

Objective Four

An integrated passenger transport system, safe and accessible to all

Strategies

1. Enable efficient and cost effective delivery of passenger transport services through flexible and responsive frameworks and models
2. Deliver the right balance of customer and network services and infrastructure through an integrated investment framework
3. Optimise customer experience, patronage and revenue by responding to our customers' needs and the market
4. Connect people and communities statewide through coherent planning and a robust transport services model

Performance areas

- Customer satisfaction with public transport
- Effectiveness of transport services
- Patronage on public transport

How we performed

Majority of Strategic Plan performance measures are also Service Delivery Statement (SDS) measures. SDS performance tables are located in Appendix 2.

Performance area	Performance measure	Notes	2014–15 Result	2015–16 Result	Status
Customer satisfaction with public transport	Customer service complaints in SEQ per 10,000 trips		2.52	1.91	
	Customer satisfaction ratings of public transport by service type (using a 0–100 index)				
	Whole of Queensland	1	66	66	
	Taxi				
	South-east Queensland				
	Bus		69	70	
	Rail		70	70	
	Ferry		76	79	
Rest of Queensland		73	72		
Regional urban bus					
Effectiveness of transport services	Conventional taxi response times – Peak				
	Percentage within 18 minutes		96	96	
	Percentage within 30 minutes		99	99	
	Conventional taxi response times – Off Peak				
	Percentage within 10 minutes		89	87	
	Percentage within 20 minutes		98	97	
	Wheelchair accessible taxi response times – Peak				
	Percentage within 18 minutes		88	88	
	Percentage within 30 minutes		96	96	
	Wheelchair accessible taxi response times – Off Peak				
	Percentage within 10 minutes	2	76	72	
	Percentage within 20 minutes		92	91	
	Average on-time running performance in peak times – CityTrain		98.16%	97.88%	
	Percentage of scheduled services delivered – CityTrain		99.79	99.74	
	Average subsidy per trip provided through the Taxi Subsidy Scheme		\$9.62	\$7.89	
	Average subsidy per passenger on Government contracted services				
	Regional air	3	\$35.05	\$27.84	
Long distance bus	4	\$40.98	\$92.32		
Regional urban bus		\$3.22	\$3.16		
TravelTrain	5	\$495.68	\$543.13		
Average cost of subsidy per passenger trip in SEQ – bus, rail, light rail and ferry		\$6.75	\$6.60		
Patronage on public transport	Patronage on Government contracted services (millions)				
	South-east Queensland		176.26	179.85	
	Bus		113.13	114.11	
	Rail		50.42	51.10	
	Light rail		6.28	7.68	
	Ferry		6.43	6.96	
	Rest of Queensland		12.22	12.16	
	Regional air	6	0.36	0.18	
	Long distance bus		0.09	0.06	
	Regional urban bus		11.43	11.60	
TravelTrain		0.34	0.32		

On track Slight variance Significant variance

Notes:

- Overall satisfaction with Queensland taxis remains stable. However, satisfaction with affordability, information and proximity remain comparatively low and impact on overall satisfaction.
- Response times for wheelchair accessible jobs are longer than response times for conventional taxis.
- The average subsidy for regional air services has increased due to the reduced patronage related to the decline in the resource sector and a decline in overall economic conditions. The reduction in passenger numbers has led to the flight schedules being reduced. Revenue Share Payments contribute to the average subsidy per passenger for regional air services.
- The average subsidy for long distance bus services has increased due to additional revenue share payments to operators relating to increased competition by commercial operators on contracted routes.
- The higher '2015–16 estimated actual' subsidy figure published in the 2016–17 Service Delivery Statement, was calculated based on TravelTrain patronage and the total Transport Service Contact (TSC) payment. Queensland Rail has since advised it now allocates this TSC payment across its TravelTrain, Tourist and Heritage business segments. TSC payments apportioned to Tourist and Heritage services have now been (and will continue to be) excluded from the calculation of TravelTrain subsidy figures, consistent with the established measure calculation methodology.
- Patronage on regional air services has decreased due to the decline in the resource sector and a decline in overall economic conditions.

Our highlights

In 2015–16 we enhanced our service delivery through the innovative use of technology and strategic investment in infrastructure and equipment. We listened to, and worked with, our customers to provide an integrated passenger transport system that is safe and accessible to all.

