



Hon John Mickel MP
Member for Logan

E-MAILED
11 MAR 2008



**Queensland
Government**

Our ref: MC33683

Minister for Transport, Trade,
Employment and Industrial Relations

11 MAR 2008

Mr Neil Laurie
The Clerk of the Parliament
Parliament House
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LAIRED UPON THE TABLE OF THE HOUSE	
No.:	520873182
	07 APR 2008
MP:	Hon Mickel
Clerk's Signature:	

Dear Mr Laurie

Thank you for your letter dated 19 November 2007 to the Honourable John Mickel MP, Minister for Transport, Trade, Employment and Industrial Relations regarding petitions numbered 948-07 through to 968-07 relating to the introduction of TransLink smart card, called *go* card.

The *go* card was successfully launched in the Sunshine Coast and Northern regions on 29 January 2008 and rolled out in the Brisbane region on 25 February 2008.

Cubic Transportation Systems has been contracted by TransLink to design, build and operate the *go* card system. Part of this role is the development and administration of a third party distribution network for purchasing and adding value to *go* cards across the TransLink network.

As a result, third party agencies are required to distribute cards across South East Queensland, and not just within the Brisbane City Council area. Cubic Transportation Systems finalised the third party distribution tender process and notified tenderers of the outcome during August 2007.

The tender process was very complex. Following extensive negotiations between Cubic Transportation Systems and the Australian Newsagents' Federation, the Australian Newsagents' Federation withdrew their offer to supply *go* card services. Cubic Transportation Systems has now negotiated with individual Australian Newsagents' Federation members in key locations across the TransLink network.

TransLink and Cubic Transportation Systems now have a distribution network across South East Queensland, comprising 128 initial agents, with negotiations still underway for a further 37.

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Cards are also available for purchase through a range of additional channels:

- online via www.translink.com.au/go
- by phoning TransLink on 13 12 30
- at select attended QR Citytrain stations
- by mail
- through a retail network.

Ten Trip Saver tickets

The machines used on Brisbane Council buses to validate Ten Trip Saver tickets are outdated and need to be replaced. They are failing at a rate of around 900 to 1000 incidents a week. However, Brisbane Transport Ten Trip Saver tickets will be able to be used until mid 2008.

Ten Trip tickets are one of the few non-integrated tickets remaining in the TransLink public transport network. These tickets offer no flexibility across different transport types or transport operators, something that will become increasingly important as our transport network grows.

These tickets are also only available for use across a preset number of zones. Many passengers in the Brisbane area carry more than one Ten Trip Ticket to cater for the different journeys they make. The go card will address these issues while still providing a discount for frequent use.

For every \$1 of revenue TransLink collects in passenger fares, the Queensland Government subsidises an additional \$3 for public transport services. The Ten Trip Saver tickets do not encourage regular use of public transport and TransLink envisages that the go card will assist in this regard, allowing for further conveniences.

Paper Tickets

The TransLink go card is an additional product that offers an alternative to purchasing a paper ticket and was introduced to offer customers more choice and convenience when using public transport. TransLink single, daily, off-peak daily, weekly and monthly paper tickets are still available for purchase since the introduction of go card.

TransLink go card

The TransLink go card is a pay as you go product and the cost of each journey is the same as the current cost for a TransLink single paper ticket. The pricing of go card was developed based on customer testing and research. A frequent user scheme has been introduced, providing a 50% discount on every trip taken after the sixth journey made in a seven day period (Monday to Sunday). This is just the first product that will be offered to passengers through the go card. All existing TransLink paper tickets continue to be available.

TransLink *go* card functionality

Since Monday, 25 February 2008, *go* cards can be used on all TransLink buses, trains and ferries across South East Queensland, with the exception of Airtrain, Surfside Buslines and Laidley Bus Company services.

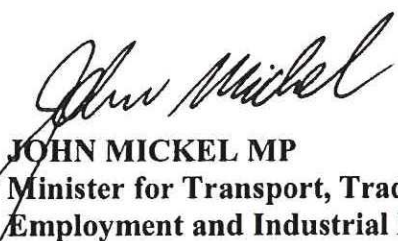
Customers have access to a wide range of *go* card equipment and functionality regardless of whether they travel by bus, train or ferry. TransLink *go* card customers are able to:

- add value to *go* card:
 - online
 - by phoning TransLink on 13 12 30
 - at fare machines on Citytrain platforms
 - at select attended Citytrain stations
 - via the retail network
 - on board bus services (excluding Brisbane Transport).

- check card balance:
 - online
 - by phoning TransLink 13 12 30
 - at fare machines on Citytrain platforms
 - at select attended Citytrain stations
 - via the retail network
 - using their *go* card – the balance is displayed each time the card is touched on and touched off.

I trust this information is of assistance.

Yours sincerely



JOHN MICKEL MP
Minister for Transport, Trade,
Employment and Industrial Relations