

Mandy L Bird

From: Neil Scales
Sent: Thursday, 31 January 2019 2:27 PM
To: Michael P Cormack
Cc: Translink Media; Anne E Moffat
Subject: Re: For approval | Media response: Baringa bus services | 7 News Sunshine Coast and Sunshine Coast Daily

Thanks,

I'm in the same meeting as Matt.

This is ok to go.

Kind regards

Neil Scales
Director-General
Department of Transport and Main Roads

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On 31 Jan 2019, at 2:23 pm, Michael P Cormack <Michael.Cormack@translink.com.au> wrote:

Hi Neil,

Can you please have a look at our proposed response to the below media enquiry and let me know if you have any concerns?

Peter Milward has approved. This is also with Matt Longland but he is in a meeting until 3pm, which is when this is due back to the journo.

Cheers.

ENQUIRY

Hey guys,

I'm working on a story today about bus services from Meridan State College to the wider Baringa, Aura area. A number of parents are concerned there aren't enough services to cover the growing community.

Yesterday, 20 students couldn't get on the 5736 bus at 3.20pm because it was full and the driver had to radio to get another bus to pick them up from Meridan State College. Parents say it's a prime example of why they need extra buses asap.

- Is Translink considering extra bus services to cater for the growing community along this route?
- Would it consider going further out, to Baringa area, so it's easier for students to catch the bus in the morning?
- Will the fact the driver had to radio in for another bus to pick up so many students, fast track a response to the lack of buses available?
- Many parents are having to find alternative routes to school – should Translink fast track a response so that people aren't deterred? Given at the end of the day, it's preferred that more people take the bus, rather than drive and cause congestion issues.

Can you please have a response back to me by 3pm this afternoon?

RESPONSE

Please attribute to a TransLink spokesperson:

Buslink operates four afternoon school bus services between Meridan State College and Bellvista and Caloundra, with one service scheduled to depart at 2:55pm, another service departing at 3:10pm and two services departing at 3:20pm.

Of the two services scheduled to depart at 3:20pm, the first service departed on time with 60 passengers on board, leaving about 20 students to board the second service scheduled 3.20pm service.

This second service was delayed in traffic and the driver advised the duty teachers of this event. Buslink remained in direct communication with both the duty teachers and the school reception.

No students were left behind at Meridan State College and no additional services were called in. The second service scheduled to depart at 3:20pm arrived 10 minutes late and the students who remained were able to board the service.

TMR and the local school bus operator, Buslink, completed a school service review in October 2018. At that time, there was limited community feedback requesting services from Baringa and Caloundra West, to Meridan State College. TMR acknowledges community feedback for services has increased and is investigating opportunities to improve services.

Background

The Department of Transport and Main Roads (TMR) operates a large integrated network which aims to efficiently transport students to their nearest state school within their catchment area. TransLink also continues to work with stakeholders to implement new public transport services to the Caloundra South Priority Development Area (PDA) in line with development in the region.

Currently TMR operates school services between Bellvista and Meridan State College and an urban bus service between Baringa Road at Baringa State Primary School and Parklands Boulevard near Meridan State College.

ENDS

Michael Cormack
Advisor (Media)
TransLink Division | Department of Transport and Main Roads

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<image003.gif>



Please consider the environment before printing this email.

Released under RTI - DTMR

Mandy L Bird

From: Neil Scales
Sent: Monday, 4 February 2019 1:52 PM
To: Mandy L Bird
Subject: FW: TRESA #1 5 April

-----Original Message-----

From: William J Lansbury
Sent: Thursday, 5 April 2018 7:39 AM
To: Paul D Noonan <Paul.D.Noonan@tmr.qld.gov.au>; Neil Scales <Neil.Z.Scales@tmr.qld.gov.au>; Matthew J Longland <Matthew.Longland@translink.com.au>
Cc: Amanda Yeates <Amanda.Z.Yeates@tmr.qld.gov.au>; Donald W Bletchly <donaId.w.bletchly@tmr.qld.gov.au>
Subject: RE: TRESA #1 5 April

My on ground experience was pretty positive with a huge flock of folk heading out of the stadium post athletes exit.

