

Question on Notice

No. 784

Asked on 12 June 2024

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

QUESTION:

With reference to the department's contract with Cubic to deliver the new Smart Ticketing payment system—

Will the Minister advise (a) if the government has increased its initial allocation of \$371.1m for the rollout (design, build and implementation) of the new system and if so, by how much, (b) how much additional funding the government has allocated to cover the cost of retrofitting or software upgrades required to deliver the following via the new Smart Ticketing system (i) contactless payment for concessional fares, (ii) tax invoices for contactless payment, (iii) trip history when using contactless payment, (iv) flat rate 50c fares, including a 50c default fare for failure to tap off, (v) any other features that have been removed from the original scope of the Government's contract with Cubic and (c) how much the government has allocated for marketing and advertising of the new Smart Ticketing system?

ANSWER:

I thank the Member for Maiwar for the question.

- (a) The Queensland Budget 2024–25 includes an additional \$22.8 million in funding for the Smart Ticketing project to align with an extension of project delivery timeframes to 30 June 2025 (see Budget Paper 4, page 93). This extension is due to the supplier, Cubic Transportation Systems (CTS), being unable to meet the original project implementation schedule following ongoing international supply chain and resource issues arising from the COVID-19 pandemic. Similar projects in New York, Boston and London have also faced delays and budget increases. The Department of Transport and Main Roads will continue to work closely with CTS to prioritise delivery of essential activities and minimise further delays.
- (b) i) There is no additional funding allocated for any retrofitting or software upgrades required to deliver contactless payment for concessional fares under the Smart Ticketing project.
- ii) There is no additional funding allocated for any retrofitting or software upgrades required for customers to access tax invoices using the new Smart Ticketing digital self-service tools currently in development.
- iii) There is no additional funding allocated for any retrofitting or software upgrades required for customers to access their trip history using the new Smart Ticketing digital self-service tools currently in development.
- iv) There is no additional funding allocated to implement fifty cent flat rate fares or changes to default fares under the Smart Ticketing project.
- v) No features have been removed from the government's contract with CTS.

- (c) The Queensland Budget 2024–25 allocated \$510,000 for marketing and advertising of the Smart Ticketing system. This funding will be used to undertake essential customer education and behaviour change activities, including raising awareness of Smart Ticketing, explaining how to use it, as well as providing on-the-ground support for customers during the rollout on South East Queensland buses.