

Fairer fares for South East Queensland

The Palaszczuk Government's response to the SEQ Fare Review



93% of public transport users will pay less



Travel further for less



Cheaper fares across all zones



Fairer fares for public transport users



A simplified zone structure



A fair go for seniors



A fair go for job seekers



The Queensland Government response

The Palaszczuk Government is committed to restoring confidence in our public transport system and encouraging more people to choose to travel by bus, rail, ferry or light rail to get to their destination.

Resulting from our commitment to deliver fairer fares, the Queensland Government established a South East Queensland (SEQ) Fare Review Taskforce of public transport experts and customer advocates to provide recommendations around fare reform. The Taskforce presented 17 recommendations to the Queensland Government.

Following careful consideration of the Taskforce's recommendations, the Palaszczuk Government has developed a response to the Fare Review that includes comprehensive fare reform which will be implemented in January 2017.

The government's fare reform plan adopts the key aspects of the Taskforce's recommendations such as zone simplification and promoting local travel while improving fare affordability above the levels recommended by the Taskforce.

Under the changes, our zone system will be simplified and cut from 23 to eight. With lower fares for all zones including a single zone peak adult *go* card fare of \$3.20 and an eight zone fare of \$19.32.

Under the Palaszczuk Government's fare reform plan, 93 per cent of customers will pay less, which is more than the 86 per cent of commuters who would benefit under the Taskforce's fare package.

Travel further for less

Reducing the number of zones from 23 to eight means each zone will be much wider so customers can travel further on a single zone fare. This will make public transport more affordable for local travel.

Reduced fares

Under the Palaszczuk Government's fare relief plan fares will be lower for the vast majority of users.

Affordability for seniors

Cost of living for seniors is a key concern for this government, therefore we have reduced fares and will retain the 'One, Two, FREE' incentive.

Benefits for the vast majority

As recommended by the Taskforce we will replace 'Nine and FREE' travel with 'Eight and 50%' which will allow us to reduce fares across all zones. In a typical week only 15 per cent of people benefit from 'Nine and FREE'. Replacing this incentive with reduced fares across all zones will benefit 93 per cent of passengers.

A fair go for job seekers and asylum seekers

Recognising the important role of public transport in connecting people with employment, education and other essential services, we will introduce concession fares to eligible unemployed people receiving the Newstart Allowance and Youth Allowance, and to asylum seekers from early 2017, pending discussions with Federal agencies. We have asked TransLink to establish the frameworks required, including how eligibility will be determined and implementation considerations such as ensuring changes in eligibility are applied in a timely way.

Goodna to Brisbane CBD

Sarchi lives in Goodna and catches public transport in peak times to Brisbane CBD each weekday for work. She uses an adult *go* card.

