

Moreton Bay Rail Link community consultation report

January 2016



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Project background

More than 375,000 people call the Moreton Bay region home, making it the third largest local government area in Australia. It is also one of the fastest growing areas in the country with the population expected to exceed 500,000 by 2031.

The once-in-a-generation project, the Moreton Bay Rail Link (MBRL), is on track to open in mid-2016. The \$1.147 billion project will transform the region, delivering a 14km dual-track passenger rail line from Lawnton to Kippa-Ring, six new stations at Kallangur, Murrumba Downs, Mango Hill, Mango Hill East, Rothwell and Kippa-Ring, and an upgrade to Petrie station. The new MBRL timetable will provide more than 650 new weekly train services, trains every six to 12 minutes in peak times, express services all day and a consistent 55 minute journey between Kippa-Ring and Brisbane Central stations.

To support the new train timetable and provide an integrated public transport network for the Moreton Bay region, we are making improvements to the local bus network. These changes will provide connections to the new train stations, make the network easier to use, and service new and growing areas.

We asked you to have your say on how our proposed train and bus changes will impact your travel in the region. More than 3,300 pieces of feedback you provided have helped us shape the final network to deliver the most efficient outcome for the greatest number of people in the Moreton Bay region.



How we planned your new network

For the MBRL train timetable, TransLink and Queensland Rail used industry best practice, as well as customer travel data and modelling, to design a timetable intended to deliver the maximum benefit to the greatest number of customers across the region.

Prior to consultation, TransLink reviewed the existing bus routes and timetables to plan a more efficient, integrated and easier-to-use network when the new train line opens. We have worked closely with your local bus operators in the development of timetables and route alignments to make sure we create a network that is practical and provides the services you need.

As part of this, we reviewed where and when people travel on existing routes, conducted site visits to potential bus stop locations, test drove potential bus routes and reviewed feedback from the community.

Key objectives for the new bus network include:

- supporting investment in the new Moreton Bay Rail Link
- providing bus connections to new train stations
- ensuring as many people as possible are near a bus stop

- providing more services to key activity centres and community hubs
- avoiding bus and train services following the same routes
- improving service reliability
- responding to the emerging needs of the community.

Key objectives for the planning of the new train timetable include:

- creating simple and consistent timetables across the network that are easy to use and understand
- ensuring competitive travel times for journeys into Brisbane Central for passengers living across the Moreton Bay region
- maximising the efficiency of the existing rail infrastructure to achieve high levels of service for as many people as possible
- servicing the Moreton Bay region with the existing train fleet, while providing a pathway for timetable improvements in the future.





Consultation overview

On Wednesday 28 October 2015, the Deputy Premier and then Minister for Transport announced community consultation on the new MBRL train timetable and proposed bus network for the region. TransLink and Queensland Rail held a six week consultation program from Monday 2 November to Sunday 13 December 2015.

The purpose of community consultation was to let you have your say on the proposed changes to the bus network, and provide feedback on the draft MBRL train timetable and secondary impacts on the Caboolture and Sunshine Coast line timetables.

During the consultation period, information about the proposed Moreton Bay region network, including proposed bus timetables and route maps, a draft train timetable, and an interactive map were made available on the TransLink website. Nine community consultation sessions were held at locations across the region, and residents were asked to have their say through an online survey via the TransLink website.

The community consultation program was promoted via:

- a mail-out of a letter and flyer to 76,000 households in the electorates of Murrumba, Kallangur and Redcliffe
- TransLink and Queensland Rail staff visits to train and bus stations
- signage at bus stops across the region
- advertising on radio and in local newspapers, and coverage in local media
- information stalls at shopping centres across the region
- posts on TransLink and Queensland Rail's Facebook and Twitter accounts.

How you participated in consultation

Throughout the six week consultation period, more than 3,300 exchanges with members of the community were recorded through a range of activities.

Online survey

The online survey asked a series of questions about the way you currently use public transport in the Moreton Bay region and plan to use public transport once the new train line opens. During the six week consultation period, 1,143 people had their say through the online survey.

Consultation sessions

From 14 to 28 November 2015, nine drop-in consultation sessions were held at locations across the Moreton Bay region, including:

- Redcliffe
- Woody Point
- North Lakes
- Rothwell
- Kallangur
- Murrumba Downs
- Deception Bay.