Some of our achievements are listed below:

✓ Fairer Fares package

Announced the Fairer Fares package that will see 93 per cent of south-east Queensland public transport users pay less to use TransLink services from January 2017 ([see page 135](#)).

✓ New train carriages

Took delivery of the New Generation Rollingstock (NGR) Multiple Unit One (MU1), MU2 and MU3 which are now stabled at the Wulkuraka Maintenance Centre, west of Ipswich ([see page 138](#)).

✓ Moreton Bay rail line

Completed consultation to develop a new bus network and rail services to commence with the opening of the new Moreton Bay rail line ([see page 138](#)).

✓ Vision Impairment Travel Pass

Launched new Vision Impairment Travel Pass (*go access* VITP) in November 2015 ([see page 140](#)).

✓ Real-time passenger information

Delivery of real-time passenger information for SEQ train services in August 2015 ([see page 141](#)).

✓ My TransLink app

Reached almost 500,000 downloads of the MyTransLink app and released new features including Trip Announcer to assist customers accessing real-time public transport information ([see page 141](#)).

✓ Simplified Tertiary Transport Concession Card applications

Replaced the Tertiary Transport Concession Card with a new simpler tertiary concession online application process that links concession eligibility directly to their *go* card ([see page 143](#)).

We enable efficient and cost-effective delivery of passenger transport services through flexible and responsive frameworks and models

Fairer Fares – SEQ Fare Review

We commenced a review of services on the passenger transport network in south-east Queensland (SEQ). In June, the state government announced its response to the SEQ Fare Review with new fare prices and a new simplified eight zone network for south-east Queensland.

The expert-led Fare Review Taskforce presented 17 recommendations to the Queensland Government. The Queensland Government's response to these recommendations will be implemented in January 2017.

What is changing in January 2017:

- reduced fares for all zones including reducing the cost of one zone local trips to \$3.20 (adult *go* card) ([see glossary](#))
- reduced number of zones from 23 to eight wider zones, making local travel more affordable
- weekday morning off-peak period extended to 6am
- free weekend travel for children aged 5-14 travelling on a child *go* card
- introducing an '8 paid journeys and 50 per cent off subsequent journeys per week' incentive to replace the '9 and Free'.

In addition, concession fares to unemployed people receiving the Newstart Allowance and Youth Allowance, and asylum seekers will be introduced from early 2017, pending discussions with federal agencies.

More information: <https://translink.com.au/tickets-and-fares/fares/fare-review-ToR>

South-east Queensland Bus Contracts Procurement Project

The SEQ Bus Contracts Procurement Project will enable improvement across a range of areas throughout the new contract term. This procurement will enhance customer experience by providing a heightened performance framework for reliability and punctuality of service delivery that can also keep up with the changing bus public transport needs of south-east Queenslanders. The department released

an Invitation to Offer to existing service providers in June and all existing operators have participated in the financial transparency process.

Celebrating the South East Busway's 15th birthday

April marked the 15th anniversary of the South East Busway from Woolloongabba to Eight Mile Plains. The opening of the South East Busway was the beginning of a Brisbane busway ([see glossary](#)) network that became an example of best practice for public transport around the world.

Delivering more than 18,000 customers every hour to their destinations in peak periods, the 17 kilometre South East Busway is a very popular and efficient transport choice for thousands of customers every day.

By comparison, buses travelling in general traffic can only deliver up to 1600 passengers an hour to their destinations in peak periods.

Today, there are now more than 29 kilometres of busway which includes 27 stations and 20 tunnels. More than 72 million trips are made on our busways each year.

More information: <https://translink.com.au/about-translink/media-releases/details/6391>



South East Busway – Buranda Station

We deliver the right balance of customer and network services and infrastructure through an integrated investment framework



Grovely Park 'n' Ride

Accessible transport for Cape York and Gulf communities

The Local Fare Scheme aims to improve the standard of living in remote parts of far north Queensland by reducing the cost of air travel to and from selected airports for eligible residents. Through financial assistance, the scheme allows eligible residents to move around more frequently, enabling social and recreational benefits that in turn will help boost the local economy.

In July 2015, the government reinstated cheaper flights for far north Queensland residents under a new look Local Fare Scheme with \$5.6 million in funding for 2015–16.

The Cape York and Gulf Local Fare Scheme is an airfare discount of up to \$400 for return air travel administered through participating airlines and local councils from selected airports in Cape York and the Torres Strait.

4911 passengers have accessed the scheme up until the end of June at a total cost of \$1.88 million.

