



Minister for Transport and Main Roads Minister for Digital Services

Our ref: PET49483
Your ref: A1103887

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7 June 2023

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

Dear Mr Laurie

I refer to petition 3873-23, lodged with the Legislative Assembly by Mr Michael Crandon MP, Member for Coomera, on 9 May 2023 about additional bus services between Beenleigh and Ormeau railway stations.

The Palaszczuk Government is committed to providing new services in the northern Gold Coast as one of Australia's fastest developing regions. That is why we recently commenced a jointly funded initiative with Gold Coast City Council, which will see an additional \$16.4 million invested into the northern Gold Coast bus network over five years.

The northern Gold Coast bus service initiative includes improvements across the northern Gold Coast including suburbs between Beenleigh and Coomera stations and will see trials of new routes and increased services to existing bus routes with staged implementation in 2023 and 2024.

These improvements will be delivered across three stages, with stage 1 implemented on 13 February 2023, providing improved service frequencies and extended span of hours for routes 721, 722 and 726 in Coomera Waters, Pimpama and Upper Coomera. This saw significant increase in frequency with almost 800 new services per week added to the Northern Gold Coast. Further information will be available soon regarding stage 2 of the initiative, and information on stage 3 will be made available once planning has been finalised.

Community comments and suggestions are an important source of information when improving services in an area, so I would like to thank the constituents for raising this matter through their petition. The suggestion to upgrade the 728 and 729 services in Jacobs Ridge and Ormeau Hills will be considered as part of stage 3 of the initiative.

With regard to bus services being cancelled at short notice, while each bus operator is responsible for its own recruitment and retention of bus drivers, Translink continues to work closely with its delivery partners to ensure the timely and reliable delivery of public transport services. Some bus services across South East Queensland (SEQ) and some regional centres have been impacted by driver shortages as a result of an Australia-wide labour shortage and above average absenteeism from illness, including COVID-19. Our local delivery partner, Kinetic, has implemented several employment initiatives to bolster its workforce, ensure service reliability and improve the customer experience.

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