



QUEENSLAND BRANCH

RTBU MEDIA RELEASE

AUTHORISED BY OWEN DOOGAN BRANCH SECRETARY

Level 1, 457 Upper Edward Street, Brisbane QLD 4000

Email: info@rtbu.com.au • Website: www.rtbu.com.au

Phone: 3839 4988 • Fax: 3832 1278

12 March 2013

Bus Passenger Frustration with TRANSLink Complex Feedback Apparatus

Bus passengers have been expressing their frustration to drivers about the difficulties encountered in trying to gain information and provide feedback via the TRANSLink website feedback line.

Owen Doogan, State Secretary of the RTBU, said today, "the Union is very concerned about the difficulty being encountered by the public in providing responses online and several of our drivers have indicated that some older passengers are confused about how they can possibly give feedback given they have little computer skills."

Owen Doogan commented, "that even the extension of the two weeks to a four week period for feedback in respect of such massive changes is far from adequate and given the difficulty being encountered in providing feedback should be extended further."

Owen Doogan also stated, "the Government plans, will have a severe effect on the quality and quantity of transport available to travellers in the South-East from here on in if implemented.

The withdrawal and reduction of services throughout the network is a disgrace and will almost certainly mean a massive increase in congestion over the next couple of years. People are not going to change buses two or three times and will revert to driving."

At a time when traffic problems are growing within the city it is madness for the Government to introduce changes to the bus system which will certainly multiply the number of motorists on the road.

For comment:

Call Owen Doogan, RTBU Secretary, 07 3839 4988