

January extended track closures - impacts all lines



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# About service updates

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Services changes or disruptions may occur because of:

- station or stop improvements
- road closures
- traffic accidents
- new services
- timetable improvements
- weather.

## What the status means

We assign each service update with a status based on how many customers are affected and what the impact is.

### ✓ Normal

- No current disruption or change affecting services.

### ⚠ Minor

- Station, stop or timetable changes.
- Road closures which affect some services.
- Moderate delays.

### 🚨 Major

- Large regional service changes.
- Road closures which affect many services.
- Delays are lengthy or likely to be in place for a significant time.
- Services have been suspended or cancelled.

### 📘 Service note

- New services.
- Services are running normally but there is something you should be aware of.
- A long term change is in effect.

## Where the information comes from

Planned changes are usually arranged with our service delivery partners. We aim to publish this information [online approximately 1 to 2 weeks before the change.](#)

We rely on our business partners and service providers to let us know about unexpected service disruptions. For example:

- Buses might be stuck in traffic due to congestion. Drivers will contact the bus control centre who will contact Translink with the details.
- A train line might lose power during a storm. Queensland Rail will contact Translink with the details.

Sometimes we don't have much detail, especially when an incident first happens. We'll list which services are affected and update the information as we learn more.

While we try to keep you updated as best we can, the priority for staff on the ground is customer safety and returning services to normal.

## Was this page helpful?

☐ Yes ☐ No

[Send feedback](#)

## Get in touch

We are available to answer your questions and help you with travelling on public transport across Queensland.

[Call us on 13 12 30, 24 hours a day](#) | [Feedback form](#) | [More options](#)

## Information in your language

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