

## Question on Notice

No. 1459

Asked on Wednesday 18 September 2019

**MR S MINNIKIN** ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

### QUESTION:

With reference to performance and reliability—

Will the Minister outline the number of skipped stations recorded by Queensland Rail per month, since November 2017 and the top five most frequently skipped stations (listed in order of station)?

### ANSWER:

I thank the Member for Chatsworth for the question.

The on-time running and reliability of services is a top priority for Queensland Rail and every effort is made to ensure that services run to the published timetable.

When an unplanned disruption to a service occurs, in some cases, Queensland Rail may make a decision to run a train express through one or more stations to minimise or prevent delays to other services on the network. These decisions are not taken lightly and aim to achieve the best possible outcome for our customers and network overall, by ensuring the effects of a disruption are minimised.

Generally, Queensland Rail only runs a service express through some stations if the next service is less than five minutes away. In most cases, changes to stopping patterns only affect one to three stops.

Queensland Rail is committed to being accountable and transparent and actively publishes a range of service punctuality and reliability data on its website, including skipped stations results.

Data shows that only a very small number of services skip one or more stops. Just 0.3 per cent of 391,700 services skipped one or more stations last financial year (2018–19).

The number of skipped stations per month since November 2017 are as follows:

- in November 2017, of an average 31,620 Citytrain services per month, 0.08 per cent or 26 services skipped stops
- in December 2017, of an average 31,620 Citytrain services per month, 0.05 per cent or 14 services skipped stops
- in January 2018, of an average 31,620 Citytrain services per month, 0.05 per cent or 16 services skipped stops
- in February 2018, of an average 31,620 Citytrain services per month, 0.17 per cent or 50 services skipped stops
- in March 2018, of an average 31,620 Citytrain services per month, 0.23 per cent or 73 services skipped stops
- in April 2018, of an average 31,620 Citytrain services per month, 0.16 per cent or 49 services skipped stops
- in May 2018, of an average 31,620 Citytrain services per month, 0.26 per cent or 84 services skipped stops

- in June 2018, of an average 31,620 Citytrain services per month, 0.28 per cent or 91 services skipped stops
- in July 2018, of an average 32,600 Citytrain services per month, 0.23 per cent or 77 services skipped stops
- in August 2018, of an average 32,600 Citytrain services per month, 0.23 per cent or 80 services skipped stops
- in September 2018, of an average 32,600 Citytrain services per month, 0.23 per cent or 75 services skipped stops
- in October 2018, of an average 32,600 Citytrain services per month, 0.21 per cent or 73 services skipped stops
- in November 2018, of an average 32,600 Citytrain services per month, 0.30 per cent or 98 services skipped stops
- in December 2018, of an average 32,600 Citytrain services per month, 0.25 per cent or 73 services skipped stops
- in January 2019, of an average 32,600 Citytrain services per month, 0.15 per cent or 52 services skipped stops
- in February 2019, of an average 32,600 Citytrain services per month, 0.26 per cent or 75 services skipped stops
- in March 2019, of an average 32,600 Citytrain services per month, 0.32 per cent or 108 services skipped stops
- in April 2019, of an average 32,600 Citytrain services per month, 0.27 per cent or 87 services skipped stops
- in May 2019, of an average 32,600, Citytrain services per month, 0.36 per cent or 121 services skipped stops
- in June 2019, of an average 32,600 Citytrain services per month, 0.35 per cent or 111 services skipped stops
- in July 2019, of an average 35,050, Citytrain services per month, 0.27 per cent or 93 services skipped stops
- in August 2019, of an average 35,050 Citytrain services per month, 0.25 per cent or 91 services skipped stops.

Dating back to November 2017, the five stations which experienced express running more frequently are as follows:

- Albion
- Wooloowin
- Norman Park
- Coorparoo
- Bindha.

Albion and Wooloowin stations are serviced by Airport, Shorncliffe and Northgate services and receive trains every 7.5 minutes, or better, during weekday peak times. As these stations are located in a busy transport corridor where Caboolture, Sunshine Coast, Airport, Redcliffe Peninsula, Shorncliffe and Northgate services converge, delays to any services in this area can have a flow on effect to many other trains, including those at key junction stations (Bowen Hills, Eagle Junction and Northgate). On occasion, Queensland Rail may make a decision to run a service express through Albion and Wooloowin stations to minimise further delays across the network, noting that these stations have a high service frequency for customers.

In respect to Bindha station, on the Shorncliffe line, generally a decision to skip this station is made to ensure the flow of rail traffic is maintained through Northgate and further on at Eagle Junction station in the event of an unplanned disruption.

Norman Park and Coorparoo stations are located on the Cleveland line where, from Cleveland to Manly, Queensland Rail's services utilise a single track, and as a result, trains travelling this area must wait for clearance to safely pass another train.

On the Cleveland line, Queensland Rail may make a decision to run a train express through stations like Norman Park or Coorparoo to minimise or prevent delays to the entire line. Late trains on the Cleveland line can also significantly impact the running of other trains on the Beenleigh/Gold Coast line and any delays risk compounding to other trains travelling between Park Road and Central stations.

Queensland Rail has been listening to feedback from its customers and introduced a number of service frequency improvements across South East Queensland in recent months – including on the Cleveland, Shorncliffe and Northgate lines. Since December 2018, this has included:

- Cleveland line – 59 extra weekly services and 38 existing services upgraded from three-carriages to six-carriages to boost seated capacity
- Shorncliffe – 20 extra services per week
- Northgate – 95 extra Northgate to Roma Street shuttle trains Monday to Friday.