

City of Ipswich **iGO Public Transport Advocacy and Action Plan** Summary Report

July 2019





Ipswich City Council recognises the Traditional Owners of the Ipswich region the Yagara People, consisting of the Jagera, Yuggera and Ugarapul Clans, and pays respect to the Elders past and present. We respect their cultural heritage, beliefs and connection to the land. We acknowledge that they are of continuing importance to the Yagara People living today.

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INTRODUCTION

For the city of Ipswich to grow, thrive and enhance the quality of life of its residents and visitors, there needs to be an effective public transport system. This is because public transport is not only a means to relieving traffic congestion, it also plays a significant role in supporting the economic success of a city by connecting people to jobs and services, influencing the city's urban form and reducing isolation and social exclusion. Public transport also contributes to peoples' health by increasing physical activity and supporting environmental sustainability.

The need for effective public transport is becoming increasingly urgent in Ipswich. The Queensland Government's South East Queensland Regional Plan, *ShapingSEQ*, anticipates a population target of 520,000 people in Ipswich by 2041, over double the current population. *ShapingSEQ* also provides direction on a greater need for government to focus on public transport to support this population growth and economic development. Currently, only approximately 7% of daily trips by Ipswich residents are made on public transport¹.

The *City of Ipswich Transport Plan* (branded 'iGO') is Ipswich City Council's (council) masterplan for Ipswich's transport future. It responds to current and future transport challenges and outlines council's aspirations to advance the city's transport system to accommodate a future population of 435,000 people².

iGO acknowledges that we cannot afford to build our way out of congestion by continually adding more and more road space just for cars and that there needs to be

a significant shift to more sustainable transport modes. Consequently, iGO sets an aspirational public transport mode share target of 11% by 2031³.

Furthermore, one of the policy focus areas in iGO is the achievement of a 20-minute city, where access to high level goods, services and jobs are within 20 minutes travel time of where people live. The public transport network, along with the urban form, are critical to achieving a city that performs this way.

It is acknowledged that the provision, management and operation of public transport in Ipswich is the core responsibility of the State Government and its public transport operators. Council does not seek to take over these responsibilities, but rather seeks to use its local knowledge of the Ipswich community's transport needs to advocate for public transport improvements, and undertake actions to support and prioritise public transport where appropriate. This is the purpose of the iGO Public Transport Advocacy and Action Plan (PTAAP) whereby it will be used to:

- Provide consistent, evidence-based messaging about the public transport priorities for Ipswich;
- Raise awareness of the urgent need for more investment in public transport in Ipswich and for council to provide support for this where possible; and
- Assist with the development and maintenance of partnerships with key public transport stakeholders.

Figure 1: iGO Delivery Structure (City of Ipswich Transport Plan, 2016)



¹ Australian Bureau of Statistics, 2016. Journeys to work on bus, train, tram, ferry or taxi as a proportion of total journeys for Ipswich LGA.

² iGO, City of Ipswich Transport Plan, 2016.

³ This target mode share was set based on iGO's population horizon of 435,000 by 2031.



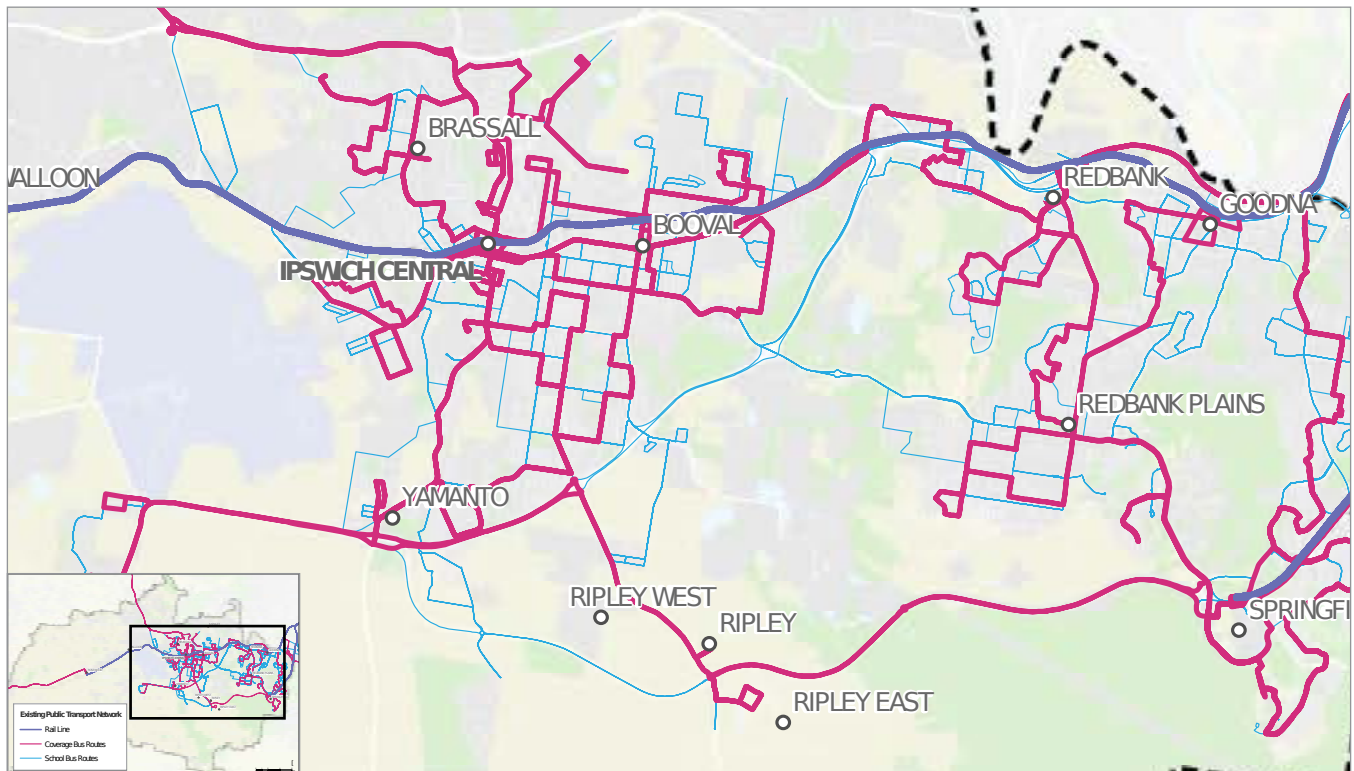
WHAT WE KNOW

EXISTING SITUATION

A review of the existing public transport network and consultation with stakeholders and the Ipswich community has told us:

