

Question on Notice

No. 709

Asked on 25 May 2023

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

QUESTION:

Will the Minister provide (reported separately for each of the last four calendar years and for each go card type (adult, senior, child etc)), (a) the average amount of money spent on travel per go card (excluding cards not used during that period), (b) the maximum amount used on any go card, (c) the average number of trips taken per go card (excluding cards not used during that period) and (d) the most number of trips taken using a go card?

ANSWER:

I thank the Member for Currumbin for the question.

The Palaszczuk Government is committed to making public transport accessible for all Queenslanders, and provides assistance through public transport concessions, ticketing products and schemes. A broad range of concessions are available to eligible concession cardholders to ensure the benefits are received by those who need them most. Revenue collected from public transport fares falls well short of the funding required to provide public transport services, with the Queensland Government historically subsidising over 80 per cent of transport operator costs.

go cards allow customers to travel on all Translink bus, train, ferry and tram services across greater Brisbane, Ipswich, Sunshine Coast and Gold Coast regions. The Palaszczuk Government is investing \$371 million in Translink's new Smart Ticketing system, introducing new ways customers can plan and pay for public transport across Queensland. Smart Ticketing introduces new payment methods including Visa, Mastercard and American Express contactless debit, or credit cards, smart watches, smartphones and other smart devices, in addition to *go cards* and paper tickets.

With reference to *go card* usage over the last four years from 2019 to 2022:

- the average amount of money spent on travel using a *go card* will vary depending on zones travelled, travel during off-peak or peak times, and if travelling on a concession
- customers are encouraged to make extra daily trips on the network by allowing them to make use of our one, two and free policy for seniors and some concession groups
- all standard *go cards* can make use of the eight and 50 per cent frequent user discount, which allows discounted journeys for the remainder of a week, once eight paid journeys have been undertaken
- child *go cards* also have unlimited free travel on weekends
- generally, the average number of trips and fares have reduced as public transport usage recovers from the impacts of COVID-19. Travel patterns have also changed due to working and studying from home arrangements.

(a) The average spend per Adult *go card*:

- in 2022, was \$126
- in 2021, was \$148
- in 2020, was \$137
- in 2019, was \$145.

The average spend per Child *go* card:

- in 2022, was \$43
- in 2021, was \$52
- in 2020, was \$52
- in 2019, was \$51.

The average spend per Seniors *go* card:

- in 2022, was \$32
- in 2021, was \$33
- in 2020, was \$33
- in 2019, was \$41.

The average spend per Concession *go* card:

- in 2022, was \$100
- in 2021, was \$103
- in 2020, was \$99
- in 2019, was \$123.

(b) The maximum spend on any Adult *go* card:

- in 2022, was \$5311
- in 2021, was \$5856
- in 2020, was \$6254
- in 2019, was \$4793.

The maximum spend on any Child *go* card:

- in 2022, was \$1290
- in 2021, was \$1238
- in 2020, was \$1292
- in 2019, was \$1118.

The maximum spend on any Seniors *go* card:

- in 2022, was \$2322
- in 2021, was \$2374
- in 2020, was \$2361
- in 2019, was \$2035.

The maximum spend on any Concession *go* card:

- in 2022, was \$1987
- in 2021, was \$2329
- in 2020, was \$2781
- in 2019, was \$2011.

(c) The average number of trips per Adult *go* card:

- in 2022, was 37
- in 2021, was 45
- in 2020, was 41
- in 2019, was 44.

The average number of trips per Child *go* card:

- in 2022, was 27
- in 2021, was 35
- in 2020, was 34
- in 2019, was 35.

The average number of trips per Seniors *go* card:

- in 2022, was 30
- in 2021, was 34
- in 2020, was 32
- in 2019, was 33.

The average number of trips per Concession *go* card:

- in 2022, was 77
- in 2021, was 81
- in 2020, was 78
- in 2019, was 104.

(d) The most trips taken using an Adult *go* card:

- in 2022, was 2074
- in 2021, was 2223
- in 2020, was 2891
- in 2019, was 2272.

The most trips taken using a Child *go* card:

- in 2022, was 1457
- in 2021, was 1342
- in 2020, was 1942
- in 2019, was 1742.

The most trips taken using a Seniors *go* card:

- in 2022, was 5260
- in 2021, was 3379
- in 2020, was 3461
- in 2019, was 3472.

The most trips taken using a Concession *go* card:

- in 2022, was 3196
- in 2021, was 4796
- in 2020, was 5861
- in 2019, was 6883.