Heaps of walkers and the QPS / Transport Supervisors / volunteers all helping to move people along steadily and orderly.

The crowd heading east got clogged at the bus pickup points on NB eastbound to Broadie and so on as you would expect - walkers got a pretty good run across Ross St intersection under QPS controls.

Most people were patient and cooperative and generally enjoying the chance to reflect on a bonzer ceremony.

A good first effort in moving 45000 odd people.

Congrats to the organisers and TDM team I think with only 10 days to go!!

Cheers & thanks

Bill Lansbury FIEAust, RPEQ, JP(Qual)
A/Deputy Director-General (Infrastructure Management & Delivery) | Executive Directorate Office of the Deputy Director-General | Department of Transport and Main Roads

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ThinkSAFE, WorkSAFE, StaySAFE

-----Original Message-----

From: Paul D Noonan
Sent: Thursday, 5 April 2018 7:00 AM
To: Neil Scales <Neil.Z.Scales@tmr.qld.gov.au>; Matthew J Longland <Matthew.Longland@translink.com.au>
Cc: Amanda Yeates <Amanda.Z.Yeates@tmr.qld.gov.au>; William J Lansbury <William.J.Lansbury@tmr.qld.gov.au>; Donald W Bletchly <donaId.w.bletchly@tmr.qld.gov.au>
Subject: TRESA #1 5 April

TRESC #1 5 April

Day 1 of competition

TCC

Delays at ingress and egress largely due to unexpected demand and large number of escorted convoys shutting down Spectator movement.

Eastern transit mall at Nerang could work better.

Last train left Nerang with spectators at 1.30am Walking path to Nerang was well utilised.

Traffic was up to 20% down so TDM worked well.

Network ok overnight.

Primary focus is concentration on venues operational today and surrounding network.

GOC

Communication breakdown with QPS regarding athlete return to Village immediately after the march.

Ended with major bus congestion on NB Rd as a result. 40 buses needed to return to Village immediately.

QPS communication on the ground from TCC and Goldoc broke down.

One bus breakdown on NB Rd caused delays.

Eastern transit mall was poorly organised. Majority of buses left within 90minutes. Last buses left 2 hrs 25 Mins after closing ceremony.

Communication regarding numbers on the ground at transit malls is lacking.

QPS has chopper vision of bus movements. Comment that there was no shortage of buses...just a lack of coordination and staging for pick up.

General criticism of Gamesling performance.

Overall comment was that fine tuning of bus staging/loading and traffic control around transit malls/ stations.

Media conference this morning expected to concentrate on transport delays. Messaging will be that everyone got to the venue safely and on time with some delays due to high, early demand.

Bus movements will be refined, as will traffic control around transit hubs.

Let the Games begin!

Sent from my iPad

Diane Y Griffen

From: Neil Scales
Sent: Monday, 4 February 2019 1:50 PM
To: Mandy L Bird
Subject: FW: HOLDING LINES | Glenmorgan State School bus service cancellation + review

From: Neil Scales
Sent: Friday, 20 April 2018 6:28 PM
To: Stephanie B Williams <Stephanie.Williams@translink.com.au>
Cc: Jennifer M Grace <Jennifer.M.Grace@tmr.qld.gov.au>; Natalie G Newell <Natalie.Newell@translink.com.au>; Translink Media <Translink.Media@translink.com.au>
Subject: Re: HOLDING LINES | Glenmorgan State School bus service cancellation + review

Thanks

The first paragraph doesn't make sense

Should the " to" be "The" ?

Kind regards

Neil Scales
Director-General
Department of Transport and Main Roads

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On 20 Apr 2018, at 4:45 pm, Stephanie B Williams <Stephanie.Williams@translink.com.au> wrote:

Hi Neil –

Yesterday, the Department of Education sent through some holding lines for their Minister regarding the closure of the Glenmorgan State School bus service for our review.

We have reviewed and also developed some holding lines for TransLink (see below) – approved by Matthew Longland.

Please let me know if you have any concerns.

We will send up to the Minister's Office for approval before going back to Education.

There have been no media enquiries at this stage.

