

## **Question on Notice**

**No. 62**

**Asked on 14 February 2024**

**DR M ROBINSON** ASKED MINISTER FOR TRANSPORT AND MAIN ROADS AND MINISTER FOR DIGITAL SERVICES (HON B MELLISH)—

### **QUESTION:**

Will the Minister advise what measures are being taken to ensure operators are delivering bus services as contracted, given the number of service cancellations occurring across Redland City routes which are regularly impacting commuter travel and destroying confidence in public transport?

### **ANSWER:**

I thank the Member for Oodgeroo for the question.

The Department of Transport and Main Roads' (TMR) delivery partner Transdev—which services the Redland City area—has been experiencing driver shortages due to illness, resignations and driver availability. Unfortunately, this has resulted in trip cancellations.

Bus services across South East Queensland (SEQ) and some regional centres continue to be affected by driver shortages due to the impacts of influenza and COVID-19, as well as delivery partners having ongoing difficulty attracting and retaining drivers. Transdev is undertaking driver recruitment to alleviate current driver shortages and service cancellations.

When managing the impacts of driver shortages, TMR delivery partners prioritise school services, first and last services, and services where there may be limited options for customers, to ensure all resource options are exhausted before cancelling a service.

Where possible, public notification of service cancellations is made. TMR acknowledges community concerns regarding this issue and will continue to work with Transdev to address driver availability and ensure the delivery of reliable services.

TMR delivery partners are required, under their existing contract, to meet Key Performance Indicators (KPIs) including On Time Running performance and meeting scheduled service levels. Performance data is reviewed at regular contract meetings, including driver availability and various recruitment strategies, which are currently underway. In instances where monthly KPIs are not being met, delivery partners are required to identify and report on strategies to address non-compliance in a cure plan. KPIs that are not met can result in contractual penalties, such as financial impacts on contract payments.

Additionally, the Miles Government recently announced funding for an increase to wages for SEQ and Regional Urban bus drivers working for Translink-contracted delivery partners. Funding will ease cost-of-living pressures on drivers and assist in attracting and retaining drivers.