- Public transport in Ipswich serves two main functions: facilitating inter-regional travel, mainly to / from the Brisbane CBD, and facilitating travel within Ipswich to a range of destinations.
- Most existing journeys on public transport from Ipswich have a regional destination, primarily the Brisbane CBD. Almost all of these journeys are via rail and it is estimated that around one third of customers are accessing the rail network via park 'n' ride facilities at rail stations⁴.
- Less than half of current public transport journeys involve travel within Ipswich. Most of these trips are on buses and children, seniors and pensioners are key users. Ipswich Central, Springfield Central and North Ipswich are key destinations for bus customers. School travel is also significant whereby almost 18% of boardings in Ipswich are on school buses. When travelling within Ipswich on rail, key destinations are Ipswich, Goodna, Bundamba and Booval stations.
- Travel on buses within the Ipswich LGA is not focussed in the peak periods, with 58% of public transport journeys occurring outside of the morning and evening peaks. It is likely that most of these movements are not employment-related but rather for purposes such as shopping, personal business and visiting family and friends.
- Almost 40% of Ipswich workers travel to Brisbane for work. 14% of these people use public transport for their journey to work. Comparatively, 47% of Ipswich workers work within the Ipswich LGA and only 2% of them use public transport to travel to work. 36% of people that work in Ipswich commute from other LGAs, mainly Brisbane and Logan. Only 2% of these workers use public transport to travel to work⁵.
- Resident satisfaction with the current public transport network is low, with 39% of residents responding as 'unhappy' or 'very unhappy' with public transport in Ipswich and 36% responding as 'neutral'⁶.

Figure 2: Network Layout of public transport routes in the Ipswich LGA



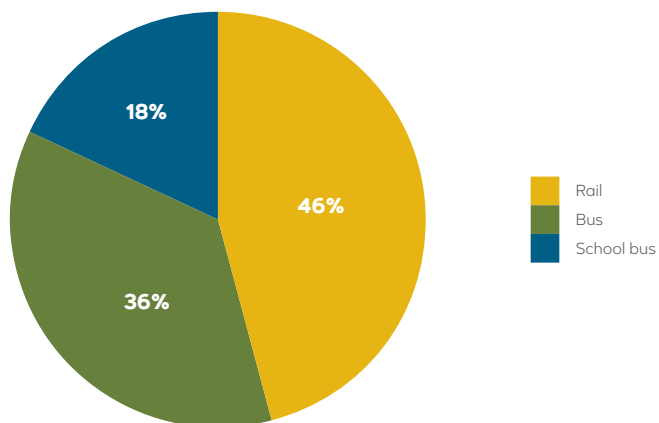
(Data sourced from General Transit Feed Specification [Queensland Government, 2017] and updated in 2019 to include the new Ripley Valley 531 bus service)

⁴ Data sourced from TransLink Origin-Destination Trips Patronage Data for March 2017, provided by TransLink (Queensland Government, 2017).

⁵ Data sourced from Census (Australian Bureau of Statistics, 2016)

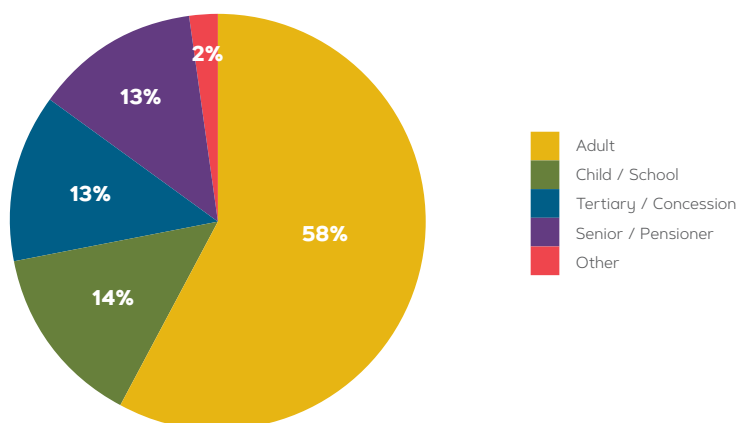
⁶ Data based on a community survey undertaken by Ipswich City Council in November 2017. There were 1,181 respondents.

Figure 3: Public transport boardings in the Ipswich LGA by mode



(Data sourced from TransLink Origin-Destination Trips Patronage Data for March 2017, provided by TransLink [Queensland Government, 2017])

Figure 4: Customer types for rail boardings in the Ipswich LGA



(Data sourced from TransLink Origin-Destination Trips Patronage Data for March 2017, provided by TransLink [Queensland Government, 2017])

Figure 5: Customer types for bus boardings in the Ipswich LGA

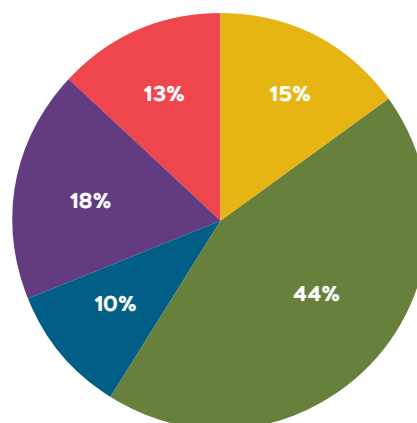


Figure 6: Satisfaction with public transport in the Ipswich LGA



(Data based on a community survey undertaken by Ipswich City Council in November 2017. There were 1,181 respondents)

GAPS

Throughout the consultation process, many successful aspects of the existing public transport system were celebrated. In particular, the availability and use of school buses, and the convenience of the rail services and the associated park 'n' ride facilities were identified as great aspects of the existing network. However, there are still areas for improvement. Key gaps in the existing public transport provision are:

- Public transport coverage is limited in some areas, particularly greenfield development sites such as Ripley and south Redbank Plains. Public transport provision is lagging behind urban development in these areas, leading residents to rely on private vehicles.
- Travel times on public transport within Ipswich are significantly longer than private vehicle. Almost half of Ipswich residents cannot access a regional activity centre within 30 minutes on public transport. This is mainly a function of the bus network layout whereby routes are circuitous with most routes being 1.5 – 3.5 times longer than the fastest on-road route⁷.
- Bus services in Ipswich are generally low frequency, with only one route being classified as high frequency (route 515). Bus service hours are also limited, and do not support the non-traditional start and finish times of many Ipswich workers.
- Feeder buses to rail exist for some stations, and where they do, most do not align well with rail timetables and are not well used. There is also a reliance on park 'n' ride for access to rail, with most park 'n' ride sites being over-utilised.
- There are issues with comfort and amenity of stops and stations, with respect to a lack of shading, seating and lighting. There are also some gaps in access for people with disabilities, with a number of stops, stations and supporting infrastructure (such as footpaths) not providing an accessible, whole journey outcome.