Thanks
Steph

Stephanie Williams
Advisor
TransLink Division | Department of Transport and Main Roads

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Holding lines – Department of Education

The Department of Transport and Main Road (TMR) is responsible for school bus services in regional Queensland.

The Queensland Government, through TMR, provides assistance for eligible students travelling to and from school under the School Transport Assistance Scheme (STAS).

Holding lines – Department of Transport and Main Roads (TransLink)

Based on advice regarding student numbers for 2019, the Department of Transport and Main Roads (TMR) is working with the bus operator to review to closure of the Glenmorgan State School bus service.

TMR anticipates that an outcome of this review will be available in the week commencing Monday 23 April 2018.

Local families and other key stakeholders have been advised that this decision is being reviewed.

Background (for information only, not for release)

TransLink Director (Regional Operations) was advised of the Glenmorgan State School bus service closure on Thursday 20 April 2018.

Initial investigations indicate that the bus service operator believed that the service was no longer viable and has sought employment elsewhere.

Diane Y Griffen

From: Neil Scales
Sent: Monday, 4 February 2019 1:50 PM
To: Mandy L Bird
Subject: FW: Phantom bus cancellations - community awareness needed when using TransLink real time information

From: Neil Scales
Sent: Sunday, 26 August 2018 10:11 AM
To: Matthew J Longland <Matthew.Longland@translink.com.au>
Cc: Jennifer M Grace <Jennifer.M.Grace@tmr.qld.gov.au>
Subject: Re: Phantom bus cancellations - community awareness needed when using TransLink real time information

Thanks

Kind regards

Neil Scales
Director-General
Department of Transport and Main Roads

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On 26 Aug 2018, at 10:08 am, Matthew J Longland <Matthew.Longland@translink.com.au> wrote:

Roger that thanks. The same thing happened to me on the way home one day last week. If it's more widespread this will get traction quickly.

I'll get an update for discussion tomorrow morning.

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

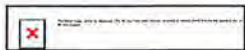
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 [/TransLinkQLD](#)  [/TransLinkSEQ](#)



On 26 Aug 2018, at 10:05, Neil Scales <Neil.Z.Scales@tmr.qld.gov.au> wrote:

Morning Bruce,

This might get some traction

Kind regards

Neil Scales

Director-General

Department of Transport and Main Roads

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Begin forwarded message:

From Not Relevant <admin@backontrack.org>

Date: 26 August 2018 at 6:30:07 am AEST

To: Admin RAIL - Back On Track <admin@backontrack.org>

Subject: Phantom bus cancellations - community awareness needed when using TransLink real time information

Phantom bus cancellations - community awareness needed when using TransLink real time information

Greetings

Recently RAIL Back On Track Members who have been relying on the TransLink real time information (<https://translink.com.au/plan-your-journey/real-time>) for buses have noticed an anomaly with buses which appear as cancelled, only to re-appear as arriving.

Examples include a route 310 status of cancelled appearing straight after a driver change at the Virginia Depot, only to re-appear as running 10 minutes later. Also a long term regular user of route 310 has also noticed 'cancelled' issues with various north side bus routes which need to return to the city to do their following outbound runs.

Another example was a commuter wanting to connect into route 760 at varsity lakes only to have the route come up as cancelled 12 minutes before its due at the bus stop but then re-appear as coming 2 minutes before arrival.

Also the same issue for a passenger needing to connect into route 385 from route 381. As route 381 was approaching the connection point, the 385 suddenly came up as 'cancelled'. Then when passenger realised their bus was not going to arrive, they started to walk, only to then see their cancelled 385 bus actually still running!

These examples are documented here >

<https://railbotforum.org/mbs/index.php?topic=8422.msg211113#msg211113>

TransLink (<https://translink.com.au/plan-your-journey/real-time>) on their 'How does real time work' page do warn that are occasions when vehicles may show as cancelled for skipped but do not elaborate.

The real time system overall is very accurate but this anomaly puts a dampener on its reliability.

As we have multiple confirmed sources, we assume it is a problem with the present system that cannot be fixed until the roll out of the next generation system. However we believe it is necessary for TransLink to educate passengers that there are these anomalies and be aware that the bus may not be cancelled even though it is showing as cancelled. The best advice is to wait, and check other sources for service disruptions e.g. twitter, before changing travel plans.

