



The Honourable Scott Emerson MP  
Minister for Transport and Main Roads

Our ref: PET 11045

Your ref: Petitions

13 JUN 2013

Mr Neil Laurie  
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Dear Mr Laurie

I refer to a petition number 2117-13 lodged with the Legislative Assembly by Mrs Liz Cunningham MP, Member for Gladstone on 22 May 2013 about Gladstone and Boyne Tannum bus network timetables.

The Queensland Government, with the support of local bus operator Buslink and the Gladstone Regional Council, identified that improvements could be made to Gladstone and Boyne Tannum bus services to address growth in the area and build a more reliable bus network that is easier for customers to use.

Improvements to the network include expanding services for customers in growth areas such as Kirkwood, Telina, Vantage Estate and Little Creek Estate and extending operating times with selected routes running from 7.30am in the morning until 5.30pm in the evening, every weekday. Improvements also included the removal of confusing loop services, providing a bus every hour to Gladstone Airport and more seats during the school peak period.

These improvements mean that 85 per cent of customers that use the *qconnect* network in the Gladstone and Boyne Tannum area are within 400 meters of a bus route and 95 to 100 per cent are within 800 meters of a bus route.

For those that may have difficulty accessing their nearest bus stop, the *qconnect* network in the Gladstone and Boyne Tannum area is a hail and ride service. This means customers can hail the bus from any place along the designated bus route provided it is safe to do so.

As part of the review, timetables were updated to provide customers with clearer and more accurate information, including updated maps and less complex scheduling information to make travelling on the network easier. However, should further assistance be required, I encourage Mrs Cunningham's constituents to visit the *qconnect* website journey planner at [www.tmr.qld.gov.au/travel-and-transport/qconnect.aspx](http://www.tmr.qld.gov.au/travel-and-transport/qconnect.aspx). Customers can enter their trip details and they will be provided with a trip summary.

Please be assured that the concerns raised by Mrs Cunningham's constituents have been formally noted and will be considered when bus services in the Gladstone and Boyne Tannum bus network are next reviewed.

A handwritten signature in blue ink, appearing to read 'Scott Emerson', with a long horizontal flourish extending to the right.

Yours sincerely  
Scott Emerson MP  
**Minister for Transport and Main Roads**