

Pages 1 through 19 redacted for the following reasons:

Exempt Sch.3(6)(c)(i) Infringe the privileges of Parliament

Advice for Minister for Transport and Main Roads

Subject: Kurwongbah EO - Go Card Machines at Burpengary Station

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Use the dot points below to provide advice regarding the enquiry.

- All platform validators are the same and the majority of these validators are out in the elements. TransLink regularly check equipment and undertake maintenance as required.
- Validators are placed at entry/exit points of the station to allow for fast and safe exiting. There are limited undercover locations at the Burpengary station to relocate the validators to. These locations will also cause crowding on the platforms when customers are touching on and off from their journey, putting them in close proximity to the yellow line. This is a major safety hazard and we are unable to relocate the validators to these locations.
- The Queensland Government is investing \$371 million to deliver a new Smart Ticketing system to make choosing public transport even easier.
- Part of the project will be upgrading existing ticketing equipment, including the platform validators. The design of the new validators addresses the issues of glare and condensation.
- Smart Ticketing, and new ticketing equipment, will be progressively rolled out across all modes of public transport in South East Queensland and regional urban bus services by 2022.

Department of Transport and Main Roads
Noting Brief
MBN22712

To: Minister for Transport and Main Roads

SUBJECT: Brisbane City Council's free off-peak seniors travel	Urgent Implementation has been announced by Brisbane City Council for 1 October 2019
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Summary

- In June 2019, Brisbane City Council (BCC) announced a policy providing free off-peak travel for eligible seniors *go* card holders.
- The free travel was announced to apply from 1 October 2019 on Brisbane buses, CityCats and ferries between 8.30am and 3.30pm, and 6pm to 6am, Monday to Friday. Buses will be free for seniors on weekends.
- That you note the Department of Transport and Main Roads (TMR) will negotiate a commercial framework with BCC that will result in bus and ferry contract payments being offset in-line with the uptake of the free seniors' travel scheme.

Background

- The policy was announced in the media by BCC without any prior consultation with TMR.
- Forty-three per cent of all off-peak senior paid trips occur on BCC buses, CityCats and ferries.
- TMR has a policy of not offering free travel for passenger transport services, except for certain veterans and vision impaired customers, or where councils actively contribute to the cost of providing free travel, such as the free City Hopper ferry services and seniors off-peak free travel on Surfside bus services.
- Free off-peak seniors travel is currently offered on Surfside buses in the Gold Coast, the cost of travel paid for by the City of Gold Coast. The City of Gold Coast has publicly committed to continue the Free Seniors Bus Travel Initiative to 30 June 2020.
- Eligible Gold Coast seniors are able to travel for free on Gold Coast Surfside buses between 8.30am and 3.30pm, Monday to Friday (public holidays included).
- To be eligible for Gold Coast free bus travel, passengers must:
 - hold a TransLink Seniors red *go* card or Seniors card +*go*
 - be a Gold Coast resident
 - apply for a sticker pass.

Action Officer:
Caleb Leslie
Government Relations
TransLink
Tel: 3338 4043
Date: 05/08/19

Endorsed by:
Martin Bradshaw
General Manager
TransLink
Tel: 3338 4665
Date: 08/08/19

Endorsed by: DDG
Matthew Longland
Deputy Director-General
TransLink
Tel: 3066 7320
Date: 09/08/19

Endorsed by: DG
Julie Mitchell
A/Director-General
Tel: 3066 2245
Date: 09/08/19

Issues and Suggested Approach

Ticketing considerations

- Ticketing system changes will be required to accommodate the proposed scheme. System changes will enable seniors *go* card and Seniors card + *go* holders to access the free seniors scheme on BCC buses and ferry services. Paper tickets will not be in scope for the scheme.
- Per BCC advice, although ferry weekday services will be eligible for the Free Seniors scheme, ferry weekend off-peak services will not. This decision to segregate the eligibility across bus and ferry off-peak services increases the complexity and cost of system changes required.

Further calls for free transport

- There is a risk that if TMR implements this policy there will be wider calls for policy changes, including state-wide implementation of free travel for children and seniors in state and local government elections, against TMR policy.
- State wide off-peak free travel for seniors is estimated to cost about \$19 million excluding GST for the 2019–20 financial year.
- Mr Michael Berkman MP, Member for Maiwar has publicly called for wider implementation of free travel on public transport, such as through calls for free travel for children during the Transport and Public Works Committee 2019 Estimates hearing.
- There is a risk that local government will renege on the funding arrangements and seek to pass the financial cost of free travel policies to the state government after implementation.

