




Speech By
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MEMBER FOR GLASS HOUSE

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MATTER OF PUBLIC INTEREST

TransLink, Monthly Performance Snapshot

 **Mr POWELL** (Glass House—LNP) (12.34 pm): It is official: the trains have not been this bad since the Premier, Anastacia Palaszczuk, was the transport minister and in control at Queensland Rail.

Opposition members: Toot! Toot!

Mr POWELL: I take that interjection from the members of the LNP. Commuters already suspected it and even the member for Nudgee knew it, as we learned this morning. Now we finally have the data to back it up. As much as this government professes to be open and transparent—albeit that we saw a rather cagey effort by the Minister for Energy this morning—it was the LNP that had to pry the truth out of the Premier's hands when it came to TransLink customer satisfaction. When did the people of South-East Queensland get this data? They got it late on a Friday afternoon. Talk about open and transparent: talk about a cover-up!

The November TransLink monthly performance snapshot shows that every customer satisfaction measure for trains has decreased and that, as a result, the performance of public transport across South-East Queensland is being dragged down by this incompetent Labor government's management of our Citytrain network. It is unsurprising, but now we have data to show just how much commuters have given up on this inexperienced Palaszczuk government.

Let me run through some of the stats. I would like to say that I will run through the good ones to start with, but there are none. Overall satisfaction with train usage in South-East Queensland is now at 66 points, which is four points lower than at the 2015 election. That is not a shock. Since this mob took office the Redcliffe line has been delayed, thousands of services have been cancelled and there has been a damning commission of inquiry. Who can blame commuters for not being happy?

The next rating is the clincher—and I bet the Deputy Premier likes this one—because the train reliability rating is the lowest since Premier Palaszczuk was transport minister back in 2011. During the member for Inala's tenure as the minister the reliability rating of our Citytrain network was atrocious. The rating in quarter 3 of 2010-11 was 62; in quarter 4 of 2010-11 it was 61; and in quarter 1 of 2011-12 it was 61. If you fast-forward to November 2016 when the then minister for transport is now the Premier of this state, we have a reliability rating of 63 points. Six years of the Premier's fingerprints are all over Queensland Rail failures. We will go through some of the other train KPI failures of this government from October to November 2016.

The graphs are quite telling when we look at them, because overall satisfaction is down four points and safety and security are down five points. As it tracks along there—it is the lighter coloured one—you see that it basically falls off a cliff in October 2016. Reliability is even worse. It was faring better than all modes and then buses but, as you can see, there is a cataclysmic drop off the cliff in October 2016 combining with Labor's rail fail—down seven points. Comfort is down five points, and

again the same cliff is very evident in the graphs. Ease of use is down five points; proximity, down four points; efficiency, down five points; and information—this is hardly surprising at all—down nine points.

Clearly, commuters are fed up with the lack of information about what is going on on their rail network. The rating for accessibility is down five points, the rating for staff is down five points and the rating for affordability is down five points. As I said, there is simply no good news for the government in this monthly snapshot.

This is not the report card of a government that knows what it is doing. This is the mark of an inexperienced Labor government, out of its depth and beholden to the unions. The LNP's record is clear, and commuters know it: if you want trains to run on time every time, you need an LNP government.