"I technically have a disability so without family assisting me, public transport is my only option to go anywhere."

Current patron

"It just seems so much harder and more hassle than just jumping in your car."

Potential patron

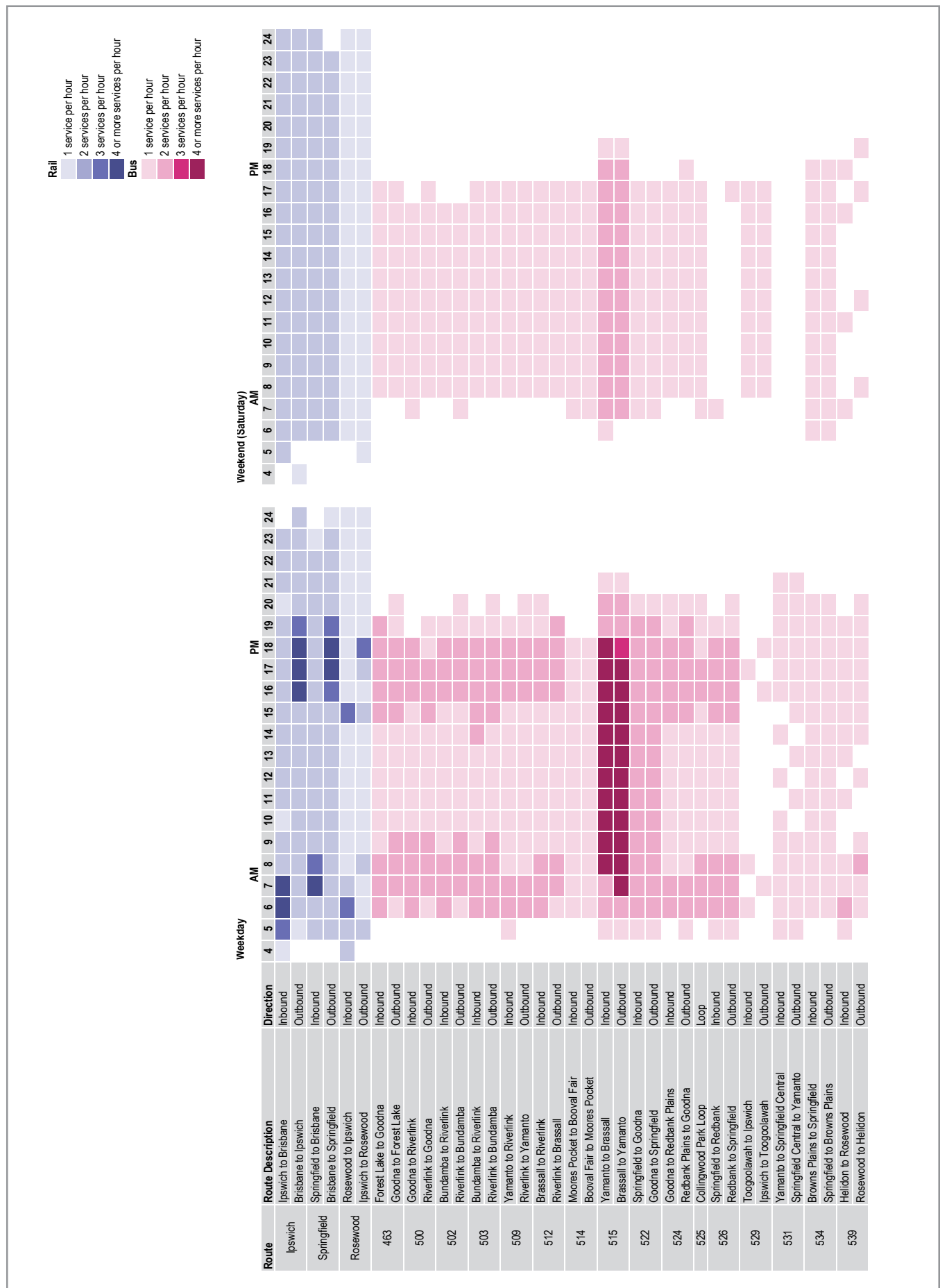
"The current route for the bus I currently take to go home means some days it is potentially faster to walk home."

Current patron

"I regularly catch the 514 bus... however there is no shade or seats. Most people around here are elderly people who need this."

Current patron

Figure 7: Timetable and span of hours of public transport routes in the Ipswich LGA



(Data sourced from General Transit Feed Specification (Queensland Government, 2017) and updated in 2019 to include the new Ripley Valley 531 bus service).



"I worry that when my child grows up, he will not be able to get a part-time job as he can't get himself anywhere."

Potential patron

"I dislike buses because the routes that have been set are too indirect."

Potential patron

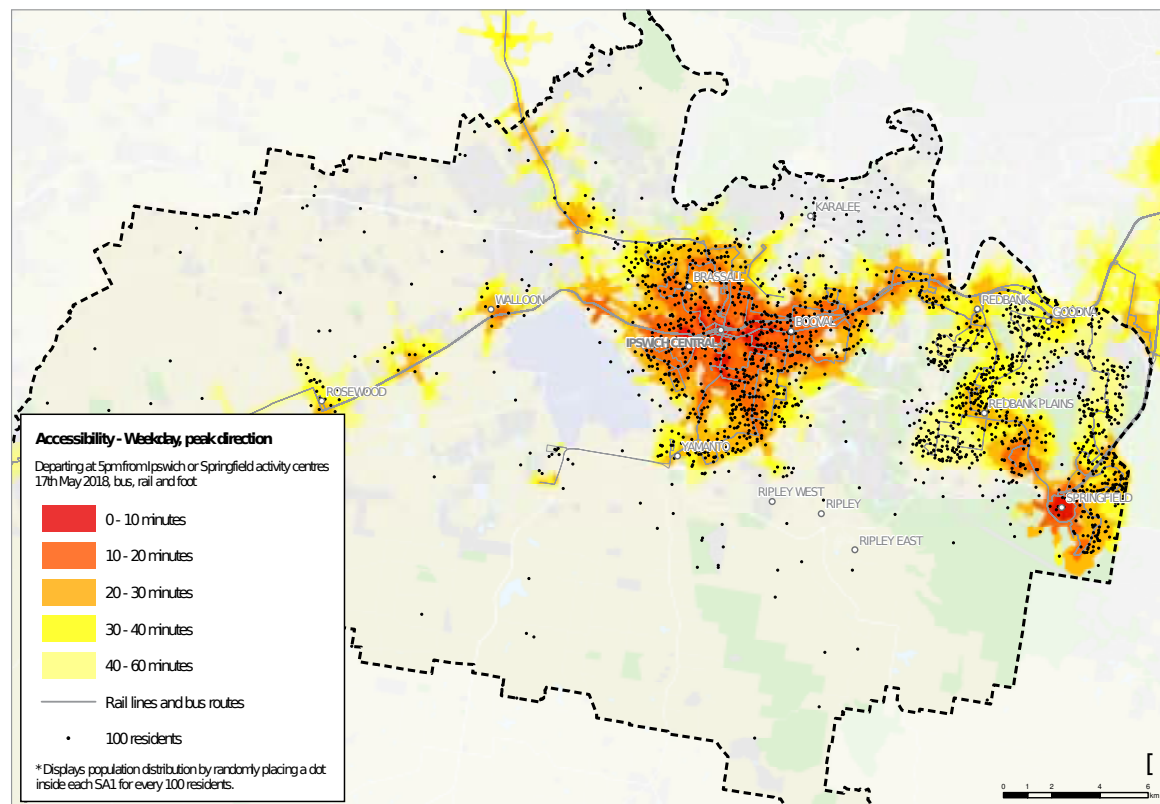
"It's very frustrating waiting for a bus that never arrives, especially when you are waiting in the dark."

