

## **Question on Notice**

**No. 180**

**Asked on Tuesday 18 February 2020**

**MR S MINNIKIN** ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

### **QUESTION:**

With reference to the potential of the next generation ticketing system—

Will the Minister advise (a) the extent and nature of the public consultation undertaken to help identify the types of additional fare structures that the public would like to see provided and (b) the level of input from the Public Transport Fares Advisory Panel into new fare structures?

### **ANSWER:**

I thank the Member for Chatsworth for the question.

- (a) In South East Queensland (SEQ), customers can give feedback on their experience using the public transport network, including fares, as part of TransLink's ongoing customer experience surveys which were launched on 21 January 2019. This feedback is available to view on TransLink's website. Customer satisfaction surveys are also conducted across the regional urban bus network to inform service planning and delivery in regional Queensland.

Specific community engagement on fare reform was undertaken in June/July 2016 in developing the Queensland Government's response to the SEQ Fare Review Taskforce's recommendations. More than 3500 customers provided direct feedback via a ten-question survey to inform the comprehensive fare and zonal reform, which was implemented in SEQ in 2017 and future fare planning.

- (b) The Public Transport Fares Advisory Panel (the Panel) was established as a recommendation of the SEQ Fare Review Taskforce. Chaired by Mr Paul Low of KPMG, the Panel plays an important role in providing independent expert advice to help inform future government decisions on public transport fares, products and ticketing, along with other key considerations including fiscal sustainability, the cost of public transport operations, the impact on patronage of fare changes, and government priorities.

Panel members were selected based on their expertise and to ensure a broad range of knowledge, including specialist transport knowledge, community insights, regional perspectives and industry experience was included. The Panel has an integral role to play in considering and providing advice on fare policy proposals prior to government consideration.