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Contract signed for new transport payment system

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27 June 2018 | Queensland

Queensland will roll out a new public transport payment system statewide as part of a new hi-tech platform where commuters will be able to use their bank cards, mobile phones and smart watches to pay for services in addition to go card and paper tickets.

Current go card operator Cubic, will deliver the new system in South East Queensland and in 18 regional areas after being the successful tenderer following a competitive global procurement.

The State Government has allocated \$371.1 million to roll out the system including new readers, quicker fare gates and system equipment, an updated app platform, real-time and new ticketing equipment on urban buses.

The new system will be an Australian first, putting Queensland's ticketing system on par with London, Chicago and Vancouver.

Both go card and paper tickets will remain for now and under the new system.

The new system will also include additional security and privacy protection for commuters, including bank-grade security and users will retain the ability to remain anonymous.

The system will need to be designed and tested across the state before aiming to launch trials.

Customers will be able to set up an account via a new app or web platform and have the choice of several payment methods — including go card and paper tickets. They will also be able to use major credit and bank card providers without the need to set up an account.

The system will be introduced in 18 regional areas including: Cairns, Innisfail, Townsville and Magnetic Island, Bowen, Airlie Beach and Proserpine, Mackay, Yeppoon, Rockhampton, Gladstone, Bundaberg, Maryborough, Hervey Bay, Gympie, Sunshine Coast hinterland, North Stradbroke Island, Kilcoy/Woodford to Caboolture, Toowoomba and Warwick.

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