In total, 255 people attended the sessions, which provided an opportunity to speak directly with staff from TransLink, Queensland Rail and the MBRL project team about the proposed network and provide feedback on bus routes and timetables, new bus stop locations, and the draft train timetable.

Shopping centre information stands

Over 1,800 people visited 16 information stalls held at local shopping centres during the consultation period. TransLink staff were on hand to talk about the proposed network changes and encourage people to have their say by attending a community consultation session or completing an online survey.

Letters, emails and phone calls

In addition to feedback received through the online survey and at consultation sessions, we received more than 130 letters, emails and phone calls via the Office of the Deputy Premier and then Minister for Transport, local electorate offices and directly to TransLink and Queensland Rail.

Stakeholder briefings

Throughout the consultation program, briefings were held with a range of different key stakeholder groups. This included local MPs, Moreton Bay Regional Council, public transport advocacy groups, bus operators, and accessibility groups. The briefings provided an opportunity for stakeholders to learn about the consultation program and provide their feedback on the proposed changes to the network.



What you told us

Online Survey Results

By completing the online survey, you have helped provide a valuable insight into how public transport is currently used in the Moreton Bay region, and how you plan to use it once the new train line opens.

This is what you told us:

Where you live

- More than 80 per cent of people who completed the online survey live in the Moreton Bay region and surrounding areas.
- Around 30 per cent of people who completed the online survey live in suburbs on the Redcliffe Peninsula.

- The highest number of responses were from residents in:

North Lakes (9.6 per cent)

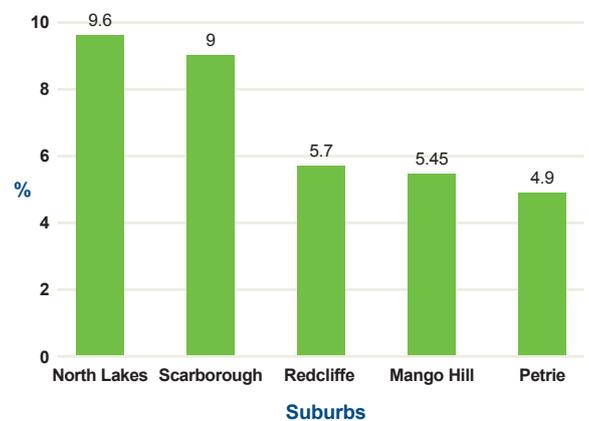
Scarborough (9 per cent)

Redcliffe (5.7 per cent)

Mango Hill (5.45 per cent)

Petrie (4.9 per cent).

Highest number of responses



How you currently travel

- The majority of respondents were train users, with 40 per cent travelling primarily by train and a further 31 per cent using both buses and trains.
- Around 17 per cent of respondents travelled by bus only.
- 12 per cent of respondents said they did not currently use public transport.

Where and when you travel

The majority of respondents told us they:

- use public transport during weekday peak periods (71.7 per cent)
- use public transport to travel to/from work (61.7 per cent)
- use public transport to travel into the Brisbane CBD (56.3 per cent)
- travel on public transport five days per week or more (53.8 per cent).

What is most important to you when travelling on public transport

- The convenience of the route (79.4 per cent)
- Reliability (68.1 per cent)
- High frequency services (64.5 per cent)
- Operating hours (46.6 per cent).

The impact of the proposed changes to bus routes on your journey

- Almost 40 per cent of people thought their journey will be better or about the same, because of a bus connection to a new train station, a quicker trip, less waiting or more reliable services.
- Around 27 per cent of people thought their journey may be slower, require them to transfer to a different service, or travel at a different time.
- Nearly 25 per cent of people said their journey would neither be better or worse as they do not regularly travel on the network.

Changes to the location of bus stops

- More than 55 per cent of people said the changes to the location of bus stops will not affect their travel.
- 20 per cent of people said the new bus stop locations may be easier to access because they may now be closer to a stop or have more direct access to a stop.
- 18 per cent said the changes to stop locations may mean they are further away from a stop or their stop may be harder to access.