Response to further calls for free transport

- Concessions are one of the most significant levers for government to assist disadvantaged people with the cost of living pressures. They support social justice objectives in ensuring the transport disadvantaged have a suitable level of access and mobility.
- TMR already provides a wide range of discounts for seniors which include:
 - fifty per cent concession discount, additional 20 per cent discount during off peak, 50 per cent off fares after eight paid journeys a week and free journeys once two paid journeys are completed in a day
 - the Fairer Fares package also provided additional discounts to all passengers such as through zones being reduced from 23 to eight.
- TMR provides further concessional fares to a number of groups including children, school and tertiary students, seniors, asylum and job seekers, pensioners, some people with a disability, and veterans. These concessions are available state-wide when using TransLink bus, train, tram, ferry and regional qconnect bus services.
- The level of concession in most cases is 50 per cent of the full fare, however, some groups qualify for free travel, including certain veterans and vision impaired persons.
- Given finite resources, and that the purpose of concessions is to provide support to those who are most in need, not all groups can be provided with assistance through concessions or free travel.

Free travel on rail

- As a part of the policy announcement, the Right Honourable the Lord Mayor of Brisbane, Councillor Adrian Schinner called for you to implement free off-peak seniors travel on rail services.

- TMR does not support the provision of free public transport.

Financial Implications

- The proposed commercial framework will result in BCC accepting the risk for growth in the free seniors' travel scheme, and will also ensure TMR recoups the lost revenue associated with the scheme on a month by month basis.
- The free senior's travel scheme is estimated to cost \$4.5 million (excluding GST) per annum. In accordance with the commercial framework, this amount will be deducted from the 3GB Bus Services Contract and the Ferry Funding Agreement.
- TMR will provide BCC with adequate reporting to understand the composition of the foregone revenue.
- As a part of the agreement, BCC will be required to provide TMR with 12 months notice if it intends to discontinue the Free Seniors initiative. This will enable government to explore the demobilisation of the initiative, or secure ongoing funding.
- Implementation of the free senior's travel scheme is estimated to cost TMR up to \$150,000 for system changes and communications. This cost will be funded from TransLink Division's budget.

Consultation with Stakeholders

- On 29 July 2019, Mr Geoffrey Beck, Divisional Manager, Transport for Brisbane (BCC), wrote to Mr Martin Bradshaw, General Manager (TMR), advising that BCC was proceeding with the implementation of free seniors off-peak travel on Council operated bus and ferry services (**Attachment 1**).
- BCC has not been briefed on the proposed commercial framework and TMR will ensure BCC officers are briefed prior to any formal agreement.

Employment

- There are no employment impacts associated with this matter.

Media

- BCC's free seniors' travel scheme has been covered extensively in the media.

Election Commitments

- This matter does not relate to an election commitment.

Government Priorities

- This matter does not relate to a government priority.

Minister's comments

Why wouldn't this be paid for by BCC?

Noted / Not Noted

Minister's signature.....

Date 18. 8. 19

Our ref GSR19/1892
Your ref CA19/671478

Department of
Transport and Main Roads

20 August 2019

Mr Geoffrey Beck
Divisional Manager
Transport for Brisbane
GPO Box 1434
BRISBANE QLD 4000


Dear Mr Beck

Thank you for your letter of 29 July 2019 to Mr Martin Bradshaw, General Manager (Passenger Transport Strategy & Technology) about Brisbane City Council's (BCC) proposed free seniors off-peak travel initiative.

The Department of Transport and Main Roads' (TMR) TransLink Division has investigated the implementation of the initiative and can confirm that we are able to accommodate BCC's proposal to provide eligible senior customers with free off-peak travel on BCC bus and ferry services during the following time periods:

- Monday to Friday, 7pm to 6am and 8.30am to 3.30pm on buses
- Saturday and Sunday, all hours on buses
- Monday to Friday, 7pm to 6am and 8.30am to 3.30pm on ferries.

To be eligible for free off-peak seniors travel, customers will require a valid Seniors *go* card or combined Seniors Card + *go*, and will need to touch on and off when boarding and alighting as normal. This initiative will not be available to customers using a paper ticket or other *go* card type.