Best wishes,

Not Relevant

Administration

Section 78B(2)

Not Relevant

admin@backontrack.org

RAIL Back On Track <https://backontrack.org>

Section 78B(2)

Released under RTI - DTMR

From: [Miguel Holland](#)
To: [Neil Scales](#); [Jennifer M Grace](#)
Cc: [Matthew J Longland](#); [Translink Media](#)
Subject: MEDIA RESPONSE | Townsville Bulletin - Not Relevant Late buses in Townsville | Deadline: today |
TransLink media: 0421 581 803 (Sunbus response)
Date: Saturday, 27 October 2018 4:22:10 PM
Attachments: [image001.png](#)
[image002.png](#)

Hi Neil,

The Townsville Bulletin has asked Sunbus for a response to reports about some late running buses on the [210 route from the city to Willows](#).

Are you ok with this response **below** – which would come from Sunbus?

Deadline: COB today.

Response - Please attribute comment to Not Relevant **General Manager Sunbus Townsville:**

Sunbus understand the importance of service reliability. We apologise for recent delays to some services as a result of mechanical issues.

We will continue to work with the Department of Transport and Main Roads on ways to improve the on-time running of our services.

Miguel Holland
Manager (Media)
TransLink Division | Department of Transport and Main Roads

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From: [Neil Scales](#)
To: [Caleb Z Leslie](#)
Cc: [Translink Media](#); [Jennifer M Grace](#); [Donald W Bletchly](#); [Miguel Holland](#)
Subject: Re: Media response | For review | Morning bus delays
Date: Thursday, 19 July 2018 5:30:56 PM
Attachments: [image001.png](#)
[image002.png](#)

Agreed

Kind regards

Neil Scales

Director-General

Department of Transport and Main Roads

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On 19 Jul 2018, at 5:29 pm, Caleb Z Leslie <Caleb.Leslie@tmr.qld.gov.au> wrote:

Hi Neil,

Any concerns with this response for the Courier Mail on bus delays this morning?
Matthew Longland has approved. Not Relevant

Not Relevant

Cheers,
Caleb Leslie

Media Advisor

TransLink Division | Department of Transport and Main Roads

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MEDIA RESPONSE

19 July 2018

Journalist:

Contact: E: [@news.com.au](mailto:NR@news.com.au)

P: 07 3666 6126

M: -

Media: Courier Mail

Deadline: TBC

Subject: Morning bus delays

ENQUIRY

We're running a story online and I'm just seeking comment about a number of train delays and cancellations this morning. I've included a list of those that have been tweeted for reference.

It looks like a range of different things are causing delays, but if you can shed any light on them and any idea on whether they're likely to be ongoing this afternoon that would be helpful.

I'm available on (07)3666 6135 if you want to discuss it further or give background.

Thanks.

Not Relevant

BUS

The 11.27am route 515 inbound bus is cancelled due to a mechanical issue.

The 9.22am route 603 counterclockwise bus diverted due to roadworks

The 9.20am route 713 northbound bus is delayed 20 minutes due to mechanical issue

The 9.10am route 602 northbound bus is delayed 23 minutes due to mechanical issue

TX7 buses travelling both directions will experience delays of up to 15 minutes due to a traffic incident along Helensvale Rd, Oxenford

The 8.23am route 299 outbound bus is delayed 10 minutes due to heavy traffic congestion.

The 6.37am route 705 southbound bus is delayed 18 minutes due to an operational issue.

The 7.06am route 526 inbound bus is delayed 20 minutes due to an earlier mechanical issue.

The 6.15am route 522 outbound bus is delayed 30 minutes due to an earlier mechanical issue.

The 5.40am route 370 inbound bus is delayed 20 minutes due to a mechanical issue.

5.34am route 522 bus inbound delayed 30min

Not Relevant

Please attribute to a TransLink spokesperson

11 services were impacted this morning from a total of more than 8,000 bus services operating across South East Queensland.

Delays were caused by a number of unrelated issues, including roadworks, traffic accidents, congestion and mechanical problems with vehicles.

ENDS

Media: TransLink

Not Relevant

Not Relevant