



The Honourable Scott Emerson MP  
Minister for Transport and Main Roads

Our ref: PET 12771

Your ref: 10.4 Petitions

**21 AUG 2014**

Mr Neil Laurie  
The Clerk of the Parliament  
Parliament House  
George Street  
Brisbane Qld 4000

Dear Mr Laurie

I refer to a petition number 2277-14 lodged with the Legislative Assembly by Ms Verity Barton MP, Member for Broadwater on 5 August 2014 about bus services in Runaway Bay/Paradise Point.

Recent changes to bus routes in Runaway Bay and Paradise Point were implemented as part of the south-east Queensland Bus Network Review.

The review is part of the Queensland Government's plan to improve the frequency, reliability and affordability of the public transport system. One of the key drivers for the review is to ensure that we are using our available resources efficiently and remove duplication. This will allow fares to be kept as low as possible.

Changes to routes were developed based on TransLink's analysis of route performance with input from operators and feedback submitted by customers during three separate phases of passenger participation.

Where it was identified that patronage numbers failed to support the provision of additional services and their associated on-going costs, routes were removed or received a reduction in their span of hours of operation.

TransLink acknowledges that, in some cases, customers may now need to transfer between services. The move away from the traditional single seat travel model is an approach adopted in many other cities incorporating multi-modal travel and is recognised as a necessary part of an improved, efficient and affordable public transport system.

As a possible alternative to bus travel, residents with mobility restrictions may be eligible for travel with the following services:

- The Taxi Subsidy Scheme (TSS), a Queensland Government initiative designed to improve the mobility and quality of life for Queenslanders with a disability by providing access to affordable taxi travel. Specific benefits of the scheme include a subsidy paid by the Queensland Government of half the total taxi fare, up to a maximum subsidy of \$25, and access to subsidised taxi travel in other Australian states and territories.

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- Council Cab, provide older people over 60 and those with a disability with travel to their local shopping centre. Each Council Cab trip costs \$2.00 or \$4.00 for a return journey to the shops. It operates in most areas of the Gold Coast on allocated days. To check eligibility or book a cab please call 131 008 or 5521 0577.
- TransCord Community Transport Organisation also provides transport for medical appointments, hospital visits, attending social groups, etc. TransCord can be contacted on 5539 3733.
- Volunteering Gold Coast Transport Services offer community transport to shopping and social activity centres for a token cost per trip. They can be contacted on 5521 0577.
- OZcare offer community transport to shopping and social activity centres for a token cost per trip. They can be contacted on 5583 7860.

TransLink will continue to monitor the performance of all routes to ensure they are providing an efficient and reliable service that meets the needs of the broader community.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Scott Emerson', with a long horizontal flourish extending to the right.

Scott Emerson MP  
**Minister for Transport and Main Roads**