Funding for 2016–17 has been confirmed with \$3.69 million enabling the scheme to continue.

More information: <http://www.tmr.qld.gov.au/Travel-and-transport/Local-Fare-Scheme-Far-North-Queensland.aspx>

Rail infrastructure

Passenger Transport Facilities Program (PTFP)

The PTFP delivers critical enabling infrastructure to support our vision to create a single integrated transport network accessible to everyone. 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 examples such as:

- park 'n' ride facilities and improved multi-modal interchanges between bus and rail
- public transport priority and Intelligent Transport Systems ([see glossary](#)) to improve travel time reliability for customers
- signage and wayfinding improvements
- leveraging technology to improve equitable access to information
- marine infrastructure that connects passengers to other transport modes, including ferry facilities in the south-east of the state and jetties for the state's remote island communities
- long distance coach stop upgrades in regional areas and micro-transit facilities such as taxi ranks
- driver amenities and layover facilities to improve network operational efficiency.

In 2015–16 the program delivered a number of critical infrastructure projects throughout the state, including:

Table 6: Passenger Transport Facilities Program key concepts delivered

Project	Date implemented	Features
Deception Bay bus station upgrade	December 2015	<ul style="list-style-type: none"> four bus bays along Bay Avenue in front of the Deception Bay Shopping Centre covered walkway to shopping centre new bus station shelter providing customers with covered waiting area, seating, and passenger information drivers' facility opened for use in July 2016
Warrigal Road Green Link	July 2015	<ul style="list-style-type: none"> a bus-only link between Warrigal Road and Logan Road at Eight Mile Plains, including two new bus stops facility allows buses to bypass the Miles Platting Road, Padstow Road and Logan Road intersection, and improves travel times and the reliability of bus services helps reduce traffic congestion for other motorists and road users
Mains–Calam Transitway bus stops	October 2015	<ul style="list-style-type: none"> increased bus capacity improved bus operations and safety upgrading six bus stops along Mains Road–Calam Road corridor building two new stops on Beaudesert Road and Highlands Drive
Victoria Point Jetty bus station upgrade	October 2015	<ul style="list-style-type: none"> new architecturally designed shelter with capacity for two buses high-quality waiting facilities improved pedestrian crossing security cameras and lighting more comprehensive signage and passenger information
Public Transport Infrastructure Manual (PTIM) update	October 2015	<ul style="list-style-type: none"> the manual that guides the planning and design of accessible public transport facilities delivered under the PTFP and by government updated to include best practice designs and promote the provision of fully accessible transport infrastructure for designers, architects and all transport infrastructure providers <p>Available here: https://publications.qld.gov.au/dataset/public-transport-infrastructure-manual</p>
Salisbury park 'n' ride expansion	January 2016	<ul style="list-style-type: none"> additional 32 car parking spaces at Salisbury train station (see page 95)
Redbank park 'n' ride expansion	May 2016	<ul style="list-style-type: none"> additional 55 car parking spaces at Redbank train station
Sleeman Sports Complex bus stops	February 2016	<ul style="list-style-type: none"> upgrades to existing pair of bus stops on Old Cleveland Road outside the Sleeman Sports Complex, compliant with accessibility standards improved customer waiting experience with new shelters, lighting, footpath extensions and capacity for two buses will support the Commonwealth Games and the park 'n' ride facility at the Sleeman Sports Complex

Other PTFP projects currently under construction include: Kawana bus station (stage 2 northbound platform) expected to be completed by October 2016 and Redland Bay Marina bus station upgrade which is expected to be completed in early 2017 (weather and construction conditions permitting).

Gold Coast Light Rail Stage 2 underway

The Queensland Government and GoldLinQ signed the project documents for the Gold Coast Light Rail Stage 2 on 28 April 2016. CPB Contractors (formerly Leighton Contractors) are GoldLinQ's appointed contractor to design and build the extension and to have trams operating in time for the Gold Coast Commonwealth Games in April 2018. CPB Contractors have completed limited early works and will commence major construction in the second half of 2016.

The 7.3 kilometre light rail track will use existing road and rail corridors, reducing the community and environmental impacts and delivery timeframes. It will run adjacent to the Smith Street Motorway and the Gold Coast rail line, connecting from the Helensvale heavy rail station and bus interchange to the Gold Coast University Hospital and Gold Coast University Hospital light rail station.