Current patron

"Bus routes are unnecessarily lengthy – 30 mins to get from Bell Street to Cascade Street Raceview is ridiculous."

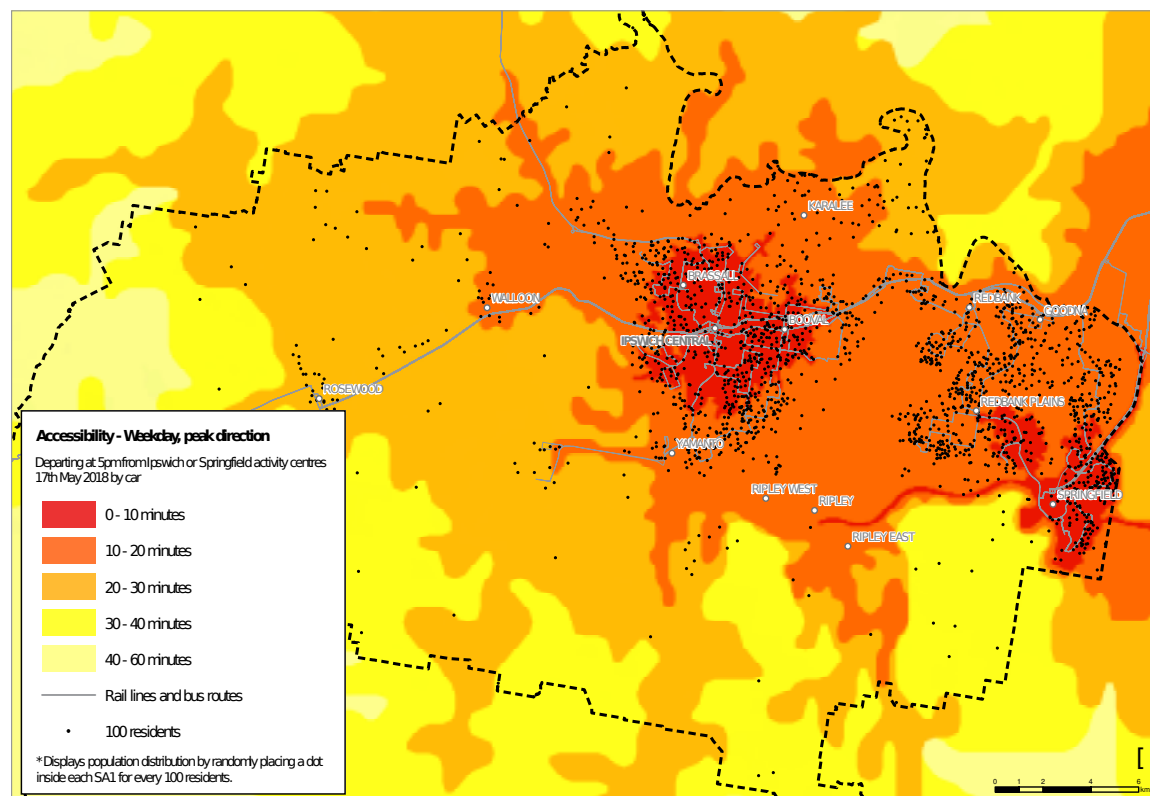
Current patron

Figure 8: Travel time results for departing Ipswich Central and Springfield Central at 5pm on weekdays (peak direction) by public transport



(Data for analysis sourced from Census (Australian Bureau of Statistics, 2016) and General Transit Feed Specification (Queensland Government, 2017))

Figure 9: Travel time results for departing Ipswich Central and Springfield Central at 5pm on weekdays (peak direction) by car



(Data for analysis sourced from Census (Australian Bureau of Statistics, 2016) and General Transit Feed Specification (Queensland Government, 2017))

TRENDS

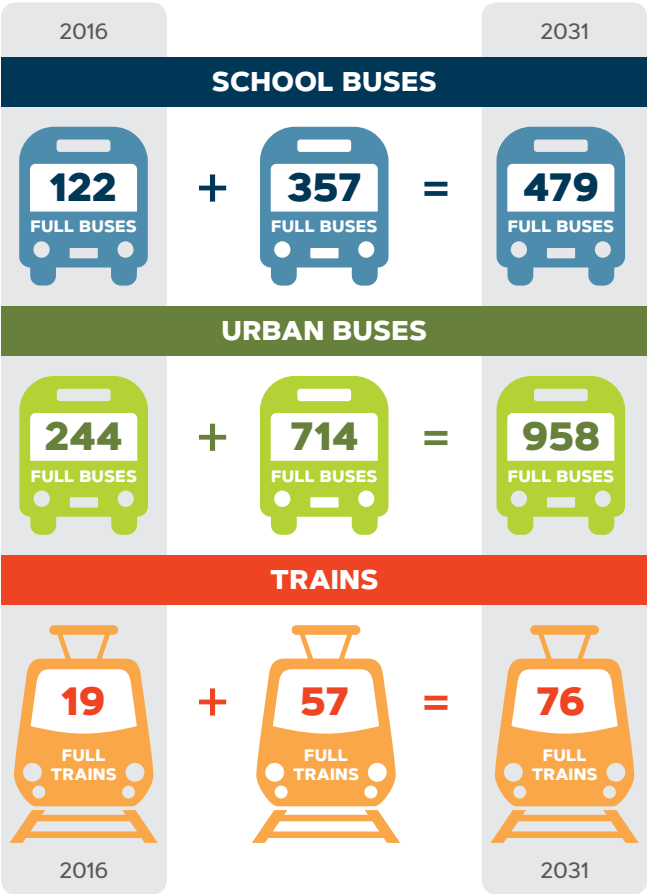
There are also a number of future trends affecting Ipswich and the provision of public transport:

