



## Minister for Transport and Main Roads

Our ref: QR2600/MCR-19-140

**29 APR 2019**

Mr Paul French  
Co-convenor  
Brisbane Central Business District Bicycle User Group  
GPO Box 2104  
BRISBANE QLD 4001

Dear Mr French *Paul!*

Thank you for your letter of 4 February 2019 about the use of bikes on the Queensland Rail network.

The Palaszczuk Government is committed to encouraging Queenslanders to embrace a healthy lifestyle and to promote active travel options. I acknowledge that a key part of this is enabling the integration of the cycling network with public transport services.

Queensland Rail currently provides free, secure facilities for more than 3000 bikes at 111 stations across the South East Queensland network, with a further 15 stations fitted with bike racks. I am pleased to advise a project is underway to replace the current bike storage booking system with a system that is more reliable, customer friendly and able to process credit card deposits. The new system will be rolled out later this year.

I am also pleased to advise that Queensland Rail is constructing new bike enclosures at six stations on the Redcliffe Peninsula line (Kallangur, Murrumba Downs, Mango Hill, Mango Hill East, Rothwell and Kippa-Ring). This project will replace some of the current unsecured bike racks with secure enclosures and associated security systems.

Queensland Rail continues to listen to feedback from its customers to help inform future infrastructure improvements at other locations.

Current data shows that while more than three quarters of secure bike spaces (lockers and enclosure spaces) are booked, they are not necessarily regularly used. Queensland Rail is also investigating options to increase utilisation and allow more customers access to facilities.

I am also pleased to advise that Queensland Rail has commenced a program to provide bike racks at all stations where sufficient space exists. Bike racks were installed at Gaythorne, Holmview, Virginia, Northgate and North Boondall stations at the end of 2018. Bike racks will be installed at a further 20 stations by June 2019, and continue at other stations in future years. Queensland Rail is consulting with local bicycle user groups to prioritise station rack installations.

With regard to Albion station, while Queensland Rail does not currently have bike facilities at this station, there are plans to install a bike rack in the near future. In the meantime, I am advised there is a Brisbane City Council bike rack adjacent to the station for customer use. Queensland Rail will investigate installing a bike rack at Bowen Hills station.

1 William Street Brisbane 4000  
GPO Box 2644 Brisbane  
Queensland 4001 Australia  
**Telephone +61 7 3719 7300**  
**Email** [transportandmainroads@ministerial.qld.gov.au](mailto:transportandmainroads@ministerial.qld.gov.au)  
**Website** [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

Customers can check the secure facilities available at each station on the Citytrain network via Queensland Rail's website at [www.queenslandrail.com.au](http://www.queenslandrail.com.au) by clicking on 'Find your station' link under the 'For customers' tab. In addition, customers are welcome to enquire with staff directly at their preferred station within stations hours.

With regard to your request for a review of bicycle parking at train stations, I understand that Queensland Rail is currently engaging with the cycling sector to discuss how bike facilities and access can be improved on the Citytrain network. I am advised that Mr Thomas Juzwin, Senior Manager Customer Experience, Queensland Rail, has been in contact with you about these discussions and you have been invited to take part in future meetings.

Finally, regarding your comments about bike spaces and bike straps onboard NGR trains, the Department of Transport and Main Roads (TMR) has advised the rectification program is focused on an accessibility upgrade to achieve compliance under the *Disability Discrimination Act 1992* (Cth). The NGR rectification does not include any provisions for increased bike storage onboard the trains.

I trust this information is of assistance.

Yours sincerely



**MARK BAILEY MP**  
**Minister for Transport and Main Roads**