Using the new train line

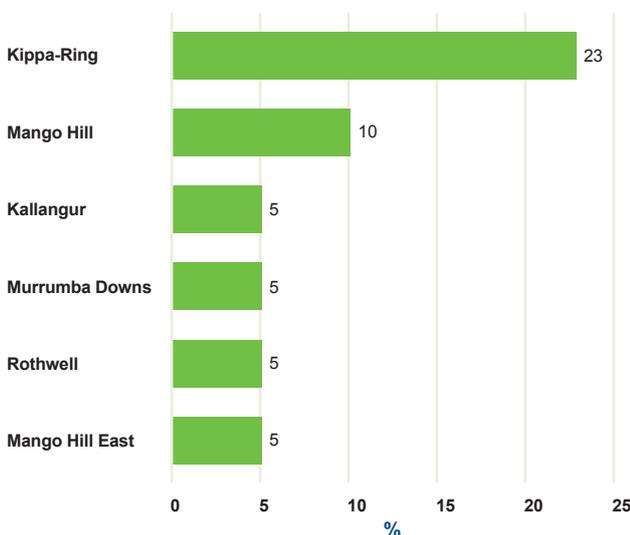
Almost 40 per cent of people who completed the online survey said they will definitely use an MBRL station.

Almost 50 per cent of people who completed the survey indicated they will use an MBRL station because it is closest to where they live.

Below is the breakdown of stations people said they planned to use once the line opened.

MBRL stations people indicated they would use

Stations





Your feedback on the bus network

In addition to completing the online survey, we also received feedback about the proposed changes to the bus network at community consultation sessions, via phone, email and correspondence.

Here's what you had to say and how your feedback has helped shape the new network.

Operating hours

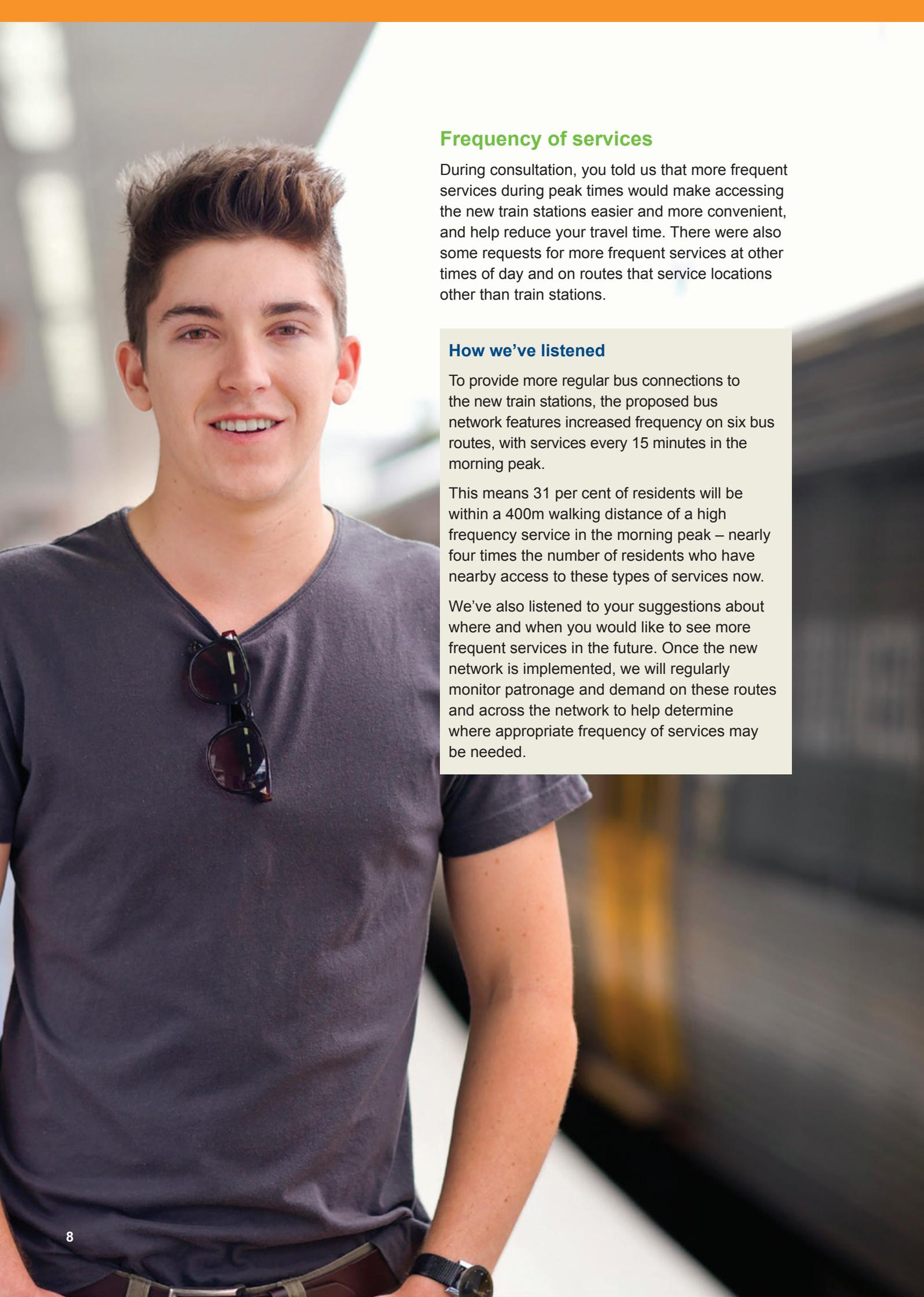
You told us that the current operating hours of buses in the region impacts on your ability to use public transport when you work late in the Brisbane CBD, or attend night time and weekend events such as sport, theatre, and special events, particularly on Sundays. Many people stated they would use bus services later in the evening and on Sundays if they were made available.