- The population is growing rapidly and the public transport network has changed very little in the last 5 – 10 years. If Ipswich’s population and mode share targets are to be met, the public transport system will need to accommodate an additional 123,000 trips per day⁸. That’s equivalent to an additional 357 full school buses, 714 full urban buses and 57 full trains per day⁹.
- Most of the population growth in Ipswich is anticipated to be accommodated in urban expansion areas, including Ripley Valley, Redbank Plains, Augustine Heights, Rosewood, Bellbird Park, Collingwood Park, Walloon, Thagoona and Chuwar. Many of these areas are located outside the existing public transport provision, or along the future Ipswich to Springfield public transport corridor. Development is already taking place in these areas and delays to providing public transport limits new residents’ ability to access key opportunities, such as employment, education, community services and recreation.
- As Ipswich strengthens its local economy and regional economic contribution in line with *ShapingSEQ* and *Advance Ipswich* goals, there will be an increase in the number of residents who live and work within the Ipswich LGA. The public

- transport system needs to adapt to provide a high quality of service and fast travel times to employment centres within Ipswich, and beyond.
- Ipswich is characterised by a relatively young community with young families being the dominant demographic and fastest growing age group. Financial pressures on families with young children can limit access to private cars and increase reliance on public transport for some journeys and so public transport needs to accommodate for the needs of these groups.
 - The industries Ipswich residents are employed in are changing whereby there is a shift away from manufacturing, wholesale trade and agriculture and a move towards sectors such as health care and education which are more able to be serviced by public transport. There is also a move towards more part-time work, in line with national trends, however most employment in Ipswich is still full-time. For the most part, the workforce in Ipswich is changing towards industries that are less reliant on private vehicle and so there is an increasing opportunity to accommodate journeys to work on public transport¹⁰.

All this evidence shows that the public transport provision in Ipswich needs change and this change is required urgently.

Number of trips targeted to be made by public transport by iGO



8 Based on iGO’s population horizon of 435,000 by 2031.
9 Based on 2017 public transport boardings per mode percentage, a six-car train capacity of 1,000 people and 12.5m long bus capacity of 62 people.
10 Data sourced from Census (Australian Bureau of Statistics, 2016).



TARGET MARKET

Not only is improved public transport required to keep up with the growth and the changing society in Ipswich, it is also known that residents want it. 65% of surveyed Ipswich residents would like to use public transport more often, primarily for travel to work but also for shopping and other purposes¹¹.

A key target market for public transport users in Ipswich is the 'potential and interested' residents. These are residents who do not currently use public transport regularly, but would like to in the future. Generally, these users were 30 – 60 years old, full time workers that would consider using public transport for trips which they currently drive, particularly during peak periods. Their travel destinations are locations within Ipswich, mainly Ipswich Central and Springfield Central. These people cited the main barriers to public transport use as:

- A lack of stops / stations near their home or destination;
- Public transport was not convenient or easy to use;
- Public transport takes too long.

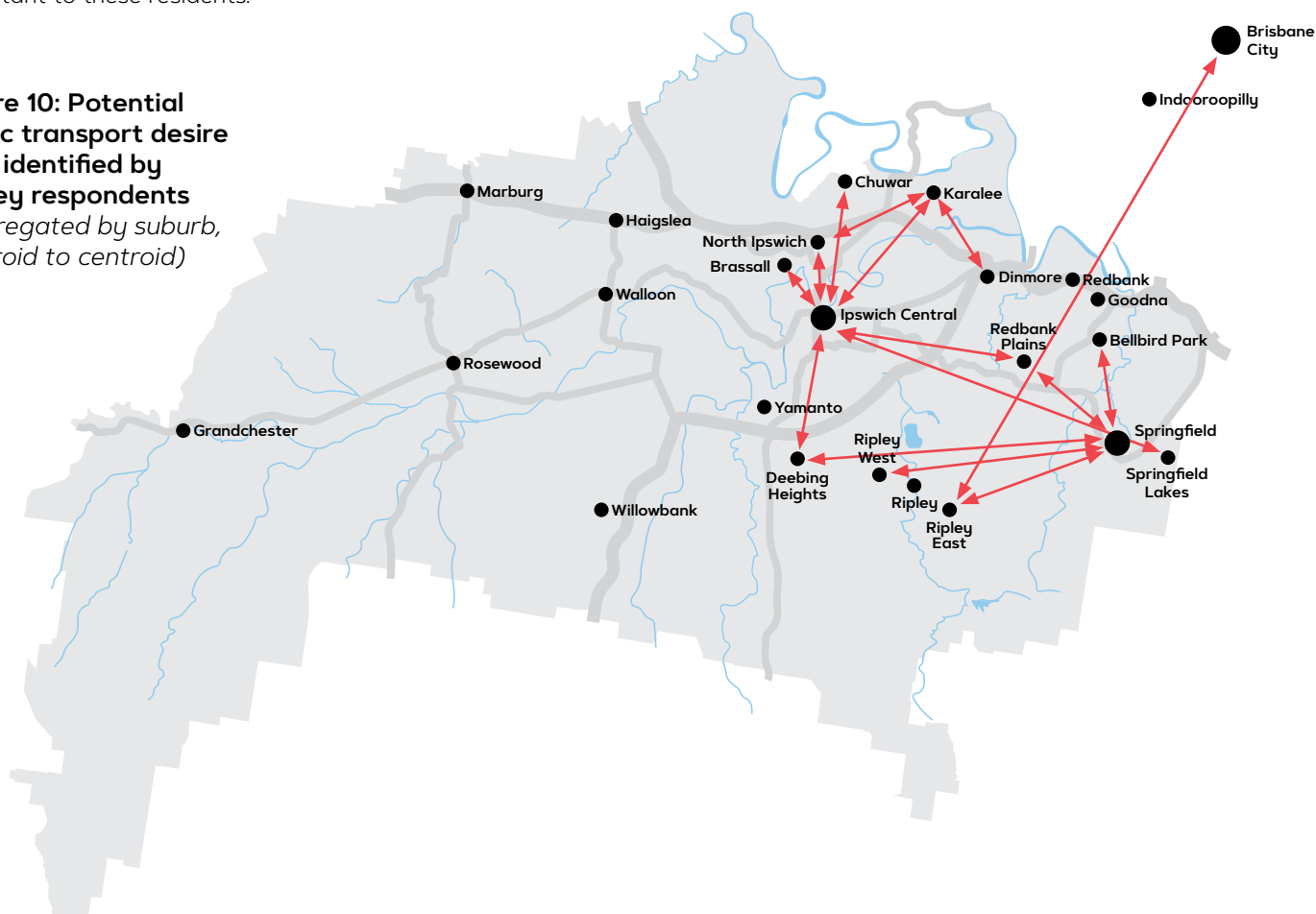
Cost of fares and frequency of services were also important to these residents.

