures for the Queen’s Wharf project which started in January 2017. This significant service change involved re-routing and re-timing approximately 50 different routes over the Brisbane network to ensure there was no reduction in the number of bus services or the service frequency despite the CBD road closures.

At the same time, we implemented a timetable change across the entire Brisbane network, readjusting bus timetables to reflect current road conditions. This is the most significant timetable change to the Brisbane network since the introduction of the busways and was accompanied by communications to passengers in the lead up to the changes.

## Supporting events transport across Queensland

We work closely with Stadiums Queensland and other major event venues and promoters to ensure event transport plans are sufficient to address additional demand on the public transport network and do not adversely impact existing customers.

Event transport plans are developed in close partnership with venues, promoters, service delivery partners and emergency services taking into account a wide range of factors including predicted event attendance, historical event data, the demographics of event patrons and the time of day.

This year, our Network Events team continued to facilitate event transport services for the major south east Queensland sporting and entertainment venues including Suncorp Stadium, Gabba Stadium, Skilled Park, Metricon Stadium, Brisbane Entertainment Centre (Boondall) and the Brisbane Showgrounds.

A particular highlight was the back-to-back Adele concerts held at the Gabba Stadium in March 2017 requiring an unprecedented event transport response for some of the largest crowds to have ever attended this venue.

Our frontline Senior Network Officer and Busway Operations staff along with our service delivery partners – Transport for Brisbane, Queensland Rail and multiple private bus operators – delivered an outstanding customer service outcome, resulting in excellent customer feedback from first time and regular public transport users alike who attended these events.

In addition, we also coordinated successful event transport services supporting some of Queensland’s signature annual events including the Brisbane Exhibition (Ekka), Riverfire and New Year’s Eve celebrations both in Brisbane and on the Gold Coast.

## 200,000<sup>th</sup> seniors *go* card

More south east Queensland seniors are saving on public transport and household expenses, with the 200,000<sup>th</sup> combined Seniors Card *+go* issued in May 2017.

Launched in 2010 as an inter-agency initiative the Seniors Card *+go* program combines a Queensland Seniors Card with a Seniors’ *go* card into a single, easy to use card for concessions, discounts and travel.

Seniors Card *+go* assists with cost of living pressures while supporting seniors to be active and connected. It demonstrates an ongoing commitment to building an age-friendly state that places customers first, while achieving value for money.

The department remains committed to delivering the Seniors Card *+go* program for the foreseeable future in partnership with Department of Communities, Child Safety, and Disability Services and Smart Services Queensland.

## Trials to improve accessibility and inclusiveness on the network

TMR undertakes ongoing engagement with the disability sector as part of its commitment to improving the accessibility of the public transport network.

The department’s Accessibility Reference Group (ARG) meets quarterly and includes representation from government, industry and disability advocacy groups. The ARG discusses issues related to improving the accessibility of the Queensland passenger transport network for customers with disability. The ARG is regularly engaged to provide feedback on accessibility related aspects of projects being undertaken by the department.

In addition to engagement through the ARG, targeted consultation also occurred with disability advocacy groups on various infrastructure related projects and initiatives throughout the year to ensure needs of customers with a disability are considered.

Such projects and initiatives have included:

- design and construction of the bus and ferry interchange at Redland Bay
- design of the King George Square bus station accessible toilet access buttons
- trialled use of braille/tactile bus stop blade sign identification numbers.

To ensure information provided about public transport services through the TransLink website is accessible for people with vision impairment, the department engages Vision Australia to undertake annual reviews of the website as well as testing of the MyTransLink app throughout the year.

Given the reliance some people with disabilities have on personalised transport, the department engaged with the disability sector during the significant reform of the personalised transport industry this year. A representative of the disability sector held membership on the Personalised Transport Industry Reference Group. The establishment of the group ensured ongoing industry engagement and input into delivery of the reform program.



*go access offers vision impaired passengers the ability to travel effortlessly on the network.*

## Passenger Transport Accessible Infrastructure Program

TMR's Passenger Transport Accessible Infrastructure Program is an initiative providing funding assistance to local governments for upgrading existing passenger transport facilities to meet the *Disability Standards for Accessible Public Transport 2002* (DDA) ([see glossary page 230](#)).

These funding contributions allow local governments to:

- increase accessibility for communities
- modernise passenger transport facilities to meet current standards
- apply consistent design standards across the passenger transport network.

This year, \$5.076 million of funding assistance was provided to 18 local governments across Queensland to support upgrades of urban bus stops to meet accessibility standards. In addition, approximately \$200,000 was provided towards upgrading long-distance coach stops, and approximately \$1 million was provided towards ferry terminal upgrades, enhancing safety and accessibility for passengers.

Funding for infrastructure upgrades under this scheme included:

- \$500,000 for a new Mornington Island jetty
- more than \$3.5 million distributed to south east Queensland local governments for upgrades to about 1000 urban bus stops for DDA compliance
- a \$250,000 contribution to the Redland City Council for the planning/design and concept phases to redevelop and re-build the Russell Island ferry pontoon.