10 trips/week

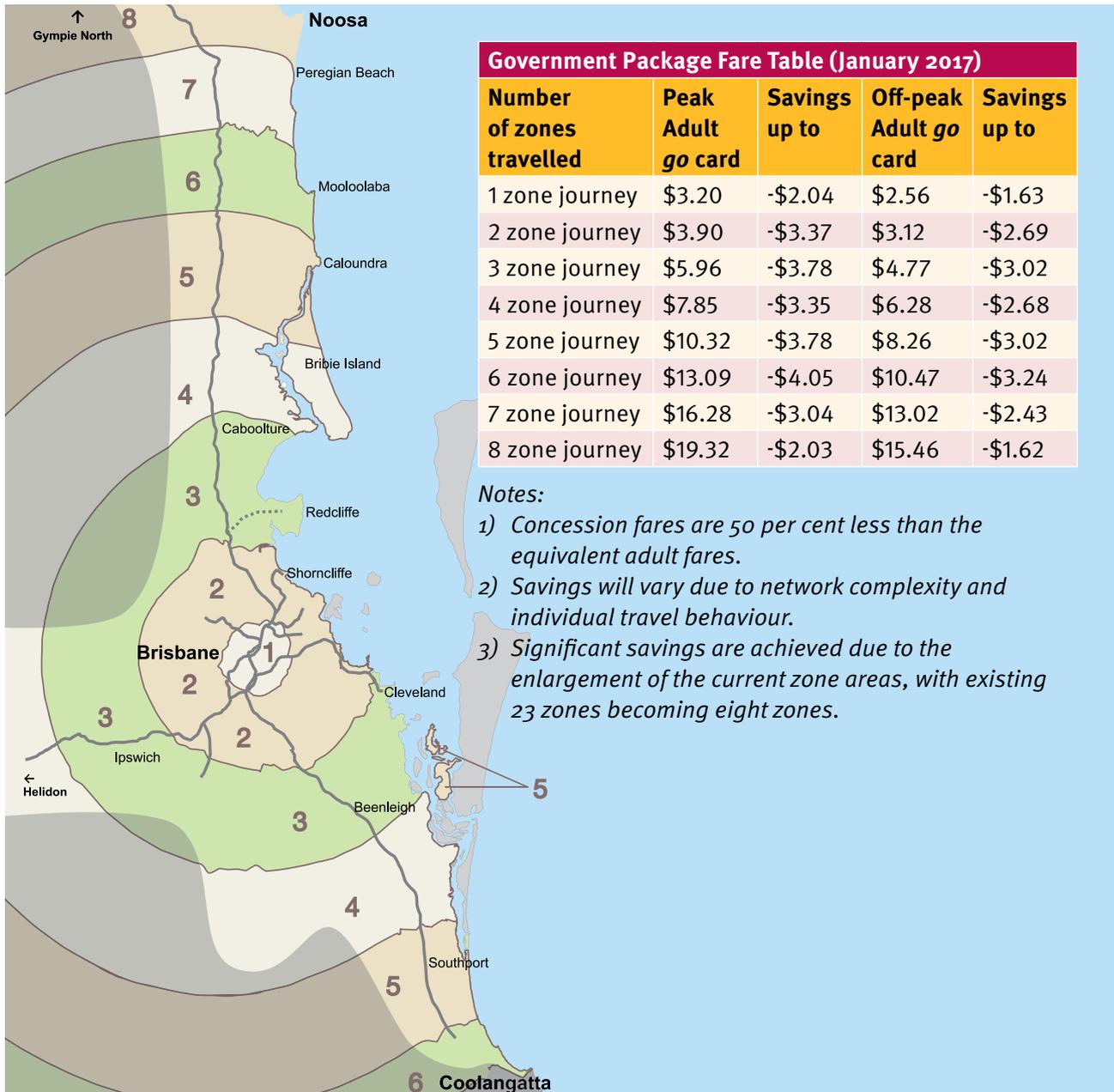
Current	New
5 zones	2 zones
\$5.96	\$3.90
\$53.64	\$35.10

Annual saving* =

\$889.92

* Annual saving based on 48 working weeks.

Fare table and map of new zones



How to calculate your fare

To calculate your fare, look at the zones you travel in during your journey. Subtract the lowest zone you will be travelling in from the highest zone and add 1. This will determine the correct number of zones you will be charged for.

To find out how much you could save use the fare calculator at haveyoursay.translink.com.au/seq-fare-review

Have your say
 Visit haveyoursay.translink.com.au/seq-fare-review or call 13 12 30 anytime

Fare Review outcomes

The Fare Review Taskforce presented 17 recommendations to the Queensland Government. The Palaszczuk Government’s fare relief plan adopts key aspects of the Taskforce’s recommendations such as zone simplification and improved fare affordability above levels recommended by the Taskforce. Following is a summary of the Palaszczuk Government’s response to the Taskforce’s Recommendations.

Key Taskforce Recommendation	Government Response
Zone simplification to eight zones for South East Queensland with the single zone peak adult <i>go</i> card fare set at \$3.00 with an eight zone fare of \$24.40.	Zone simplification to eight zones for South East Queensland with lower fares for all zones including a single zone peak adult <i>go</i> card fare of \$3.20 and an eight zone fare of \$19.32.
Off-peak discount increased to the rate of 30% (from 20%).	Off-peak discount retained at 20% to enable fare reductions across all zones.
Morning off-peak extended through to 6am (from 3am).	Morning off-peak extended through to 6am (from 3am).
Children aged five to 14 years travel free at the weekend on a child <i>go</i> card	Children aged five to 14 years travel free at the weekend on a child <i>go</i> card
‘Nine and FREE’ incentive replaced with ‘Eight and 50%’ for all <i>go</i> card users – after eight paid journeys, all other journeys in the same week are half price.	‘Nine and FREE’ replaced with ‘Eight and 50%’ for all <i>go</i> card users to enable fare reductions across all zones.
Remove ‘One, Two, FREE’ for Seniors/Pensioners	Retain ‘One, Two, FREE’ for Seniors/Pensioners
Review concessions framework and consider extending eligibility to people on the Newstart Allowance and asylum seeker groups.	From early-2017, pending discussions with Federal agencies, eligible unemployed people receiving the Newstart Allowance or Youth Allowance, and asylum seekers will receive concession fares.




