

Question on Notice

No. 845

Asked on 14 June 2024

MR S MINNIKIN ASKED MINISTER FOR TRANSPORT AND MAIN ROADS AND MINISTER FOR DIGITAL SERVICES (HON B MELLISH)—

QUESTION:

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

Will the Minister (a) provide the performance metrics for the second year of operation in the same format as the project aims outlined in answer to Question on Notice No. 445 asked on 12 May 2022 and (b) advise why the trial is being extended beyond its two-year trial period, and (c) advise the new end date of the trial?

ANSWER:

I thank the Member for Chatsworth for the question.

On Demand Transport (ODT) is a relatively new, flexible form of public passenger transport, and an important part of the Queensland Government's evolving mobility toolkit.

The Gold Coast ODT trial was launched on 28 March 2022 at Pacific Pines and Nerang/Highland Park.

- a) As advised in the response to Question on Notice No. 445 asked of the Honourable Mark Bailey MP, then Minister for Transport and Main Roads on 12 May 2022, the aims of the Gold Coast ODT and performance metrics for the second year of operation in response are:
- Aim: an average of 120 passenger trips per day (equating to approximately three to seven passengers per vehicle hour) for Pacific Pines.
 - Metric: the average in this roam zone over the second year of operation exceeded the target of 120 passengers per day with an average of 126 passenger trips per day.
 - Aim: an average of 270 passenger trips per day (equating to approximately four to eight passengers per vehicle hour) for Nerang/Highland Park.
 - Metric: the average in this roam zone over the second year of operation was 134 passengers per day, which is lower than the initial aim. This can be attributed to unexpected ODT vehicle issues experienced in this zone, including unplanned maintenance and other operational issues resulting in vehicles being offline for longer than planned.
 - Aim: all passengers who have successfully made a booking are not required to wait longer than 30 minutes from their time of booking.
 - Metric: across the second year of operation, 98 per cent of customers were picked up within 30 minutes of their accepted booking.

- Aim: no more than a 400-metre walk for customers within the roam zone to access a service.
 - Metric: in the second year of operation the average walking distance to catch the service was approximately 48 metres.
 - Aim: customers with a disability who cannot safely or easily get to a pickup point will be picked up from their door within the roam zone.
 - Metric: as of September 2023, all customers with a disability are picked up from their door where it is safe to do so.
- b) The trial is being extended beyond its two-year trial period as the service is well used, and customer satisfaction is high.

Recent customer experience research highlighted that Gold Coast ODT fills an important gap in the existing public transport network, with 10 per cent of users stating they would not have been able to make their trip at all, with any other form of transportation, if Gold Coast ODT did not exist.

Gold Coast ODT also provides an important connecting service to urban bus and train services. This was evidenced by recent customer survey results where over 50 per cent of customers used ODT to access other modes of public transport.

Gold Coast ODT is also providing public transport options to parts of the Gold Coast where urban bus services cannot operate. This is generally where the road network is challenging for urban buses (such as lack of connecting roads or roads difficult for regular size buses to traverse) or where demand is not sufficient to support regular scheduled services.

The trial has so far been successful in improving accessibility for local residents to essential services and better connections to high frequency public transport. Patronage on this trial has grown steadily, with over 174,000 passenger trips taken since it was introduced.

- c) The Gold Coast ODT trial's current end date is 30 June 2025.

ODT is a great public transport innovation implemented by this government and it is encouraging that it has been well received by the Gold Coast community.