



The Honourable Scott Emerson MP
Minister for Transport and Main Roads

Our ref: PP1961-12

Your ref: Petitions

05 SEP 2012

Mr Neil Laurie
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Dear Mr Laurie *Neil*

I refer to a petition number 1961-12 lodged with the Legislative Assembly by Mr Jason Woodforth MP, Member for Nudgee on 23 August 2012 about a request for a *go* card ticket office terminal at the Chermside Shopping Centre, Nextra Express.

Regular, structured reviews of the existing *go* card distribution network are conducted to identify priority locations for new retail top-up facilities. In reviewing applications TransLink undertakes an assessment of passenger usage, public accessibility, and the existing availability of purchase and top-up facilities in the vicinity. TransLink does not consider the commercial advantage of retailers requesting *go* card facilities.

TransLink advises that 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.

I am advised that TransLink has received prior requests from the owner of Chermside Nextra Newsagency for the provision of *go* card facilities at his secondary retail outlet, Nextra Express, located on the Hamilton Road side of the centre. Through a detailed assessment process Chermside Shopping Centre, as a whole, is not deemed a priority site for the installation of additional facilities, at this time.

At Chermside Shopping Centre, commuters have access to full *go* card retail facilities at the owner's main newsagency located on the Kittyhawk Drive side of the shopping centre. This outlet has the facilities to purchase, top-up, change its expiry and obtain a refund. In addition, the fare machine located at the bus interchange on the Hamilton Road side of the shopping centre provides customers with the opportunity to purchase Adult *go* cards and/or top-up their existing cards.

The retailer has previously been offered the opportunity to become a *go* card reseller which enables the sale of preloaded \$20 *go* cards (inclusive of \$5 deposit and \$15 travel credit) from the Nextra Express store. Should the retailer wish to pursue this opportunity, applications are available online at the TransLink website.

Yours sincerely

Scott Emerson MP
Minister for Transport and Main Roads