



The Honourable Scott Emerson MP
Minister for Transport and Main Roads

Our ref: PP1857-12

Your ref: Petitions

7 JUN 2012

Mr Neil Laurie
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Dear Mr Laurie

I refer to a petition number 1857-12 lodged with the Legislative Assembly on 14 February 2012 about *go* card facilities at Strathpine Westfield.

Since the launch of the *go* card in 2008, the TransLink Transit Authority has had tremendous success with usage across the service area now accounting for more than 80% of trips on buses trains and ferries.

With this in mind, TransLink utilises a number of channels to distribute *go* cards and supporting services to its customers. Local businesses who are interested in becoming a *go* card retailer can complete an expression of interest form that is available on the TransLink website at www.translink.com.au.

There are significant costs to install and operate top-up facilities and therefore the rollout of additional devices is prioritised by a number of criteria developed with a community and service value focus. As such, TransLink has limited the rollout of additional retail devices to prioritised locations.

TransLink acknowledges the request for a retail based top-up facility at Westfield Strathpine Shopping Centre and this request has been noted for consideration in future third party network expansion plans.

In the interim, customers in the Strathpine area can top-up at the ticket office and fare machines located at either Strathpine, Bray Park or Bald Hills rail stations, the retail 7-Eleven stores at Kensington Hills and Bray Park.

In addition, the Supanews Strathpine located in Westfield Strathpine Shopping Centre sells preloaded \$20 *go* cards. *Go* card users can also top-up online, onboard non-Brisbane Transport bus services, by phoning the TransLink Call Centre on 13 12 30 and by registering for auto-top-up.

Yours sincerely

Scott Emerson MP
Minister for Transport and Main Roads