



## Minister for Transport and Main Roads Minister for Digital Services

Our ref: PET 49481 (MCR-23-2/5)  
Your ref: A1103898

8 June 2023

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Mr Neil Laurie  
The Clerk of the Parliament  
Parliament House  
George Street  
BRISBANE QLD 4000

Dear Mr Laurie

I refer to petition 3856-23, lodged with the Legislative Assembly on 9 May 2023 about Queensland Rail on-train announcements to include bus transfers.

Queensland Rail has 152 railway stations across South East Queensland (SEQ) and more than 8000 services currently operating across SEQ each week. Moving forward, the Cross River Rail project will transform the way the rail network operates and how customers travel by train in SEQ.

Transferring between services is a common element of any public transport network in a large urban area, such as SEQ. The official Queensland Government app 'MyTranslink' was implemented to enable integrated journey planning, service information and quick access to timetables for all Translink services, for seamless interchanging.

The MyTranslink app gives customers access to service information on-demand. It connects customers to their bus, train, ferry, or tram with relevant departure times and the ability to receive stop alerts along their specified journey, if they are travelling by a combination of transport modes. The Translink website and MyTranslink app also provide real-time departure times for integrated services at train stations across the network. Queensland Rail's on-train announcements are important safety, accessibility, and customer service measures, relevant to the rail network, and provides rail transfer information at major hubs.

The petitioners highlight that Queensland Rail does, at least, provide announcements about the next station on its services, something that does not occur on Brisbane City Council owned and operated buses as is the case on certain public transport bus routes in New South Wales and the Australian Capital Territory.

Significant changes are planned for our rail network into the future and it is incumbent upon rail and bus operators to work with Translink to explore opportunities to encourage sensible transfer options, where those options can provide a better service.

As a first step, Queensland Rail will commence activities to develop and automate basic announcements at the six major interchange locations (South Brisbane, South Bank, Park Road, Roma Street, Helensvale and Buranda).

Once the new three sector rail network (outlined in the Palaszczuk Government's SEQ Rail Connect) is implemented, these announcements will be expanded to other key interchange stations which will be adjacent to high frequency bus services.

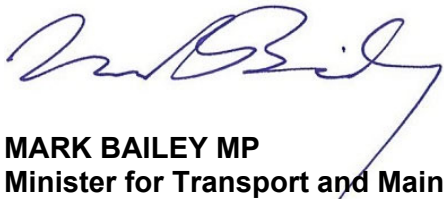
Queensland Rail will also explore other locations where there are high frequency connecting bus services.

Petitioners may wish to advocate that Brisbane City Council also provide corresponding connecting information as it updates its bus fleet.

In alignment with its organisational purpose of 'Connecting Communities', Queensland Rail will continue to support initiatives that strengthen the public transport system and provide integrated outcomes for Queensland.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Mark Bailey', with a long, sweeping underline that extends downwards and to the right.

**MARK BAILEY MP**  
**Minister for Transport and Main Roads**  
**Minister for Digital Services**