The state government has committed \$270 million to the Stage 2 project, along with \$95 million from the federal government and \$55 million in cash and in kind support from the City of Gold Coast. It is estimated the project will contribute to the Queensland and local economies.

Moreton Bay Rail Link

This past year the Moreton Bay Rail Link (MBRL) project achieved a number of key milestones including the completion of six new rail stations, electrification of the rail line and the testing and commissioning of the 12.6 kilometre rail network. The project team is undertaking extensive testing to ensure services are safe and reliable.

The new rail line will provide the local community with easy access to the public transport network via a dual-track passenger rail line between Petrie and Kippa Ring, six new stations, 2850 car parks, rail stabling and a 12 kilometre shared pathway adjacent to the new rail line.

Once operational it is expected that:

- the MBRL will offer a faster commute time during peak periods
- more than 600 services per week will operate between Kippa-Ring and Brisbane's CBD
- trains on the MBRL line will operate with a 6-12 minute frequency in peak periods and every 30 minutes in off-peak periods
- improved transport integration will support greater connectivity to key employment and activity centres
- every full train on the new line will take approximately 600 cars off the road network.



New Generation Rollingstock train at the Wulkuraka Maintenance Centre

The \$988 million project is jointly funded by the federal government, state government and Moreton Bay Regional Council and is scheduled for delivery in late 2016.

More information: <http://www.tmr.qld.gov.au/Projects/Featured-projects/Moreton-Bay-Rail>

Future rail system

New Generation Rollingstock

SEQ's flagship fleet of new generation trains are on track to begin commuter services in the second half of 2016. The state government has contributed \$4.4 billion over the next 30 years to fund the New Generation Rollingstock (NGR) project ([see glossary](#)).

Key achievements this year are:

- in February the first NGR Multiple Unit One (MU1) train arrived in SEQ to undergo final fitout and commence testing
- in February three train simulators (one fixed installed at Bowen Hills and two mobile) received Provisional Acceptance and are now being used for crew training
- a community Open Day was held in February



2016 for the Maintenance Centre

- in June 2016 the second (MU2) and third train (MU3), arrived at Port of Brisbane and were hauled to the Wulkuraka Maintenance Centre to commence testing
- formal acceptance by the state of the new Wulkuraka Maintenance Centre in June 2016.

Some of the key features of the new trains include:

- wi-fi in every car
- accessible toilet with baby change table
- new internal and external CCTV cameras fitted throughout the train with movement sensors and emergency intercoms for passenger security
- wider aisles, safer high-backed seats, floating seating with more leg room and under-seat storage for passengers
- new straps to secure bicycles, mobility devices and prams
- a spacious cab and ergonomically designed console for drivers.

In April, the NGR project won the Smart Infrastructure Award at the Infrastructure Partnerships Australia National Infrastructure Awards ceremony in Sydney for the design and construction of the project's Maintenance Centre at Wulkuraka, 2.5 kilometres west of Ipswich.

More information:

<http://www.tmr.qld.gov.au/About-us/TMR-Blog/Wulkuraka-Maintenance-Centre-wins-national-award> and <http://www.tmr.qld.gov.au/ngr>

Next Generation Ticketing

In September 2015, the Queensland Government issued an Expression of Interest to the market for the design, build, test and operation of a new automated ticketing system that will replace the existing *go* card system.

The next stages in the procurement phase include pre-qualification, interactive workshops and request for tender with contract finalisation. Design, build, implementation and transition to the new system will occur subsequent to this.

It is expected the Next Generation Ticketing solution will 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.

We optimise customer experience, patronage and revenue by responding to our customers' needs and the market

Transforming passenger services

Trials to improve accessibility and inclusiveness on the network

We have trialled a number of innovative technologies with stakeholders throughout 2015–16 to improve accessibility and inclusiveness on the passenger transport network. For example, we have worked with suppliers to provide an audible text-to-speech button system for the new electronic passenger information displays in bus stations.

We have also worked with delivery partners and user groups to develop emergency assistance phone prototypes for trials and testing at Southbank Busway station and several ferry terminals. The trial is currently being evaluated to review further opportunities to improve access to information and assistance across the public transport network.

In 2015 we trialled the Step-Hear® audible way-finding system, a new generation audible information system at King George Square bus station, to improve accessibility and way-finding for people who are vision impaired. Since the trial, we have been working with stakeholders and other Australian jurisdictions on opportunities for this type of audible system to be used further across the passenger transport network.