How we've listened

The proposed bus network featured an increase in operating hours for bus services on four routes, to allow customers to connect with the new train services throughout the day.

As a result of your feedback, we have increased the span of operating hours on six additional routes every weekday.

We have improved weekend services, including Sundays, with increased operating hours on eight routes throughout the region.



Frequency of services

During consultation, you told us that more frequent services during peak times would make accessing the new train stations easier and more convenient, and help reduce your travel time. There were also some requests for more frequent services at other times of day and on routes that service locations other than train stations.

How we've listened

To provide more regular bus connections to the new train stations, the proposed bus network features increased frequency on six bus routes, with services every 15 minutes in the morning peak.

This means 31 per cent of residents will be within a 400m walking distance of a high frequency service in the morning peak – nearly four times the number of residents who have nearby access to these types of services now.

We've also listened to your suggestions about where and when you would like to see more frequent services in the future. Once the new network is implemented, we will regularly monitor patronage and demand on these routes and across the network to help determine where appropriate frequency of services may be needed.

Connections between buses and trains

Many people told us it was important they were able to access the new stations using bus services, including people who currently travel to existing stations such as Petrie and Sandgate. During consultation, many of you indicated you would use the proposed new bus connections to access stations on the new train line.

Some people expressed concerns about having to change between bus and train services to get to their destination (a two-seat journey), and stressed the importance of reliable and regular connections across the network.

How we've listened

The proposed network was designed to provide better connections between bus and train services, with 17 bus routes connecting to the new MBRL train stations.

With trains at MBRL stations scheduled every 6-12 minutes in morning and afternoon peak periods, and high frequency bus services connecting to most stations, connections have been designed to be as seamless as possible.

In addition, six bus routes maintain connections to stations on the Caboolture line, and two routes regularly connect to the Shorncliffe line at Sandgate station.

During the implementation of the new network, we will be on hand at stations and stops across the region to help you plan your journey and work out the connection that best suits you.

You'll also be able to plan your journey via the journey planner and MyTransLink app before the new network comes into effect.



Changes to bus routes

As part of the proposed changes to the bus network, some routes were realigned to provide better access to the community, service new and growing areas and connect with new and existing train stations.

During consultation, feedback was received on a number of the proposed changes. You told us you were concerned about:

- buses travelling on certain local streets, and the safety of pedestrians and other vehicles
- services no longer travelling to certain locations, or stopping at a different location
- existing route alignments providing a better service than proposed changes
- changes to route alignments making it more difficult to access some destinations.

Some people also told us the proposed changes would improve their access to public transport, and make connecting to the new train stations easier and more convenient.

How we've listened

Your feedback on these proposed changes provided valuable insights on how people use public transport in the region, and has helped shape the design of the final network.

Prior to consultation, we reviewed the existing bus routes and timetables to plan a more efficient, integrated and easier-to-use network when the new train line opens. As part of this, we considered the way people use existing routes, key destinations and community hubs, and the suitability and safety of the road network.

The proposed changes were designed to ensure as many people as possible are close to a bus stop, improve service reliability, and respond to the needs of the community.

Changes to all bus routes as a result of consultation feedback are outlined on page 14.

Changes to route P315 (Brisbane City to Redcliffe)

Many of you provided feedback on the proposed changes to route P315 (Brisbane City to Redcliffe), which currently travels from the Redcliffe Peninsula to Brisbane City, via Sandgate Road, during weekdays.

