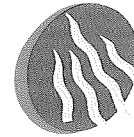




Hon Rachel Nolan MP
Member for Ipswich



**Queensland
Government**

Our ref: MC47789

Minister for Transport

Your ref: Petitions

12 APR 2010

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

Dear Mr Laurie

I refer to petition number 1363-10 lodged with the Legislative Assembly by Mr David Gibson MP, Member for Gympie on 23 February 2010 about the *go* card system.

There are currently 525 retail outlets and fare machines across the TransLink Transit Authority service network, providing a range of *go* card services to customers including *go* card purchase, top-up, expiry date change, registration, recent transaction and balance information and refunds. This is the largest smart card retail network in Australia.

The network currently consists of:

- 174 first and second tier retailers with buy and top-up facilities
- 34 QR station offices with buy and top-up facilities
- 86 QR stations with buy facilities
- 140 QR stations with fare machines with top-up facilities
- 199 third tier retailers with buy facilities
- 12 busway stations with fare machines with buy and top-up facilities
- customers may also top-up *go* cards on any non-Brisbane Transport bus.

There are 23 more fare machines scheduled to be rolled out in the second half of this year.

TransLink is also actively recruiting retailers in key visitor entry points such as at airports and Visitor Information Centres.

go card equipment failure rates are closely monitored and from April 2009 to February 2010 the fare gates, the card readers and the ticket machines at stations have reported over a 99% availability level. All *go* card equipment and devices are required to be fixed within prescribed timeframes to minimise impact to users of the system.

Capital Hill Building
85 George Street Brisbane 4000
PO 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

In the event that a device has failed and this is the cause of the fixed amount being charged, TransLink has in place a process whereby customers who have been overcharged in this way, can request a card balance adjustment.

Failure to touch on or off will result in a fixed amount being deducted from the card balance. Currently the fixed amount charged for adult *go* cards is \$5.00 for rail travel, and \$3.00 for bus and ferry travel. Senior, concession, and child *go* card holders are charged \$2.50 for rail travel, and \$1.50 for bus and ferry travel.

The cost of running TransLink's public transport network that spans more than 10 000 square kilometres, across 23 zones is significant, and each year the operating costs increase. The cost of providing public transport has increased at a greater rate than that of inflation. It is for this reason that the fares are not increasing in line with the Consumer Price Index (CPI). Furthermore, South East Queensland's \$1.2 billion public transport network is heavily subsidised with the state government paying \$3.00 for every \$1.00 collected in fares.

The new fare structure has positioned the *go* card as the best priced ticket, to ensure as many customers as possible can enjoy the benefits of the product before the paper tickets are phased out by the end of 2010. The *go* card helps speed up the public transport network and also helps TransLink better plan services thanks to the rich patronage data *go* card provides.

Benefits to the *go* card include a 10% off-peak discount for all travel commencing 9.00am to 3.30pm and after 7.00pm up to the last service of the day and all day on weekends and gazetted public holidays. The 10% discount will increase by 5% each year, bringing a total discount of 20% in 2012.

Holders of a Pensioner Concession Card and fulltime Queensland students travelling on TransLink services are eligible for a 50% concession available on all TransLink services, at anytime, with no limitations.

Other benefits of the *go* card include:

- If you use your *go* card more than 10 journeys in any one week (Monday to Sunday), you will qualify for a 50% discount off all your future travel within that seven day period.
- Security of funds. If you register your *go* card and it is lost or stolen, the balance is protected from the moment you notify TransLink. If you lose a paper ticket such as a daily or weekly ticket, you lose any unused travel.
- Convenient to top-up. *go* cards can be topped up through a variety of channels including *go* card retailers, online, the TransLink call centre and at fare machines located at selected QR Passenger rail stations and busways.
- The *go* card only charges users for their travel taken.

I trust this information is of assistance.

Yours sincerely



RACHEL NOLAN MP
Minister for Transport