We have also developed a new A3 timetable case, which is being rolled out across the network. The new cases have a tactile Quick Response (QR) code locator to assist customers with vision impairment to locate and use the QR codes on the timetable at bus stops.

Vision Impairment Travel Pass upgrade

In November 2015, the Vision Impairment Travel Pass (VITP) was upgraded from a flash pass to an electronic *go access* VITP following a successful six month trial. The upgraded pass helps improve the travel experience and independence of people who are blind or have low vision.

go access VITP holders continue to have access to free travel and will now also be able to independently travel through the fare gates at Queensland Rail train stations. The new *go access* VITP means pass holders no longer need to wait to be let through train station fare gates. Pass holders will also be able to touch on and off on TransLink buses, ferries and trams if they wish to do so.

More than 40 VITP holders participated in the trial which was undertaken in partnership with Vision Australia, Guide Dogs Queensland and Queensland Rail.

All new and replacement VITP passes have now been issued as *go access* VITPs, with over 1,122 passes issued since its November introduction.

More information: <http://translink.com.au/tickets-and-fares/ticket-types/disability/vision-impairment-travel-pass>



Technology to assist commuters

MyTransLink app improvements

In February 2016 new features were released for the MyTransLink app including Trip Announcer to assist customers accessing networking information.

This new upgrade to the MyTransLink app means passengers can follow their journey on their device with a map and on-screen list of stops and switch on audible announcements of upcoming stops and stations for their bus, train, tram or ferry — all in real-time.

Download the MyTransLink app here: <https://translink.com.au/plan-your-journey/mytranslink>

Real-time technology for SEQ rail commuters

Rail commuters have been able to receive real-time passenger information for SEQ train services since August. This means our customers can now access real-time information for all public transport modes across our SEQ network. In conjunction with the highly successful MyTransLink app, our customers have easy access to up-to-the-minute service departure times on-the-go, making public transport travel and catching connecting services easier.

Download the MyTransLink app here: <https://translink.com.au/plan-your-journey/mytranslink>

Award for delivery of real-time travel information in south-east Queensland

Real-time has revolutionised the way customers plan their public transport travel and highlights the innovative approach that modern initiatives and technologies have in working together to develop intelligent transport systems.

The department was announced as the winner at the 2015 Intelligent Transport Systems (ITS) Australia National Awards, awarded for our outstanding contribution to the ITS industry for the delivery of real-time travel information across public transport in south-east Queensland. The award recognises excellence in a government organisation that has developed or deployed a significant and innovative ITS system, product or service over the course of the previous year which has fostered advancement of ITS in its region.

More information: www.its-australia.com.au/events/its-australia-awards-previous-award-highlights/



Martin Bradshaw with members from Intelligent Transport Systems (ITS) accepting the 2015 Intelligent Transport Systems Australia Award in Melbourne

Revenue protection strategy

To reduce the amount of funds lost each year to fare evasion on passenger transport services, the department pursues a range of activities to protect revenue. The current and future activities converge more broadly into the four interrelated areas:

- technology
- data / intelligence
- education
- enforcement.

During the year, the department introduced a step-change in its technology support for front line revenue protection officers by introducing the Fare Evasion Infringement Management System (FEIMS). FEIMS is a mobile phone based platform for checking tickets and *go* cards, recording customer interactions for use in court, paperless processing of Penalty Infringement Notices (PINs), cross-checking and uploading data in real time on PINs and warnings, and as a planning and safety tool for the revenue protection field staff.

To complement FEIMS introduction, we are moving away from data entry, towards a data analysis capability, which will improve the intelligence based response to fare evasion by front line staff. This year we saw a marked reduction in fare evasion on the Gold Coast due to a number of proactive activities between the department and the tram operator. These included the use of fare evasion data to educate customers on the tram system, improved signage and messaging to customers.

On the Gold Coast and elsewhere across Queensland the department continued a range of briefings for local schools, bus drivers and other key stakeholders to educate customers about the correct use of the ticketing system and their rights and responsibilities using the network.

More information: <https://translink.com.au/about-translink/who-we-are/revenue-protection>

We connect people and communities statewide through coherent planning and a robust transport services model

Making the passenger network more accessible

Passenger Transport Accessible Transport Infrastructure

The Passenger Transport Accessible Infrastructure Program is a Queensland Government initiative to assist local governments to upgrade their passenger transport infrastructure to comply with the *Disability Discrimination Act 1992* (see glossary). Since 2002, all new public transport infrastructure must meet accessibility standards, and mandatory targets have been set to ensure that all existing passenger transport infrastructure is compliant by 31 December 2022.