You told us you were concerned about:

- getting home in the event of an unplanned track closure or wet weather event
- changing between bus and train services to access locations between Sandgate and Brisbane Central
- connection times between bus and train services
- potential increases in your travel time between the Redcliffe Peninsula and Brisbane Central.

This route, to be renamed route 691, will provide passengers with a new connection to Sandgate station and the Shorncliffe line, with an increased frequency all-day.

With the opening of the MRBL, this change has been designed to avoid bus and train services travelling the same route, and address lengthy delays often experienced on this route during peak hours.



How we've listened

From your feedback, we understand some people would prefer route P315 to remain unchanged, however realigning this route to connect with trains at Sandgate station will avoid traffic congestion on Sandgate Road and provide a more efficient network that avoids bus and train services following the same routes into the CBD.

About 60 per cent of people who currently use route P315 indicated they would use the routes 690 or the new 691 under the new network to access Sandgate station. A further 26 per cent indicated they would use an MBRL station once opened.

While some passengers may now be required to change between buses and trains to travel to their destination (a two-seat journey), this change makes the most efficient use of the integrated public transport network.

In addition, the new route 691 will provide people on the Redcliffe Peninsula with an improved week-day connection to train services at Sandgate station. It will have an increased frequency to around every 15 minutes in peak and every 30 minutes off-peak. This is double the frequency of the existing route.

Our customer satisfaction survey every quarter tells us that the highest priority for customers is reliability and frequency of services when it comes to public transport. Truncating this service to Sandgate station and doubling its frequency addresses both these areas for route P315.

Travelling during extreme weather events

Train lines are designed to operate in all but extreme weather conditions. In the event of unscheduled track closures of the MBRL or Shorncliffe lines due to severe weather events, we will schedule rail replacement buses to help you get to your destination safely.

For the latest service updates and notifications about alternative travel arrangements, download the MyTransLink app.

Changes to route 686 (Frenchs Forest to Petrie station)

Many of you provided feedback on the proposed route 686 (Frenchs Forest to Petrie station) realignment to service the Petrie on Pine area. We proposed realigning this route into this area to provide residents with direct access to public transport as this is a well-established area which has not had direct access to urban buses before. Many members of the community said they would use this service if it was realigned through the Petrie on Pine area.

Concerns were raised by other members of the community about the movement of buses on residential streets and the interaction of buses with private cars, as well as the location of the bus stops.

How we've listened

From your feedback, we understand that some residents do have concerns about buses being on residential streets.

Prior to consultation, TransLink worked with your local bus operators to test drive the bus routes and worked with engineering consultants to design and locate the bus stops across the network in safe positions which align to technical standards. This route alignment will be introduced as proposed, and we will continue to work with Moreton Bay Regional Council to provide the safe movement of all vehicles within the community.

This route will provide your community with direct access to urban bus services.

Changes to route 699 (Redcliffe to Kippa-Ring via Scarborough)

Many community members provided feedback on the realignment of route 699 (Redcliffe to Kippa-Ring via Scarborough), which currently travels down Oyster Point Esplanade. We proposed to realign this route to service Central Avenue and BallyCara Aged Care Facility on Oyster Point Esplanade before continuing on its current alignment. This would allow more residents in the area closer access and better use of this high frequency bus route.

We are informed by the community that access to services is one of the biggest priorities for customers, and TransLink takes this into account in our delivery of public transport services. The intention behind the proposed realignment was to provide greater access to bus services. However many people stated that they felt the current route alignment was adequately meeting community needs, while others raised concerns about the movement of buses on residential streets and the interaction of buses with pedestrians and pedestrian access to bus stops.

How we've listened

Prior to consultation, TransLink worked with your local bus operators to test drive the bus routes to ensure buses are able to safely negotiate local streets. TransLink also worked with engineering consultants, and with council, to design and locate bus stops across the network in safe positions which align to technical standards.

While the proposed new alignment for route 699 met these standards, we acknowledge that a much larger proportion of the community preferred the existing route alignment compared to the lower numbers of community members who were in favour of the change.

We have listened to the strong community feedback on the proposed route 699 realignment and will not progress with this proposed change. Route 699 will now service Jeays Street, Scarborough Road and Sunnyside Road, before continuing on its current alignment on Endeavour Esplanade and Newport Drive.



New bus stop locations

As part of the community consultation program, information about proposed new bus stops across the network was provided to residents and property owners located adjacent to the proposed stop locations.

