



Hon Anastacia Palaszczuk MP
Member for Inala



**Minister for Transport
and Multicultural Affairs**

Our ref: PP1767-11

Your ref: Petitions

10 OCT 2011

Mr Neil Laurie
The Clerk of the Parliament
Parliament House
George Street
Brisbane Qld 4000

Dear Mr Laurie *Neil*

I refer to a petition number 1767-11 lodged with the Legislative Assembly on 8 September 2011 about routes 653 and 654.

The TransLink Transit Authority undertook a comprehensive bus service network review of Caboolture Bus Lines services which included bus routes 651,652,653,654,655 and 656.

Bus routes 653 (Caboolture to Morayfield via Bellmere) and 654 (Morayfield to Caboolture via Bellmere) were upgraded to provide a more direct service and provide additional time for improved bus-rail connections at Morayfield and Caboolture rail stations.

Additionally, customers now have access to a direct bus route operating along Matthew Flinders Drive and Grant Road, compared to the previous longer loop along Norfolk Esplanade.

Several new bus stops have been installed along Matthew Flinders Drive (between Mingaye Street and Boongaree Avenue) and Grant Road (at the intersection with Cook Avenue) for residents in the Norfolk Esplanade loop area to maintain access to these bus routes.

Bus stops on the Norfolk Esplanade loop are no longer serviced due to low patronage. On average, one person boarded each bus from the eight stops. Comparing patronage from July 2010 to July 2011, route 654 has increased by approximately 60% and route 653 has increased by approximately 35%.

The community was informed of the route changes by:

- a flyer letterbox drop in the area bounded by Norfolk Esplanade and Matthew Flinders Drive
- print advertisement in several local newspapers over a two-week period

Level 15 Capital Hill Building
85 George Street Brisbane 4000
GPO Box 2644 Brisbane
Queensland 4001 Australia
Telephone +61 7 3237 1111
Facsimile +61 7 3224 4242
Email transport@ministerial.qld.gov.au
ABN 65 959 415 158

- accessing information on the TransLink website and notices at affected bus stops, which included the new routes and alternate bus stops available
- attending information sessions held at Caboolture train station, Caboolture Park Shopping Centre and Morayfield Shopping Centre during May and June.

In addition to the scheduling changes, TransLink has significantly increased the number of services operating across the public transport network in Caboolture.

TransLink appreciates that service changes could be met with disapproval by some residents. TransLink's challenge is addressing the needs of passengers and recent significant patronage increases along this route indicate this is occurring. TransLink will continue to monitor patronage along this route to ensure the public transport needs of Caboolture South residents are being met.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in blue ink, consisting of a stylized 'A' followed by a long horizontal line.

Annastacia Palaszczuk MP
Minister for Transport and Multicultural Affairs