The Transport and Main Roads Disability Action Plan – Improving Access to 2017 (Disability Action Plan) aims to assist people with disability to participate in community life by improving the accessibility of the passenger transport network. The Disability Action Plan consists of four priorities supported by 28 actions, each with an implementation timeframe of either short-term (2013 and 2014), mid-term (2014 and 2015) or long-term (2016 and 2017). A mid-term review of the Disability Action Plan has been completed, as at the end of 2015, to ensure that

the actions within the plan are being implemented in accordance with allocated timeframes. As part of this process, actions have been classified as ongoing, completed, in progress or yet to commence.

A copy of the Disability Action Plan and the outcomes from the review process can be sourced on the following webpage <http://translink.com.au/travel-with-us/accessibility>

This year, we assisted 17 local governments to meet those targets, by providing \$4.9 million in funding grants towards 1490 urban bus stop upgrades, along with technical advice for a recommended statewide standard for bus stop design. This included funding assistance to nine councils in regional and remote locations.

By June, approximately 7940 of the urban bus stops across Queensland were deemed compliant, out of 15,070 stops in total.

Bus stops to help guide dogs learn

As part of International Guide Dogs Day in April 2016, we unveiled three new mock bus stops at the Guide Dogs Queensland Training Centre in Bald Hills, Brisbane. These new mock bus stops help people



Caption to go here

with vision impairment to travel more independently on TransLink's public transport network.

The bus stops were delivered solely for the purpose of assisting people with vision impairment and their guide dogs to familiarise themselves with the different kinds of bus stops in a controlled and safe environment.

Road work signs, pit covers, grates, access ramps and various surface treatments have been constructed around the stops to replicate an array of obstacles they may encounter when using public transport.

This project was funded through the Passenger Transport Facilities Program in partnership with Pryde Fabrication.

Reviewed and published Wheelchairs and Mobility Scooters – A guide

The department has published information brochures for users of wheelchairs and mobility scooters, retailers and passenger transport operators. They are intended to make sure that users are equipped with the right information to purchase a suitable mobility device and to use the device safely when travelling in Queensland.

The brochures provide travel information for users from when they leave their front door to when they arrive at their destination, guiding them on registration requirements for motorised wheelchairs, safe travel on footpaths and suitability for use on public transport.

Copies of the brochures can be sourced on the following webpage: <http://www.tmr.qld.gov.au/Travel-and-transport/Disability-access-and-mobility/Travelling-with-a-wheelchair-or-mobility-scooter.aspx>

Students find discounted fares online

A new simpler, online application process was rolled out in January to replace the Tertiary Transport Concession Card, giving students access to discounted travel on Queensland's public transport network.

In SEQ, the tertiary concession is now linked to a student's *go* card, meaning they won't need to reapply every year for their concession and will be notified automatically if their eligibility changes. This eliminates the need for tertiary students to carry an extra card to access concession fares.

The application process for concession fares has also improved for students in regional Queensland with a new concession sticker for students travelling outside the *go* card network.

By the end of June 2016, 199 tertiary institutions were registered for the system enabling their students to apply online for a tertiary concession.

To develop the *go* card based solution, the department engaged students from University of Queensland, Queensland University of Technology and Griffith University to pilot the solution in November and December 2015, to streamline and trial the technology in time for semester one.

For more information: <https://translink.com.au/tickets-and-fares/concessions/tertiary>

Supporting event transport across Queensland

This year we worked in conjunction with event promoters to coordinate public transport options for a large variety of major events across Queensland. We helped organise bus, rail, tram and ferry services to assist the seamless movement of people to the various locations of events. These events included New Year's Eve celebrations, Riverfire, Bridge to Brisbane fun run, the Story Bridge 75th anniversary celebrations, Ekka, football games, rugby union, international and national rugby league including a State of Origin match at Suncorp Stadium.

We also provided support to regional events such as Schoolies, Townsville and Gold Coast V8 motor racing, the Australian Surf Lifesaving Championships on the Sunshine Coast, music festivals, triathlons and marathons.

Providing coordinated transport solutions alleviates road congestion and parking issues in and around events.

More information: <https://translink.com.au/plan-your-journey/event-transport>