While TMR notes that BCC has requested that the initiative be implemented by 1 October, TMR will endeavour to have the solution ready for Monday 30 September to ensure there are no impacts to customer's frequent user discounts.

To compensate the Queensland Government for lost fare revenue resulting from the initiative, TMR has developed a commercial framework that will result in contract payment deductions occurring on a monthly basis. These deductions will impact the 3GB Bus Service Contract and the Ferry Funding Agreement and will be based on actual patronage figures. TMR will provide BCC with adequate reporting to understand the composition of the foregone revenue being deducted.

TransLink Division
61 Mary Street
Brisbane Qld 4000
GPO Box 50, Brisbane
Queensland 4001 Australia
Telephone 13 12 30
Email government.relations@translink.com.au
Website www.translink.com.au
ABN 39 407 690 291

Within the commercial framework, BCC will be responsible for accepting all risk of growth in the free seniors travel initiative. TMR will also require a minimum of 12 months' notice if BCC intends to discontinue the free seniors travel initiative.

Implementation of the free senior's off-peak travel initiative will require ticketing system changes, along with customer communication to explain eligibility and operational considerations. TMR will work with BCC to coordinate our communication effort on the initiative. The Queensland Government will fund the cost of these activities.

Should you have any queries regarding the communication of changes to customers, please contact Wietske Smith, Executive Director, Customer Solutions on (07) 3338 4110 or at wietske.smith@translink.com.au

TMR looks forward to working with Brisbane City Council on this initiative.

Yours sincerely

Not relevant

Matthew Longland
Deputy Director-General (TransLink)
Department of Transport and Main Roads

Advice for Minister for Transport and Main Roads

Subject: SMBI ferry terminal upgrades and go card top ups on ferries – Advice for Kim Richards MP

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Community Consultation on Southern Moreton Bay Island (SMBI) ferry terminal upgrades

- The project team are currently in the process of appointing a consultant to undertake detailed design.
- Redlands City Council and the Department of Transport and Main Roads are also currently developing the communications plan which is proposed to include community engagement sessions in late 2019.
- Further advice on timing will be provided to the community when available.

Go card top ups on Coochiemudlo ferry services

- The Coochiemudlo ferry service is not currently part of the TransLink public transport network. Go cards are not required to travel on the Coochiemudlo ferry service.
- The service operates through concessional top-up contract, which means the Queensland Government only tops up operator for concessional passengers carried.
- To allow go card top ups on board would require the service to be transferred to the TransLink network with a new funding agreement and revenue risks being taken on by the Queensland Government. This is not currently being considered.

Go card top ups on SMBI ferry services

- The SMBI ferry service is part of the TransLink public transport network and therefore go cards are required to travel on the SMBI ferry service.
- The SMBI ferry service contract was renewed with the current delivery partner, Bay Island Transit (BITS), in December 2018. As part of the negotiations for this renewal, the option of providing on board go card top ups was discussed with the delivery partner. In order to provide on board top ups, this would require one additional staff member to be rostered on each vessel in order to provide this service. The cost of the additional staff member was considered and evaluated. The outcome of this evaluation was that the cost to provide on board top ups was considered to be excessive to the State as part of the overall contract cost.
- Go card customers have access to the following top-up options:
 - Russell Island post office

- Fare machine at Redland Bay Marina – located on the enclosed waiting area and available from first to last service
 - Retailer at the Redland Bay Marina
 - Surrounding area – customers have access to a retail agent at Redland Bay News at the Redland Bay Shopping Centre
 - On board buses servicing Redland Bay
 - Via the TransLink call centre, available 24 hours a day, seven days a week
 - Registering for auto top up
 - Online
- In July 2018, TransLink held discussions with BITS to determine what contributing factors prevented SMBI residents from go card registration and utilising online top up.
 - Based on these discussions, a targeted survey and educational campaign of 1620 travellers on the SMBI services was conducted over 6 days, from 23 to 29 July 2018. TransLink Customer Liaison Officers and BITS staff distributed flyers regarding online top up options to promote the service. The results were as follows:
 - 60 per cent of the 1620 people (931) did not use online top up. The reasons given were poor or non-existent internet access, distrust of online payments and residents preferring control of their money.
 - Of those passengers not using online top up, approximately 30 per cent indicated they may change to online top up in the future.