For those that already use public transport, they still would like to see improvements. Their focus was on the coverage, frequency and reliability of services, with key barriers and enablers being:

- Public transport takes too long;
- Public transport was not convenient or easy to use;
- The service hours or timetable did not suit them;
- The frequency of services was too low;
- Public transport was too expensive.

Importantly, existing users expressed a desire to use public transport more, mainly to destinations within the Ipswich LGA, at all times of the day (not just peak hours). While work was the most popular trip purpose for potential trips, users also wished to use public transport more for shopping, education and socialising. Users who are currently reliant on public transport indicated that improvements would allow them to make new trips that they cannot currently make or rely on someone to drive them for.

Figure 10: Potential public transport desire lines identified by survey respondents
(aggregated by suburb, centroid to centroid)



(Based on a community survey undertaken by Ipswich City Council in November 2017. There were 1,181 respondents)

¹¹ Data based on a community survey undertaken by Ipswich City Council in November 2017. There were 1,181 respondents. It should be noted that only 13 respondents were aged under 18, as the survey was targeted to adults.





WHERE WE WANT TO BE

VISION

Throughout the development of iGO PTAAP, there has been a comprehensive targeted consultation process with council representatives, council officers, the Department of Transport and Main Roads (DTMR), public transport operators, other key stakeholders and the community. Through this process, the following vision for public transport in Ipswich has been identified:

Public transport in Ipswich connects our community and supports city growth.

Alongside this vision, council has also set targets for public transport mode shares in iGO, mainly:

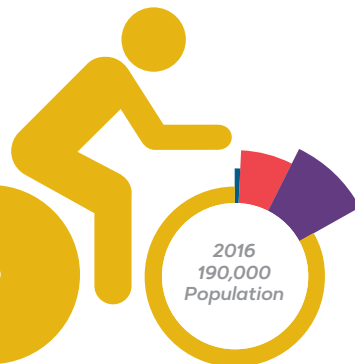
- Increase the public transport mode share from 6.5% of all trips to 11% of all trips; and
- Increase the public transport mode share for journeys to work from 7.5% to 20%.



Figure 11: Mode Share Targets (City of Ipswich Transport Plan, 2016)

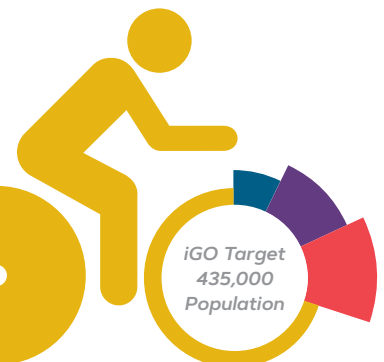
CURRENT DAILY TRAVEL MODE SHARES

	Trips	Mode Share
Private Vehicle	550,000	84.5%
Public Transport	42,000	6.5%
Walking	55,000	8.5%
Cycling	3,000	0.5%
Total	650,000	100%