Stephen and Tracey live in Labrador on the Gold Coast. They both use adult *go* cards and travel in peak times.

He catches public transport to work in Robina each day.

She catches the bus to work at Southport each day.

Labrador to Robina



Current

4 zones

\$5.24

▶

New

1 zone

\$3.20



Labrador to Southport



Current

2 zones

\$3.93

▶

New

1 zone

\$3.20



Annual saving* = \$881.28

Annual household saving* = \$1,196.64

Current Fares		Taskforce Recommended Fares		Government Solution Fares	
Number of zones travelled	peak adult go card fare	Number of zones travelled in	peak adult go card fare	Number of zones travelled in	peak adult go card fare
1 zone journey	\$3.35	1	\$3.00	1	\$3.20
2 zone journey	\$3.93				
3 zone journey	\$4.66	2	\$4.70	2	\$3.90
4 zone journey	\$5.24				
5 zone journey	\$5.96				
6 zone journey	\$6.69	3	\$6.70	3	\$5.96
7 zone journey	\$7.27				
8 zone journey	\$7.85				
9 zone journey	\$8.43	4	\$9.40	4	\$7.85
10 zone journey	\$9.74				
11 zone journey	\$10.32				
12 zone journey	\$10.75				
13 zone journey	\$11.20	5	\$12.40	5	\$10.32
14 zone journey	\$12.07				
15 zone journey	\$13.09				
16 zone journey	\$14.10	6	\$16.20	6	\$13.09
17 zone journey	\$15.40				
18 zone journey	\$16.28				
19 zone journey	\$17.14	7	\$20.20	7	\$16.28
20 zone journey	\$18.46				
21 zone journey	\$19.32				
22 zone journey	\$20.33	8	\$24.40	8	\$19.32
23 zone journey	\$21.35				

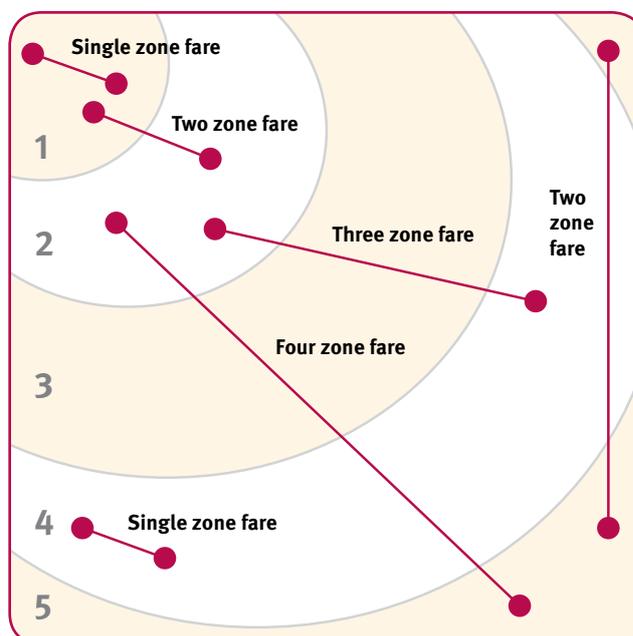
Note: Off-peak go card fares are 20 per cent less than peak go card fares. Concession fares are 50 per cent less than equivalent adult fare.

About your fare

Your fare is based on the number of zones your journey travels within or through. For example:

- A journey that starts and finishes in the same zone (without crossing a zone boundary), is a single zone fare.
- A journey starting in Zone 1 and ending in Zone 2, is a two zone fare.
- A journey starting in Zone 2 and ending in Zone 5, travels within or through four zones, making it a four zone fare.

Surcharges may apply to premium services, such as Queensland Rail services to Exhibition Station and Airtrain services.