Property owners were invited to attend the community consultation sessions in order to provide feedback.

A range of feedback was received, including issues which may potentially impact the safe operation of a bus stop.

This feedback has been used to determine the final location of new bus stops across the network, which will be constructed prior to the implementation of the new network later in the year.

Residents and property owners adjacent to bus stops which will go ahead will receive a formal notification of the new stop location and stop type prior to any construction commencing.

Your new bus network

TransLink has listened to your feedback and it has allowed us to deliver the most efficient network for your community – one that will provide the greatest benefit to the most people.

As a direct result of the outcomes of community consultation, the proposed final bus network features:

- Extra early morning and night-time services – we have increased the span of operating hours on six additional routes every weekday.
- More buses on the weekend – we have improved weekend services, including Sundays, with increased operating hours on eight routes throughout the region.
- Improved access to a weekend bus service close to your house – 98 per cent of residents will be within a 400 metre walk of a Sunday service.
- Increased the number of daily bus trips – with an additional 157 trips each weekday and an additional 104 trips every weekend.

All of these improvements are a result of your feedback during consultation.

Key features of the final bus network

- ✓ 17 bus routes servicing six new train stations
- ✓ Six bus routes maintaining connections to stations on the Caboolture line
- ✓ The introduction of public transport corridors across the Redcliffe Peninsula, utilising the grid network of roads
- ✓ A closer and easier connection to trains for residents currently using Dakabin or Petrie station
- ✓ Expanded coverage to service new and growing residential areas including Griffin, Kallangur, Dakabin and Mango Hill
- ✓ Increased coverage to previously unserved areas of Petrie
- ✓ More consistent route numbers and some combined routes, to make the network easier to use and understand.

Bus routes

Route no.	Route name	Features and benefits	Changes following consultation
660	Caboolture station to Redcliffe	Connection to Kippa-Ring station	No changes from consultation
662	<i>NEW route:</i> Deception Bay to Rothwell	Connection to Rothwell station, provides service to Deception Bay south (currently serviced by 668) and parts of west Rothwell	Two additional services in the AM inbound service every weekday
665	Deception Bay to Rothwell station	Connection to Rothwell station	No changes from consultation
668	Narangba station to North Lakes	Maintains connection to Narangba station, provides new connection to North Lakes bus station	No changes from consultation
675	<i>Petrie station to Murrumba Downs (loop) (peak only) – to be combined with route 676</i>		
676	Murrumba Downs to North Lakes	Combined with 675, connection to Kallangur station instead of Petrie station, new connection to North Lakes, increased frequency during peak hour from 60 min to 15 min, increased operating hours every weekday	One additional service in the PM outbound service every weekday
677	<i>Griffin Heights to Petrie station (peak only) – to be combined with route 679</i>		
679	Murrumba Downs to North Lakes	Combined with 677, connection to Murrumba Downs station, increased frequency during peak hour from 60 min to 15 min, increased hours every weekday	One additional outbound service in the PM every weekday
680	Redcliffe to Chermside	Connection to Kippa-Ring station, increased frequency during peak hour from 30 min to 15 min	No changes from consultation
681	Mango Hill station to North Lakes	Connection to Mango Hill station instead of Petrie station, expansion into Mango Hill, will now operate from 6am through to 12noon every weekday, new Saturday services every 60 min from 7.30am to 12noon	Five new services on Sunday
682	North Lakes to Mango Hill station	Connection to Mango Hill station instead of Petrie station, expansion into Mango Hill, will now operate from 12noon to 6.30pm every weekday, new Saturday services every 60 min from 12noon to 6pm	Six new services on Sunday
683	Dakabin to Kallangur station	Connection to Kallangur station instead of Petrie station, will now service the existing route 685 area including western Kallangur and Dakabin, new Saturday services all day every 60 min	10 new services on Sunday
684	North Lakes to Kallangur (East)	Connection to Kallangur station instead of Petrie station, realigned to use Plantation Road overpass, increased frequency in peak hour from 60 min to 45 min, increased operating hours every weekday	10 new services in each direction on Sunday
685	North Lakes to Kallangur (West)	Connection to Kallangur station, realigned to use Plantation Road overpass, realigned to use Plantation Road overpass, increased frequency in peak hours from 60 min to 45 min, increased operating hours every weekday	10 new services in each direction on Sunday

