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LORD MAYOR
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13 April 2018

Mr Donald Campbell
Co-Convenor
Brisbane CBD Bicycle User Group
GPO Box 2104
BRISBANE QLD 4001

Dear Mr Campbell

Thank you for your letter of 18 March 2018 about the ferry service between Bulimba and Teneriffe.

Council is working hard to deliver Australia's most modern public transport system and I certainly appreciate your suggestions to improve public transport between Bulimba and Teneriffe.

I agree that the high cost of fares can be a disincentive for many commuters, including cyclists that catch the ferry between Bulimba and Teneriffe. However, it is important to note that TransLink, a division of the State Government's Department of Transport and Main Roads, is responsible for setting fares for public transport services in South East Queensland. While Council works in conjunction with TransLink to ensure the residents and visitors of Brisbane have access to a reliable and accessible public transport network, TransLink has the overall responsibility for public transport in South East Queensland, including fares, timetables and funding of growth services.

I note your comments about the CityHopper service, which operates outside of TransLink's fare structure. When Council first launched the CityHopper in July 2012, part of our aim was to boost ferry patronage and revitalise the former Inner City Ferry service which had been under-used, particularly after the devastating January 2011 flood event, and to stimulate economic activity in the CBD, South Bank and Kangaroo Point.

However, unlike the former Inner City Ferry, CityCat and CityFerry services between Bulimba and Teneriffe, and from Hawthorne and New Farm Park, have remained popular with users. I also wish to point out that for the many patrons who use the cross river ferry to access CityGlider services, the TransLink fare structure allows for a free transfer between ferry and bus services within the same zone.

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That said, it is important that TransLink is made aware when existing services and the cost of fares are not meeting customers' expectations. As such, I have taken the liberty of referring your comments to Mr Matthew Longland, Deputy Director-General of TransLink, to ask that he consider your feedback and provide a response to you.

Thank you for contacting me.

Yours sincerely



Adrian Schinner
DEPUTY MAYOR
For Graham Quirk
LORD MAYOR

The Lord Mayor is currently away from the office and has asked that I sign on this occasion to avoid further delay.

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