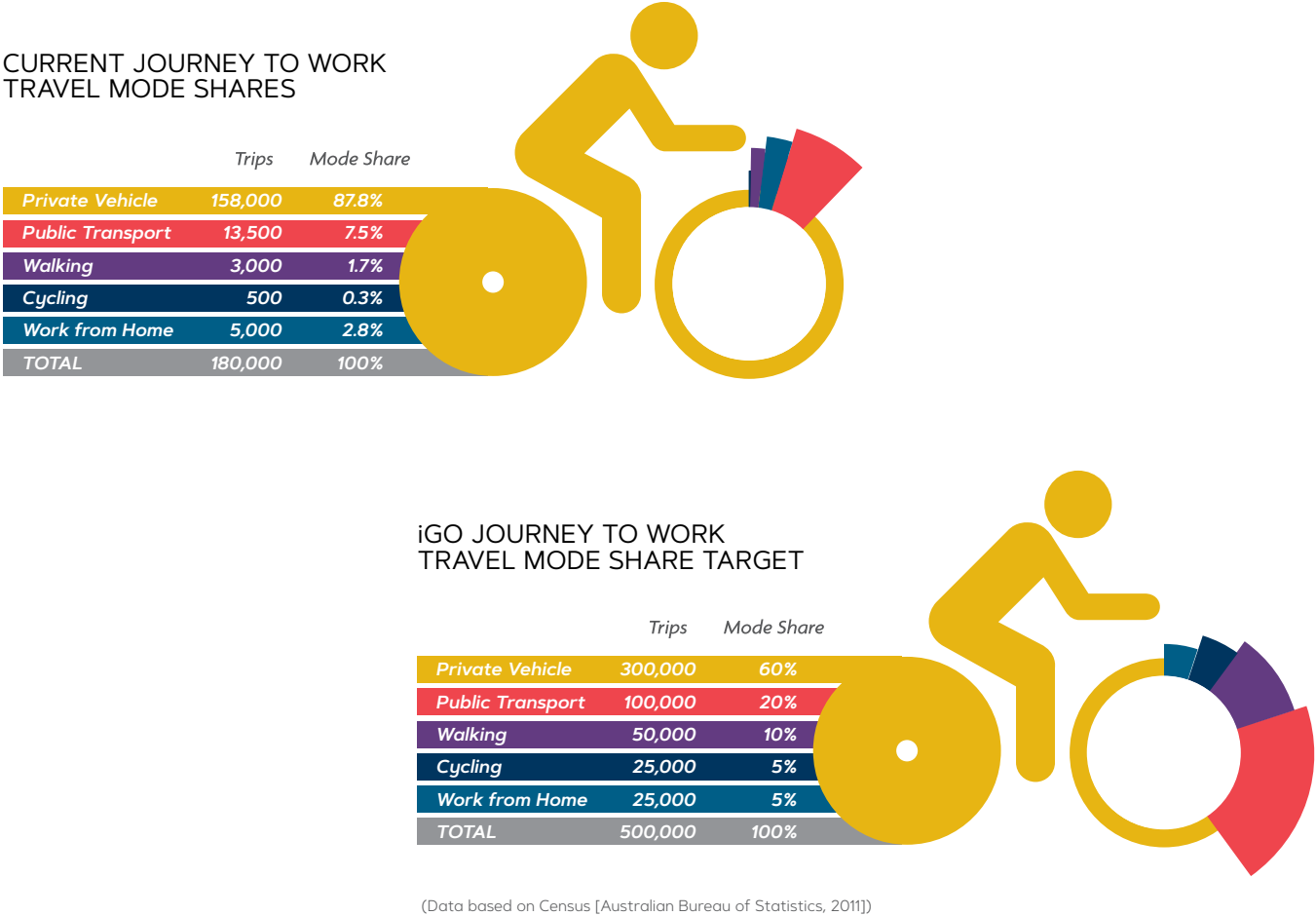
iGO MODE SHARE TARGET

	Trips	Mode Share
Private Vehicle	1,125,000	75%
Public Transport	165,000	11%
Walking	165,000	11%
Cycling	45,000	3%
Total	1,500,000	100%



(Data based on Census [Australian Bureau of Statistics, 2011])

Figure 12: Journey to work mode share targets (City of Ipswich Transport Plan, 2016)



CHALLENGES

Based on what we have learnt through the development of iGO PTAAP, there are some challenges facing council and stakeholders which need to be overcome to achieve this vision. Key challenges include:

- There are a wide range of stakeholders and parties involved in the planning, provision and operation of public transport, including council, State Government departments, developers, operators, business owners and the community. Stakeholders work on different timelines, with different priorities. There needs to be a shared vision and open communication and collaboration to achieve the desired outcomes for the Ipswich community.
- Funding is often a limiting factor in the ability to provide public transport improvements. The State Government has an obligation to provide public passenger services at a reasonable cost to the community and government. Where improvements are desired beyond this obligation, council acknowledges that additional funding will be required, and this will be an ongoing challenge.
- Changing the attitudes of residents to consider public transport as a viable alternative to private car travel. Many residents reported being unhappy or very unhappy with public transport, or identified that they 'won't use public transport'¹². The average number of motor vehicles per dwelling in Ipswich is also increasing and so a culture change is required to see a shift of focus from cars to public transport.

¹² Data based on a community survey undertaken by Ipswich City Council in November 2017. There were 1,181 respondents.

POLICIES AND OBJECTIVES

Taking into account the existing situation, gaps, trends, target markets, challenges and opportunities, council has identified that action is required in six key policy areas for public transport. These are outlined in the table below.

Table 1: iGO PTAAP Policies and Objectives

Theme	Policy Area	Objective Intended outcome
Communication	Improve communication and collaboration between stakeholders.	Public transport stakeholders collaborate openly in Ipswich.
Planning	Improve public transport planning and services for Ipswich.	Ipswich has an agreed short, medium and long-term plan for public transport, which focuses on access to opportunities and takes into account the community's needs, now and in the future. Public transport services in Ipswich are provided according to this plan.
Policy	Prioritise public transport outcomes.	Council's policies prioritise public transport.
Funding	More investment in public transport.	There is committed funding for public transport improvements in Ipswich.
Infrastructure	Deliver quality public transport infrastructure.	Ipswich has safe, high-quality and accessible public transport infrastructure.
Culture	Build a positive public transport culture.	The Ipswich community enjoys and values public transport and considers it a viable option when making their travel choices.



HOW WE WILL GET THERE

Under each of the identified policy areas, council has identified where it needs to advocate for public transport improvements and undertake actions to support and prioritise public transport. These have culminated in a series of action lists which have been prioritised into high, medium and lower priority actions.

While the focus of this work is on advocacy toward the State Government, there is a suite of actions for council to implement which will help facilitate public transport improvements and promote public transport as a viable transport choice within the community. This includes ensuring consistency of council policies, strategies, planning scheme, investment decisions and processes with integrated public transport outcomes.

HIGH PRIORITY ACTIONS

Short-term actions

Communication

- 1.5** Council will develop half yearly advocacy material to ensure a coordinated advocacy approach and communication of challenges and priorities for the region when liaising with the State Government. Advocacy material will be issued in alignment with review of the DTMR Transport System Planning Program projects (February and October).

Planning

- 2.1** Council will advocate for and collaborate with the State Government to undertake a full network review in the short term to include:
- Early introduction of services to new development areas (full time services, as well as on demand services);
 - Consideration of the existing and future land use patterns in Ipswich, including the planned role of major centres and designated infill and greenfield growth areas;
 - A review of the existing declared bus service contract areas and expansion to include locations not currently serviced in the short and medium term;
 - Increases in the frequency, span of operating hours and directness of bus routes;
 - Modal access planning for rail stations and major bus stations;
 - Consideration of movement of people within Ipswich, as well as on the regional network; and
 - Consideration of logical next steps for the bus network's continued development.

- 2.2** Council will advocate for DTMR to use accessibility-based principles for planning public transport, including the use of accessibility metrics, and set directness targets for bus routes. This approach would align with ShapingSEQ, which targets increasing the proportion of population with 30 minutes or less travel time to access to jobs and essential services using public transport.

Policy

- 3.1** Council will undertake a review of their parking strategy with respect to the management, pricing and layout of car parking in activity centres. The parking strategy should reflect the type of activity centre and encourage users to choose public and active transport ahead of private vehicles.

- 3.5** Council will undertake an internal review of its development policies and standards for public transport, with consideration given towards early engagement with stakeholders and developers, public transport planning and updating related standards (e.g. for bus stops) and provisions in the Ipswich Planning Scheme where necessary.

Funding

- 4.1** Council will collaborate with the State Government to develop an annual funding plan and strategy for public transport in Ipswich, based on the network plan developed in action 2.1. The plan should identify the cost of addressing shortfalls revealed by the network review, and options for funding actions to address these.
-

Infrastructure

- 5.1** Council will continue to advocate for State Government commitment to programming the planning and delivery of the Ipswich to Springfield public transport corridor in the short term, including:
- Identifying and preserving the planned footprint of the corridor between Springfield Central and Keidges Road in Redbank Plains and continuing to preserve the remainder of the corridor
 - Working with DTMR on the function, design and access arrangements of the future stations to inform land use planning, urban design and development assessment decisions
 - Developing a Business Case for the project and progressing to detailed design for the extension of the rail line from Springfield Central to Ripley Valley via south Redbank Plains.
-
- 5.6** Council will advocate for rail improvements which facilitate faster and more reliable travel between Ipswich and other urban centres in SEQ. This includes localised geometry improvements, Inland Rail and Automatic Train Protection through the introduction of the European Train Control program.