Route no.	Route name	Features and benefits	Changes following consultation
686	Frenchs Forest to Petrie station	Connection to Petrie station, expansion into residential estate south of Dayboro Road, consistent alignment during peak and off-peak	No changes from consultation
687	North Lakes to Mango Hill station	Connection to Mango Hill station instead of Petrie station, increased frequency in peak hours from 30 min to 15 min every weekday, all day services and increased operating hours every weekday, new Saturday and Sunday services all day	Three additional services on Saturday and one additional service on Sunday
688	North Lakes to Mango Hill station (clockwise loop)	Maintains existing alignment including access to Westfield North Lakes, minor changes to operating hours	No changes from consultation
689	North Lakes to Mango Hill station (anti-clockwise loop)	Maintains existing alignment including access to Westfield North Lakes, minor changes to operating hours	No changes from consultation
690	Redcliffe to Sandgate	Connection to Kippa-Ring station, maintains connection to Sandgate station, increased frequency in peak hour from 30 min to 15 min every weekday	One additional service in the AM peak outbound every weekday
691	Scarborough to Sandgate <i>(previously P315 Brisbane City to Redcliffe)</i>	Service truncated at Sandgate station, increased frequency in peak hour from 30 min to 15 min, and in off-peak from 60 min to 30 min, no longer a pre-paid service	One additional service in the AM peak inbound every weekday
693	<i>Redcliffe to Kippa-Ring via Woody Point – to be combined with route 694</i>		
694	Kippa-Ring to Redcliffe via Woody Point	Combined with 693, connection with Kippa-Ring station, increased operating hours every weekday, realigned to provide a more direct service	Two additional services in the PM outbound every weekday 10 new services in each direction on Sunday
695	<i>Rothwell to Sandgate – removed route, combined partly with route 698</i>		
696	Kippa-Ring to Margate	Combined with 697, connection to Kippa-Ring station, increased operating hours every weekday, realigned to provide a more direct service, new access via Klingner Road	Two additional services in the PM outbound every weekday 10 new services clockwise and nine new services anti-clockwise on Sunday
697	<i>Margate to Kippa-Ring (anti-clockwise loop) – to be combined with route 696</i>		
698	Rothwell station to Kippa-Ring station	Combined with 695, connection to Rothwell and Kippa-Ring stations	No changes from consultation
699	Redcliffe to Kippa-Ring via Scarborough	Connection to Kippa-Ring station, realignment on north of peninsula, increased frequency in peak hour from 30 min to 15 min every weekday	New alignment down Scarborough and Sunnyside Road away from narrow local streets

Your new MBRL train timetable



Queensland Rail has created a train timetable for the MBRL that will deliver the maximum benefit to the greatest number of customers across the region and will allow Queensland Rail to service the Moreton Bay region with its existing train fleet. The timetable also provides a pathway for future timetable improvements once 75 New Generation Rollingstock trains are rolled out across the network from late-2016.

Throughout the consultation program, there was strong support for the frequency and operating hours of train services on the draft MBRL train timetable, and a high level of excitement and interest in the commencement of train services.

Express services

While the timetable features all-day express services between Northgate and Bowen Hills stations, some people voiced a preference for additional 'express' services between Petrie and Northgate for trains servicing MBRL stations.

MBRL trains will share the existing train line with Caboolture and Sunshine Coast services from Petrie to Brisbane Central, so we have created an express pattern that will require minimal changes to other services.

MBRL trains will run express from Northgate to Bowen Hills, stopping only at Eagle Junction, while Caboolture and Sunshine Coast line trains will run express from Petrie to Bowen Hills, stopping only at Northgate and Eagle Junction.

By creating a consistent express pattern for all services on this new line, it will be easier to understand and use, no matter what time or day of the week you travel. Similar changes were made to the Shorncliffe and Ferny Grove lines in January 2014, when a consistent frequency timetable and stopping patterns improved passenger loadings on trains and gave people access to more services. Since 2013 (prior to this change), patronage has grown five per cent on the Shorncliffe line and 11 per cent on the Ferny Grove line.

