




Speech By
Jessica Pugh


MEMBER FOR MOUNT OMMANEY

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PERSONALISED TRANSPORT OMBUDSMAN BILL

 **Ms PUGH** (Mount Ommaney—ALP) (12.58 pm): Today I rise to speak about the smart ticketing provisions of the bill, and that is in large part due to my nostalgia and fondness for the current—I call it the blue card—go card system. I was just starting uni when the little blue go cards came out. As a self-confessed Luddite who had only recently learned how to use a computer, I was pretty impressed that someone as untech savvy yet as young as me could work out how to use it. I also remember how excited the newsagent retailers were to be selected to be the go card retailers in their communities. It was a hot topic all over Brisbane and I remember the debate that happened in Oxley.

As I said, go cards were introduced just as I started uni and they gave me and other students independence—independence from our parents and there was no more carrying buckets of change to catch the bus or train. What a time to be alive! It is really funny how memory works, but I have such fond memories of those little blue cards at the start of my time at university, so it really was a funny thing that sticks out to me. In honour of my Luddite ways—

 **Ms PUGH** (Mount Ommaney—ALP) (3.27 pm), continuing: Just before we were so rudely interrupted by the lunchbreak, I was regaling the House with tales of my misspent youth catching public transport all over Brisbane with my little blue go card. I was thinking about the young people sitting in the chamber just before lunch and how they too are on the cusp of young adulthood. It is interesting to think what it might look like for them when they catch public transport. As the member for Townsville pointed out before the lunchbreak, the young people of Townsville will also have the opportunity to use these smart ticketing options.

I also mentioned that I am somewhat of a Luddite. I always have been and I think I always will be. I am going to try something new today and I am going to read my speech off my smartphone and see how that goes for me. Bear with me.

A government member interjected.

Ms PUGH: I take that interjection from the minister. The Palaszczuk government has invested \$371 million to deliver the new smart ticketing solution. As the member for Townsville rightly said, it will be for all Queenslanders. This is something to be really excited about in North Queensland as we are here in beautiful Townsville.

The smart ticketing solution will use the most advanced global ticketing technology. It will deliver a more personalised public transport experience for our customers. That is going to make choosing public transport even easier. We know in Mount Ommaney that this is incredibly important. The Darra park-and-ride is getting upgraded and people will be given even more options to catch public transport. Smart ticketing will enable customers to pay for travel with more options like contactless debit and credit cards, their smartphones, their wearable devices—which I am still not on board with—as well as their go card and good old cash.

The overall customer experience also will be improved through the delivery of a new, intuitive customer mobile app—this all sounds pretty newfangled to me—that has a website and access to real-time service information. For the first time, as I said, customers in regional Queensland—so right here in Townsville—will have access to the same ticketing system and its benefits. That means that if, like me, you intend to return to Townsville for a holiday later this year—because, golly gosh, isn't it beautiful up here?—you can take the very same ticketing options and use them in Brisbane, Townsville or anywhere else in regional Queensland that you choose to holiday.

Smart ticketing will also benefit tourism in Townsville. I am sure there are many members who, like me, intend to return for a holiday, because it is just so beautiful up here. As part of the project's development, a series of regional trials are planned for 2019 in Innisfail, Bowen in North Queensland, Minjerribah, or North Stradbroke Island, Maryborough on the Fraser Coast, and Hervey Bay, where I used to holiday as a young lass at the Pialba caravan park—God's own country. Smart ticketing is part of the Palaszczuk government's \$23 billion commitment to roads and transport. It is fantastic to see this investment in public transport. I certainly commend the bill to the House.