

**Question on Notice**

**No. 972**

**Asked on 1 September 2001**

**MR MCARDLE** asked the Minister for Transport and Main Roads (Mr Lucas)—

QUESTION:

Will he advise the total number of complaints received by the department for 2001-02, 2002-03 and 2003-04 regarding Sunbus in (a) Cairns, (b) Sunshine Coast and (c) any other areas?

ANSWER:

The total number of complaints received by Queensland Transport regarding Sunbus (**Cairns**) is as follows:

<u>2001-02</u>	<u>2002-03</u>	<u>2003-04</u>
33	12	24

The total number of complaints received by Queensland Transport regarding Sunbus (**Sunshine Coast**) is as follows:

<u>2001-02</u>	<u>2002-03</u>	<u>2003-04</u>
31	30	31

The total number of complaints received by Queensland Transport regarding Sunbus (**Toowoomba**) is as follows:

<u>2001-02</u>	<u>2002-03</u>	<u>2003-04</u>
0	0	0

The total number of complaints received by Queensland Transport regarding Sunbus (**Townsville**) is as follows:

<u>2001-02</u>	<u>2002-03</u>	<u>2003-04</u>
7	5	3

The total number of complaints received by Queensland Transport regarding Sunbus (**Rockhampton**) is as follows:

<u>2001-02</u>	<u>2002-03</u>	<u>2003-04</u>
5	6	5

Complaints received this calendar year have focused around timetabling, on time running and route coverage. All complaints are followed up.

In 2003/04 there were 6,429,371 passenger trips made on Sunbus. From these trips 63 complaints were received, which represents .0009% of trips.

Some complaints are referred to Sunbus for explanation or information, for example where a complaint relates to late running. Other complaints are immediately investigated by Queensland Transport, for example safety breaches and this may involve both compliance and passenger transport staff. Queensland Transport advises all complainants of the outcomes of their findings. Where remedial action is required by the company this is followed up by the department.

**Sunbus Cairns** - Queensland Transport conducted a full audit of Sunbus (Cairns) operations on 1 September 2004 to ensure compliance with the *Transport Operations (Passenger Transport) Standards 2000*. The outcome of the audit indicated that all systems were in place and there has been an improvement with compliance standards in relation to vehicle safety.

Queensland Transport is now conducting regular (3 monthly) audits on Sunbus to ensure the mandatory systems and processes are being adhered to.

This year will see Sunbus (Cairns) introduce additional services (nights and weekends) and also commence services into new areas. In addition to this, Sunbus are introducing six new accessible buses for the route network during 2004.

**Sunbus Sunshine Coast** - Queensland Transport conducted an audit of Sunbus (Sunshine Coast) operations on 12 July 2004. Sunbus were fully compliant with the *Transport Operations (Passenger Transport) Standards 2000*.

A further audit is to be conducted during October to ensure ongoing compliance with passenger transport standards.

Under Translink a number of new initiatives are occurring in conjunction with Sunbus:-

- Major restructure of route services on 12 September (Route1, 1A, 2 and 2A). These route restructures addressed the focus of most complaints about late running and overcrowding.
- a new route (609) to Pelican Waters and Golden Beach,
- major upgrade of bus signs and shelters over 3 years commencing in December 2004.