

SUBMISSION TO THE PUBLIC AND ACTIVE TRANSPORT COMMITTEE

1. **FILE NUMBER**

CA20/965515

2. **TITLE**

Petition requesting an additional CityCat stop at Holman Street Ferry Terminal, reinstatement of all cross-river ferry services, and a detailed explanation of the cancellation of services and why issues with the vessels were not identified sooner

3. **ISSUE/PURPOSE**

To respond to the petitioners' request for an additional CityCat stop at Holman Street Ferry Terminal, reinstatement of all cross-river ferry services, and a detailed explanation of the cancellation of services and why issues with the vessels were not identified sooner.

4. **PROPONENT**

Geoffrey Beck, Divisional Manager, Transport for Brisbane

5. **SUBMISSION PREPARED BY**

Selena Beaverson, Executive Assistant, Divisional Manager's Office, Transport for Brisbane

6. **FOR RECOMMENDATION TO COUNCIL**

For recommendation to Council

7. **RECOMMENDATION**

It is recommended that the information in this submission be noted and the draft response, as set out in Attachment A, be sent to the head petitioner.



**Geoffrey Beck
DIVISIONAL MANAGER
TRANSPORT FOR BRISBANE**



**Councillor Ryan Murphy
CHAIR
PUBLIC AND ACTIVE TRANSPORT
COMMITTEE**

8. **BACKGROUND**

A petition has been received requesting an additional CityCat stop at Holman Street Ferry Terminal, reinstatement of all cross-river ferry services, and a detailed explanation of the cancellation of services and why issues with the vessels were not identified sooner. The petition contains a total of 306 signatures, with the majority of signatories residing in the City of Brisbane.

Council provides ferry and CityCat services through a contract with RiverCity Ferries Pty Ltd. Prior to 4 November 2020 these services were operated by Transdev Brisbane Ferries. There is also an agreement between Council and TransLink, in which TransLink provides integrated ticketing arrangements on ferry and CityCat services. Council works in conjunction with TransLink to ensure residents and visitors of Brisbane have access to a reliable and accessible public transport network.

On 24 July 2020, nine monohull ferries that service the cross-river and CityHopper ferry services were removed from service due to safety concerns. The decision to remove them from service at short notice was not taken lightly and was made to ensure the safety of the passengers and crew. Fortunately, after some minor repairs, the steel hull ferry, Kalparrin, was able to recommence the Bulimba to Teneriffe Cross River ferry service on Monday 17 August 2020.

Council has worked hard to source additional ferries to cover cross-river and CityHopper ferry services as an interim measure while it assesses the capability of the fleet. From November 2020, RiverCity Ferries Pty Ltd has begun operating additional ferries, known as KittyCats.

Council has completed a review of the cross-river and CityHopper ferry services. The CityCat service stopping at Holman Street, Kangaroo Point, was put in place as a temporary measure to restore service from Holman Street to the City. Council's free CityHopper service has now resumed from Holman Street Terminal, and a cross-river ferry service from Holman Street to Riverside has also been reinstated. As the CityHopper and cross-river services have resumed, the KittyCats have now ceased servicing Holman Street Terminal on this interim timetable.

Council did consider retaining the CityCat service, however congestion at the terminal would have resulted in significant delays. Council will consider the reintroduction of CityCat services to Holman Street once the Howard Smith Wharves Terminal opens next year.

Dockside Terminal is an older terminal and is currently not compatible with the modern KittyCats due to the difference in height between the older terminal and newer vessel. Council has started planning for the terminal to be upgraded to restore serviceability as soon as possible and will continue to keep Kangaroo Point residents informed of the plans for this terminal. Council's free service replacement shuttle bus, route 27, will continue at 25-minute intervals and Council will reassess this service in early 2021.

Similarly, Thornton Street is an older terminal that is not compatible with the modern KittyCats due to the difference in height between the older terminal and newer vessel. In addition, Thornton Street Terminal will also be impacted by marine works for the construction of the Kangaroo Point Green Bridge, which is due to start in late 2021. Due to the incompatibility with the new vessels and the construction impacts, Council has made the difficult decision to discontinue services at this terminal.

In addition, the review showed that the Norman Park Ferry Terminal is at end-of-life and is not compliant with modern disability access standards, nor is it compatible with docking the newer KittyCats due to the significant height difference between the older terminal and the newer vessels. To upgrade this terminal, a complete rebuild of the onshore and marine infrastructure would be required.

The review also found that, pre-COVID-19, the Norman Park to New Farm Park ferry service only carried 133 passengers on 136 services per day, meaning it carried less than one person per trip, on average. This means it has the lowest patronage of any ferry service Council provides. By comparison, the Bulimba to Teneriffe ferry carries 574 passengers on 150 services per day. Given the significant upgrade costs to make Norman Park Ferry Terminal compatible, the extremely low patronage and the lack of any substantial growth in patronage over the past decade, Council has made the very difficult decision to withdraw this service permanently.

It is recommended that the information in this submission be noted and the draft response, as set out in Attachment A, be sent to the head petitioner.

9. **FUNDING**

Nil

10. **CONSULTATION**

Councillor Ryan Murphy, Chair of the Public and Active Transport Committee, has been consulted and supports the recommendation.

11. **CUSTOMER IMPACT**

Nil

12. **OPTIONS**

Option 1 – Approve the recommendation

Option 2 – Do not approve the recommendation

(Option 1 is the preferred option)

NB: If the officer's recommendation is not followed, then the reasons for departure from that recommendation should be recorded here.

Attachment A
Draft Response

Petition Reference: CA20/965515

Thank you for your petition requesting an additional CityCat stop at Holman Street Ferry Terminal, reinstatement of all cross-river ferry services, and a detailed explanation of the cancellation of services and why issues with the vessels were not identified sooner.

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The above information will be forwarded to the other petitioners via email.

Should you wish to discuss this matter further, please contact Ms Selena Beaverson, Executive Assistant, Divisional Manager's Office, Transport for Brisbane, on (07) 3407 2216.

Thank you for raising this matter.