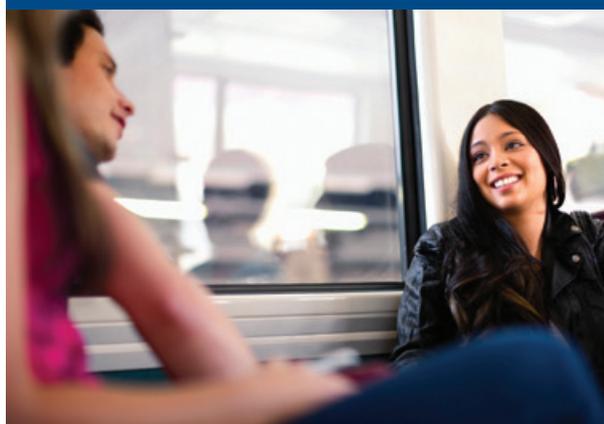
Travel time

The new train timetable provides a consistent journey time of 55 minutes from Kippa-Ring to Brisbane Central station, which is great news for commuters who travel into the Brisbane CBD for work each day.

Train travel to Brisbane is also a more reliable form of transport than by car or bus, which are impacted by road accidents and congestion, with current Queensland Rail train services providing 97 per cent on-time running (as at September 2015).

Key features of the train timetable

- ✓ More than 650 train services weekly, including 17 morning and 15 afternoon peak services each weekday.
- ✓ Trains every 6-12 minutes in morning and afternoon peak periods, consistent with the service frequency at Petrie station.
- ✓ Trains will run express between Northgate and Bowen Hills stopping only at Eagle Junction all day, all week, in both directions.
- ✓ Consistent departures every 30 minutes in off-peak and on weekends.
- ✓ Consistent journey time of 55 minutes from Kippa-Ring to Brisbane Central station.





Caboolture and Sunshine Coast line changes

In addition to the introduction of the MBRL timetable, changes are also being made to the Caboolture and Sunshine Coast line timetables.

During consultation, existing commuters on these lines expressed strong support for the introduction of all day express services from Petrie to Northgate, additional Sunshine Coast line services and improvements to travel times.

Two-seat journeys

With the introduction of all-day express services for MBRL trains and the Caboolture and Sunshine Coast lines, a small number of customers travelling from stations between Nambour and Dakabin to stations between Lawnton and Virginia will need to change trains at Petrie station to continue their journey.

These express patterns have been developed to improve the travel time for the majority of customers, who are travelling to Brisbane CBD.

During consultation, customers who will be affected by these changes told us they were concerned about having a two-seat journey. Queensland Rail has developed a timetable that will ensure the connection time between trains at Petrie is six minutes in peak travel times (towards Brisbane Central in the morning and towards Caboolture in the afternoon).

This means that if you do need to change trains you will not have to wait long for your connection, and will still have a journey that is as efficient as possible.

Service levels at inner city stations

During consultation, customers who currently use Nundah, Toombul, Albion and Woolloowin stations told us they were concerned they will experience a service decrease with these changes.

To maintain high service frequency for customers at these stations, 17 extra daily peak services will be introduced to run between Northgate and Roma Street stations, with an extra nine in the morning peak and eight in the afternoon peak.

These additional Northgate to Roma Street station services will mean frequency during peak times will remain as high as every six minutes or better at Albion and Woolloowin stations and every 7.5 minutes at Nundah and Toombul stations.

Key features

- ✓ Express services all day, every day, in both directions
- ✓ Simplified stopping patterns
- ✓ Travel times reduced by up to 13 minutes
- ✓ Two extra inbound, off-peak services to the Sunshine Coast each weekday
- ✓ Nambour to Caboolture shuttle trains replaced with full Nambour to Brisbane Central services
- ✓ 17 extra daily peak services between Northgate and Roma Street stations, with an extra nine in the morning peak and eight in the afternoon peak.



What's next?

The opening date of the new Moreton Bay Rail Link and new bus network will be announced soon.

How will we let you know?

Once the opening date has been announced, we will let you know when the new bus network and train line will start operating through:

- local press and radio advertising
- advertising at bus shelters and shopping centres
- TransLink staff out on the network and at local shopping centres
- an updated Moreton Bay Region network booklet
- letterbox drops
- signs at key stations and bus stops
- information and interactive maps on TransLink's website.

Keep an eye out on your letterbox, local paper, station and the TransLink website for this information.

Timetables and journey planner

Timetables will be available prior to the new network opening. You'll be able to get a copy:

- by visiting translink.com.au
- on-board your bus
- at your local train station
- by visiting your local library or tourist information centre
- by calling 13 12 30 and getting one sent out to you.

You'll also be able to plan your journey via the journey planner and MyTransLink app before the new network comes into effect.