

Question on Notice

No. 15

Asked on 22 February 2022

MRS L GERBER ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

QUESTION:

With reference to the Translink On Demand Transport trial operating on the Gold Coast—

Will the Minister advise the metrics that will be used to determine success or otherwise of the trial?

ANSWER:

I thank the Member for Currumbin for the question.

The Department of Transport and Main Roads (TMR) is conducting a two-year trial of on-demand transport (ODT) within the Gold Coast suburbs of Nerang, Highland Park and Pacific Pines to improve accessibility to essential services and the wider public transport network.

The trial will determine if ODT can provide these communities with an efficient, reliable and attractive public transport option which can improve social mobility, reduce car dependency and provide better access to the wider TransLink public transport network and key locations in the community. The trial will also determine if ODT is financially sustainable and suitable for consideration as an alternative transport option in other areas across the State.

As such, TMR has established a robust evidenced-based-approach to measuring, monitoring and reporting against performance objectives in order to determine success. As part of the trial evaluation, TMR will regularly assess customer feedback on the service, and make adjustments to the service to best respond to the needs of the community. Further, it will measure performance metrics such as patronage, service reliability, vehicle occupancies across the span of operations for the duration of the trial. This qualitative and quantitative assessment approach will assist in helping to determine whether the trial has met its objectives.