Fare Reform highlights

⋮ Current (2016)

⋮ Taskforce Recommendation



Zones

23 Zones

8 Zones



Single zone travel

\$3.35
(adult *go* card fare)

\$3.00
(adult *go* card fare)



Off-peak discounts

20%
for all *go* card users

30%
for all *go* card users



Weekday AM off-peak times

7pm – 3am
(Mon to Fri)

7pm – 6am
(Mon to Fri)



Children

Standard concession
(50 per cent off adult *go* card fare)

Children 5-14 years travel free on weekends
with a child *go* card
+ Standard concession on weekdays



Seniors

One, Two, FREE
for seniors / pensioners

Remove One, Two, FREE
for seniors / pensioners



Incentives

Nine and FREE

8 paid journeys and 50 per cent off subsequent journeys per week
Nine and FREE – to be removed

Government solution
(implementation in 2017)

8 Zones

Travel further for less

Reducing the number of zones means customers can travel further on a single zone fare.

\$3.20
(adult *go* card fare)

Lower fares for all zones

Improving affordability by reducing the price of travel across every zone.

20%
for all *go* card users

7pm – 6am (Mon to Fri)

Extended off-peak period

Providing savings for customers who travel on more than 1,000 services that operate before 6am every weekday.

Children 5-14 years
travel free on weekends
with a child *go* card
+ Standard concession on weekdays

More affordable weekend travel for families

Encouraging family fun on the weekend by travelling together on public transport.

Retain One, Two, FREE
for seniors / pensioners

A fair go for seniors and pensioners

Assist with the cost of living by retaining this incentive and reducing fares across the board.

8 paid journeys and 50 per cent off subsequent journeys per week
Nine and FREE – to be removed

Benefits for the vast majority

Replacing this incentive with reduced fares across all zones will benefit 93 per cent of customers.

Queensland Government's response to other Taskforce recommendations

Recommendations accepted

- The Queensland Government will establish a Public Transport Fares Advisory Panel to provide independent advice.
- The government will introduce concession fares for eligible unemployed people receiving Newstart Allowance and Youth Allowance, and to asylum seekers from early 2017, pending discussions with Federal agencies.
- The government will continue to educate the SEQ community about public transport and its full benefits and capabilities.

Recommendations in progress

- The government is exploring opportunities to increase the uptake, optionality and availability of *go* explore, *go* access and *seeQ* cards.
- The government will continue to allocate funding for improving the public transport networks.
- The government is procuring an account based ticketing system (Next Generation Ticketing solution) to replace the current *go* card system. As part of this process, further consideration will be given to capping fares and how this could be implemented.

Recommendations for further investigation

- The government will undertake further analysis of the potential benefits and risks of rear door loading for buses within the TransLink SEQ context.

Recommendations accepted in principle

- Considering longer-term zone refinements to support intra-regional travel including reviewing communities around the TransLink SEQ area.
- Continuing to move away from paper tickets and encourage the take up of *go* cards.
- Revisiting discussions about free services provided by other stakeholders to determine the long term approach to 'free' transport.

Off-peak discount will be available on more than **1,000 services** operating before 6am on a weekday



Hayden and his family live in Robina. His dad drives to work and his mum, Rachel, catches the train to Brisbane CBD five days a week in peak times. Hayden catches the bus to and from school in peak times. Hayden uses a student concession *go* card. Rachel uses an adult *go* card.

Robina to Brisbane CBD



Robina to Robina State High School



Annual saving* = **\$1,196.64**

Annual saving* = **\$30.24**

Annual household saving* = **\$1,226.88**



The Jones family live at North Lakes and catch public transport to South Bank for a day out at the weekend once a month.

North Lakes to South Bank



	Current	New
 6 zones	6 zones	3 zones
 off-peak adult go card	\$5.35	\$4.77
Child off-peak go card	\$2.67	Free on weekends
Family Cost (2 adults & 2 children)	\$32.08	\$19.08

Annual saving* = **\$156.00**



Beryl lives at Wurtulla on the Sunshine Coast and catches public transport to Sunshine Plaza at Maroochydore twice a week in off-peak times. She uses a seniors go card.

Wurtulla to Sunshine Plaza



	Current	New
 2 zones	2 zones	1 zone
 off-peak adult go card	\$1.57	\$1.28

Annual saving* = **\$55.68**



Todd lives in Lawnton and catches public transport to work in Eagle Farm five days a week. He currently starts work at 7am but could talk to his boss about starting at 6:30am so he can save money by catching the train before 6am to get off-peak fares. He uses an adult go card.

