About

Journey planning made easy

A successful passenger information system needs to be easy to access, be intuitive to use and provide accurate, up-to-date information — simply, it needs to make travel easy. With this in mind and with an eye to the future, TransLink released an improved online journey planner in May 2012.

The improved website tool delivers journey planning and online passenger information as well as a host of new features and enhancements that reflect the needs of our 21st century customers.

The TransLink website, mobile site and kiosks offer the following new features:

- plan and view journeys with interactive maps

- view retail locations on the journey planner and interactive maps

- view comprehensive information about every train, bus and ferry route (including maps, service updates and disruptions, timetables, and stops along the route)

- view stops near you on a map

- view comprehensive information about every stop (including maps, stop information, stop timetable, nearby go card retail locations and landmarks)

- view a summary of every journey result in options tabs to make it easier to select the best journey for you

- see all the important details (like your travel time and fare) up front in tabbed journey results

- predictive text allows the journey planner to pre-empt what you type and provides suggestions as well as saving your previous five searches for convenience.

TransLink's Chief Executive Officer, Neil Scales, sees the new journey planning features as crucial to upholding TransLink's reputation as a leader in planning and delivering public transport services in Queensland and Australia.

"We have a responsibility to embrace and promote technological innovation in our industry to create an even better public transport experience for customers," Neil said.

"By adding new innovative features to our website and journey planner, we are giving the public of South East Queensland the opportunity to use a service that not only is contemporary and forward thinking but also works to the needs of our customers. Planning a journey online has never been easier.

"Linking the traditional journey planner with features such as Google Maps is invaluable to the overall customer experience.

"Customers are now able to map every detail of their journey, including their walking paths to and from their origin and destination, as well as any transfers in between," Neil said.

The importance of creating a website and journey planner that actually responds to the needs of our customers cannot be understated. The TransLink website is the primary information touch point for TransLink customers with more than 40 million visits in 2011–12 — the most of any Queensland Government website.

The TransLink website now sources its journey planning and online passenger information functionality from a single point of truth — the new HASTUS system which TransLink also uses to plan and timetable public transport services. While data was previously entered and sourced from three separate systems (TRIS, AUSTRICS and IPTIS), the HASTUS system is the single point of truth for all timetables of bus, train and ferry services provided by TransLink in South East Queensland.

Sally Stannard, Director of Strategy and Planning is already seeing the benefits of the HASTUS system.

"A single point of truth for my part of the business means efficiency in how we do our job — we enter data once and it is consistent everywhere," Sally said.

"That's good for customers and great for our business. We are grateful to our many customers for their feedback during this process."