

**Question on Notice**

**No. 970**

**Asked on Friday, 8 June 2007**

MR NICHOLLS asked the Minister for Transport and Main Roads (MR LUCAS)—

**QUESTION:**

Does his department or Queensland Rail measure how many passengers are being left behind at Citytrain stations due to overcrowding of train carriages and; if not, why not?

**ANSWER:**

I have been advised that Queensland Rail (QR) monitors overcrowding across the Citytrain network for the planning of new rollingstock, infrastructure and Citytrain services. In addition, customer satisfaction surveys were done on an annual basis. This has now been replaced with a customer satisfaction survey process where 10 surveys are done each week across 36 stations. This information is invaluable to QR to ensure they are meeting customer needs and expectations.

In regard to passengers being left behind at station, I am advised that this has not been identified as an issue on the Citytrain network. The Honourable Member would be aware that passenger loadings for trains are variable. For example, a six car train can seat approximately 470 people, but with standees this number of passengers can be as high as 1000 (depending on the type of train). In most cases it is an individuals choice whether they chose to board a crowded train or wait for the next service.

For the Honourable Members edification, I will outline the measures being taken by the Beattie Government to meet the growing patronage on public transport in Southeast Queensland.

Queensland's population has increased by more than 20% (nearly twice the national average) over the past decade. The overall patronage on Citytrain has increased by 15% over the past three years and over the past decade patronage has increased by 33%.

The Citytrain passenger demand has increased by 9.1% across South East Queensland (SEQ) during morning peak periods between 2006 and 2007.

The Beattie Government's level of subsidy for Citytrain services is around \$330m per annum.

Further, the Government is spending approximately \$289m to build 72 new train carriages. The first allotments of these new trains were deployed on the Gold Coast line on the 28 May 2007.

Features of the new rollingstock include:

- 48 carriages with toilets for long distance journeys;
- advanced security camera coverage;
- improved lighting;
- electronic passenger information systems; and
- improved visibility between carriages which increases passenger safety.

Further timetable changes are proposed as track upgrades are completed and additional rollingstock becomes available. These changes will involve a major restructure of the entire SEQ Citytrain network to best meet passenger needs.

The Beattie Government has also made an election commitment to invest a further \$295m in 60 additional train carriages, to be delivered by 2010. Full delivery of the 132 carriages will increase the size of the fleet by 30% and around 10 000 additional seats.

Through the *South East Queensland Infrastructure Plan and Program* (SEQIPP), we have committed to delivering an unprecedented suite of rail projects for the SEQ region to ensure passenger and freight services keep pace with demand.

SEQIPP identifies more than **\$7billion** for rail network upgrades, station upgrades, additional trains/rollingstock and project studies over the next 20 years. Rail projects to be delivered include the already completed Ormeau to Coomera Duplication, as well as:

Furthermore the Beattie Government is committed to retaining under-utilised railway corridors for future transport purposes. This State Government has no plans to sell corridor right of way such as occurred previously for the Gold Coast corridor in 1964 under previous non-labor governments.