The success of these infrastructure grants programs is built on the partnership approach with local governments, working together to deliver a single integrated transport network accessible to everyone.

## New location for Victoria Point Bus Station

In July 2016, the department commenced design to relocate the existing bus station to a new location on Cleveland-Redland Bay Road at Victoria Point.

The new location will provide greater bus and passenger capacity to meet future demand in the region. It will also deliver travel time savings and operational efficiencies to deliver a faster and more reliable bus network for customers. The results of the community consultation are being taken into consideration along with other technical work to inform the final design.

## Passenger Transport Facilities Program

The Passenger Transport Facilities Program delivers critical enabling infrastructure to support the provision of a reliable, safe, accessible, and integrated passenger transport network. The program funds capital investment for passenger transport infrastructure that delivers value-for-money, supports growth in demand, improves network legibility and ensures equitable access.

Investments include:

- park 'n' ride facilities and improved multi-modal interchanges between bus and rail
- signage and wayfinding improvements (network legibility)
- public transport priority and Intelligent Transport Systems to improve travel time reliability for customers
- leveraging technology to improve equitable access to information
- marine infrastructure that connects passengers to other transport modes, including ferry facilities in south east Queensland.

## Redland Bay Marina bus station

TMR completed construction of the Redland Bay Marina bus station in June 2017, providing benefit to customers and the broader Redland Bay community. The station has been upgraded to cater for the current and future public transport demand, given its status as a key interchange in Redland Bay. It also improves the waiting environment and provides greater accessibility for customers.

The new bus station includes:

- an upgraded bus station with capacity for three buses
- fully-enclosed, weather-proof waiting areas and sheltered bus platforms
- a sheltered passenger pick-up and drop-off area, with additional loading bays
- retail spaces to activate the precinct
- improved lighting and security cameras with 24-hour video recording.



## Investment in park ‘n’ ride facilities

Park ‘n’ ride facilities serve a critical role in connecting people to public transport. These facilities are an effective means of providing greater access to public transport, and can assist in reducing congestion on our roads.

Investment in park ‘n’ ride facilities during the year included:

### Thorneside Station park ‘n’ ride upgrade

In November 2016, we constructed a second Park ‘n’ Ride facility for customers at Thorneside Station. The parking capacity at the station has increased from 134 to 180 spaces, providing more options for customers along the Cleveland rail line.

### Murarrie Station park ‘n’ ride upgrade

In May 2017, the department commenced construction of the Murarrie Station park ‘n’ ride upgrade. This project will provide more capacity for commuter parking at this location and contribute to reducing congestion and alleviating park ‘n’ ride demand at other facilities to the west, by providing customers with more parking options closer to the origin of their journey. The upgrade at Murarrie will be completed in two stages. Stage One is underway and on completion will more than double the capacity of the southern carpark to 98 spaces. Planning for Stage Two (the northern carpark) will continue in 2017-18.

### Nundah Station park ‘n’ ride upgrade

In June 2017, we reconfigured the Nundah Station park ‘n’ ride to assist in alleviating commuter parking pressure in the area. The reconfiguration was a sustainable and cost effective approach to optimising capacity and has increased the number of carparks from 223 to 243 spaces.

### Mains Road park ‘n’ ride upgrade

We are funding the construction of a new multi-storey park ‘n’ ride facility at Mains Road Mt Gravatt, being delivered in conjunction with the state government’s new State Netball Centre. The current facility is one of south east Queensland’s best performing park ‘n’ rides due to its access to high frequency bus services on the South East Busway and strategic location for intercepting drivers from the surrounding major road network. This park ‘n’ ride upgrade will provide commuters with access to 680 carparks. Construction began in April 2017 and is due to be completed by mid-2018.

### Cannon Hill Station park ‘n’ ride upgrade

Detailed planning commenced for expanding the park ‘n’ ride at Cannon Hill train station in a cost-effective way that would maximise use of existing land. Working with QR, the department will progress the upgrade project to design and delivery in 2017–18 and 2018–19.



*The new Thorneside park ‘n’ ride facilities have provided much needed additional car parking spaces for commuters.*

## Local Fare Scheme

The Local Fare Scheme was established in July 2015 and aims to improve the standard of living in remote parts of far north Queensland. By providing a discount of up to \$400 off a return fare for eligible residents, it makes air travel to access health, education and employment facilities more affordable.

Further social and recreational benefits are realised and these in turn help boost the local economy. The scheme has achieved 6656 discounted travel bookings during the year.

The scheme is administered through participating airlines and local councils throughout Cape York and the Torres Strait.

## Mornington Island runway

Regular air services were restricted during the Mornington Island runway repairs which occurred between November and December 2016.

The department provided a contingency air service between Normanton and Mornington Island. This ensured the community of Mornington Island remained connected to the Gulf route and other major transport hubs of Cairns and Mount Isa.

The contingency air service operated two return services each week day. These repairs to the runway were over 12 months of running contingency services to the community.

This brought a welcome return to regular services for the community of Mornington Island, with increased seats on each service and a return of Regional Express, the regular provider of this service.