Lawnton to Eagle Farm



	Current	New
 4 zones	4 zones	2 zones
 off-peak adult go card	\$5.24 (peak)	\$3.90 (peak)
		\$3.12 (off-peak)

Annual saving* = **\$747.36**



Marissa lives in Caboolture. She is not employed and receives a Newstart Allowance. She catches the train to Brisbane CBD in off-peak times two days a week for job interviews and handing out her resume. She uses an adult go card. From early 2017 eligible unemployed people receiving the Newstart Allowance will pay concession fares for public transport pending discussions with Federal agencies.

Caboolture to Brisbane CBD



	Current	New
 8 zones	8 zones	3 zones
 off-peak adult go card	\$6.28 (adult off-peak)	\$2.38 (concession off-peak)

Annual saving* = **\$748.80**

* Annual saving based on 48 working weeks.

Frequently Asked Questions

What was the South East Queensland Fare Review?

The Queensland Government formed a Taskforce of experts to provide recommendations about fare reform. The Taskforce provided a report to government which included 17 recommendations. The government carefully considered these recommendations and has developed their response which includes a comprehensive fare relief plan.

What are the benefits of the fare relief plan?

Benefits include:

- Fairer fares for the large majority of existing public transport users
- Better value for money with customers able to travel much further for a single zone fare of \$3.20, encouraging more short distance travel to local activity centres
- Extending the early morning off-peak period up until 6am
- More affordable weekend travel for families with children 5-14 years old able to travel free when using a child *go* card
- Assisting seniors to access affordable public transport by retaining the 'One, Two, FREE' travel incentive
- Better and more efficient use of the public transport network through zone and fare simplification
- A more attractive fare structure to encourage new users on to the network.

How many public transport users will benefit from the Palaszczuk Government's fare relief plan?

93 per cent of existing customers will pay less for public transport, while 4 per cent will pay a similar amount to their current fare.

When will the fare relief plan be introduced?

The new fare structure will be introduced in January 2017.

This timeframe allows for significant changes required to ticketing software, journey planner and timetables, as well as a comprehensive update of signage at all stops and stations across the entire South East Queensland network.

Will zone boundaries change?

Zone simplification will involve merging several zones to form new larger zones. As zones are merging some boundaries will remain as they were, just with different adjoining zone numbers.

You can also provide feedback about the fare relief plan by completing the online survey at haveyoursay.translink.com.au/seq-fare-review

Will the government extend concessions eligibility to people on the Newstart Allowance and asylum seekers?

Yes. As part of the Palaszczuk's Government's response to the Taskforce Report, concession fares will be introduced to eligible unemployed people on the Newstart Allowance, and Youth Allowance, and to asylum seekers from early 2017, pending discussions with Federal agencies. TransLink is working to establish the frameworks required to determine eligibility and ensure eligibility changes are applied in a timely way.

Is regional Queensland included in the Fare Review?

The Fare Review covered South East Queensland only, however concession fares will be introduced to eligible unemployed people on the Newstart Allowance, and Youth Allowance, and to asylum seekers, statewide, from early 2017, pending discussions with Federal agencies.

Have regional Queensland fares increased in 2016?

Public transport fares for regional services did not rise in January as the Bus Cost Index did not increase.

Will there be a change to my go card as a result of the SEQ Fare Review?

There will be no change to your go card or the way you currently use it when travelling. You will still need to touch on and touch off.

What is the Fare Advisory panel?

The Fare Advisory panel will provide high-level, independent and specialist advice to government on proposed changes to public transport fares, products and ticketing.

Who will be on the Fare Advisory Panel?

The Fare Advisory Panel will include up to six members, including a Chair. Members will have expertise in public transport or represent public transport user groups.

How can I provide feedback on the Queensland Government's response to the SEQ Fare Review?

You can provide feedback about the fare relief plan by completing the online survey at haveyoursay.translink.com.au/seq-fare-review or call 13 12 30 anytime.

Moorooka to Brisbane CBD
📍
📍

Callum lives in Moorooka in Brisbane. He catches public transport to a university in the CBD five days a week and goes out in the valley on the weekend at off-peak times on go card with a tertiary concession applied.

12 trips/week

Current	New
3 zones	2 zones
\$1.86	\$1.56
\$16.74	\$15.60

Annual saving* =

\$54.72

* Annual saving based on 48 working weeks.



Next steps

The government has tasked TransLink with undertaking the considerable work required to implement the items contained within this response. This work involves significant changes to ticketing software, timetables and other printed material as well as signage across the network. It is anticipated the new fare and zone restructure will be implemented in January 2017.

For more information

Visit the TransLink website (translink.com.au) or call 13 12 30 anytime.