Medium-term actions

Communication

- 1.1** Council will work with DTMR to develop a MoU between council and State Government departments of roles and responsibilities with respect to the different parts of a whole public transport journey.

Planning

- 2.3** Council will advocate for the implementation of the network plan developed in action 2.1, with consideration of the funding plan developed in action 4.1.

Funding

- 4.2** Council will investigate the feasibility of alternative funding mechanisms for public transport improvements with guidance from the State Government, to demonstrate its commitment to better public transport in Ipswich. This could consider using a portion of council's parking revenue for public transport improvements.
-
- 4.3** Council will advocate for the State Government to make funding commitments towards improving public transport in Ipswich.

Infrastructure

- 5.2** Council will continue to advocate for and support the construction and delivery of the Ipswich to Springfield public transport corridor, including:
- Construction of the extension of the rail line from Springfield Central to Ripley Valley via south Redbank Plains; and
 - Detailed design and construction of the rail corridor from Ipswich to Ripley Valley.
-

MEDIUM PRIORITY ACTIONS

Short-term actions

Communication

- 1.2** Council will commence regular public transport coordination meetings between council departments, and communicate identified issues and opportunities with the State Government and council representatives.
- 1.3** Council will establish a public transport advisory and coordination group, which includes community input and engagement with young people. The purpose of this group is to assist with the implementation of PTAAP and to identify and convey to Ipswich's public transport needs to council and State Government.

Infrastructure

- 5.3** Council will continue to implement its upgrade program for bus stops in Ipswich, and extend this program to take into account the amenity and access to the stop. Prioritise community-identified issues, including safety, security, amenity and accessibility issues with upgrades.
- 5.8** Council will advocate for public transport ticketing solutions that support the Ipswich community's needs, such as family tickets.

Culture

- 6.2** Council will undertake specific engagement with young people to develop a better understanding of their needs and aspirations for public transport. Online social media platforms are key modes for this.

Medium-term actions

Policy

- 3.4** Council will investigate mechanisms to support and encourage the uptake of higher densities around existing and future high quality public transport infrastructure and services, such as through planning scheme development standards (e.g. reducing parking requirements in highly accessible locations) and appropriate 'price signalling' in infrastructure charges for infill development.

Infrastructure

- 5.4** Council will advocate to DTMR and Queensland Rail (QR) for the upgrade of high priority bus stops or rail stations that sit outside our control, and consider providing assistance in the form of funding or coordination of other works, such as streetscape improvements (i.e. advocate for the Ipswich railway station upgrade to be bought forward to assist with the revitalisation of the Ipswich CBD).
- 5.5** Council with the assistance of the State Government will identify locations where bus reliability is an issue and investigate bus priority measures where appropriate.
- 5.7** Council will encourage and support the introduction and use of new technologies and alternative service provision models which support public transport, such as Demand Responsive Transport and other Mobility as a Service models, including the recommendations from council's IGO Intelligent Transport Systems strategy.

Culture

- 6.1** Council will collaborate with the State Government to undertake positive public and active transport marketing campaigns, taking into account council's understanding of the different user group needs, including families, young people, workers with non-standard hours and other groups in the Ipswich community. Marketing campaigns should highlight the true costs of different transport options to users, and focus on high quality services.
- 6.4** Council will work with DTMR to develop a guide to using public transport in Ipswich which reflects varying community needs.
- 6.5** Council will work with DTMR to provide information to new residents on the public transport options available in Ipswich.
- 6.6** Council will establish champions for public transport, who will foster a positive public transport culture in the community. This could include council representatives or other prominent community representatives.

LOWER PRIORITY ACTIONS

Medium-term actions

Policy

- 3.2** Council will encourage special event organisers to consider and facilitate public transport access to events.
- 3.3** Council will establish special event travel protocols to ensure clear communication of these with external stakeholders.

Long-term actions

Communication

- 1.4** Council will advocate for the State Government to establish a SEQ 'centre of excellence' for public transport to enable all providers, operators and stakeholders to share knowledge of best practice, research, and training which will help support improved public transport in the SEQ region.

Culture

- 6.3** Council will encourage travel planning for businesses by taking the lead and developing our own workplace travel plan for council buildings. Council will investigate partnerships with local businesses to provide information and incentives (e.g. discounts to customers on goods / services or other benefits) for using public transport to access their business.

MONITORING AND REVIEW

Monitoring and review of the progress of the actions outlined in iGO PTAAP is critical to achieving the public transport vision and objectives for the Ipswich community. This is because this information will help guide investment and decision making, demonstrate the effectiveness of the plan and assist with ongoing advocacy for improving public transport for the city's community.

A framework for monitoring and review, including timeframes for reporting quarterly, annually and 5-years after the adoption of iGO PTAAP, has been developed.

Topics for monitoring and their timeframes include:

- Quarterly monitoring of patronage, customer satisfaction and service reliability;
- Annual monitoring of service improvements, infrastructure improvements, funding, collaboration activities, public transport mode share and resident perceptions; and
- 5 yearly monitoring of public transport mode share, accessibility, customer insights and policy.



WHAT YOU CAN DO

Providing community-based feedback to public transport stakeholders and advocating for improvements to the public transport network in Ipswich is an important part in demonstrating Ipswich's needs and bringing about change for the city. The more feedback provided, the better informed public transport decision-makers can be.

If you would like to provide feedback on the existing public transport in Ipswich or make suggestions to improve the public transport network, please contact your State Member or the Queensland Government Department of Transport and Main Roads Translink Division at:

Phone 13 12 40 (24 hours a day)

Online www.translink.com.au/contact-us via an online feedback form or via Facebook, Twitter or Instagram

Post Translink Division
Department of Transport and Main Roads
GPO Box 50
Brisbane QLD 4001

If you have a query or would like to further discuss council's iGO Public Transport Advocacy and Action Plan, please contact council at:

Phone (07) 3810 6666

Email igoipswich@ipswich.qld.gov.au

Post iGO Project Team
Ipswich City Council
PO Box 191
Ipswich QLD 4305

"When I have to go to work on a Saturday and Sunday, there are no buses that get me to Riverlink so I can start work at 8am Saturday or 9am Sunday, then there are no buses to take me home after 5.30pm Saturday or 5pm Sunday."

Current patron

"I would like safe, late night services so I could go out with friends and not need to drive home."

Current patron

"Would be good if there was a direct bus service from Springfield Central to Ipswich."





Current patron



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