

Question on Notice

No. 1417

Asked on 14 November 2023

DR M ROBINSON ASKED MINISTER FOR TRANSPORT AND MAIN ROADS AND MINISTER FOR DIGITAL SERVICES (HON M BAILEY)—

QUESTION:

With reference to the TransLink website which states that the new Smart Ticketing website and app will be available 'soon' and given that the website has been saying since at least October 2022 that the Smart Ticketing website and app will be available 'soon'—

Will the Minister advise when the new app and website will be available to all TransLink customers?

ANSWER:

I thank the Member for Oodgeroo for the question.

The Palaszczuk Government's \$371 million investment in Smart Ticketing is being rolled out across Queensland's rail, buses and ferries. The system is bringing 18 different payment systems across the regional bus network together into a single state-wide system, allowing commuters to pay their fare with their debit or credit cards, or even their smart phone or smart watch.

The Smart Ticketing project is being delivered in a staged approach, with new features and products made available to customers following a rigorous process of design, development and testing to ensure they meet high standards of accessibility, functionality, reliability, privacy and security.

The new Smart Ticketing website and app are currently in the development stage and, once complete, will progress into testing and user trials prior to public launch.

A proposed date for release to all public transport customers will be determined following completion of successful testing and trials.