



# ANNUAL PERFORMANCE PLANS

## 2025-26

*Adopted by Council Resolution on 26 June 2025*

# TRANSPORT FOR BRISBANE

Transport for Brisbane is Brisbane's major provider of public transport with the objective to provide frequent, reliable, comfortable, and safe services for our passengers. As one of the largest bus operators in Australia, the business also runs CityCat and ferry services, and active transport through shared e-mobility services like e-scooters and e-bikes. The business aims to deliver high-quality, integrated public and active transport services with a focus on customer service and sustainable transport options for residents and visitors to Brisbane.

## Role

Transport for Brisbane operates one of the largest bus fleets in Australia, which travels over 70 million kilometres each year, delivering high-quality services that focus on accessibility, safety and customer service, and contribute to reducing traffic congestion and delivering social, economic and environmental benefits.

Transport for Brisbane provides scheduled network passenger bus services including high frequency Metro, Bus Upgrade Zones (BUZ) and CityGlider services, school services, charter services and event services. The services include non-commercial and community bus services and concessional travel for senior citizens, full time university students, school students and for disadvantaged members of the community. Continued investment in a modern, wheelchair-accessible, well-maintained, carbon neutral bus fleet and strategically positioned depots ensure these services are delivered effectively, carrying significantly more passengers than the entire South East Queensland city train network.

CityCat and ferry services are an important part of the public transport network, with terminal access stretching 22 kilometres along the Brisbane River.

Transport for Brisbane delivers public transport bus, Metro, CityCat and ferry services in partnership with Translink, a division of Queensland Government's Department of Transport and Main Roads. Under the Translink agreements, fares are set by the Queensland Government. The Queensland Government provides a funding contribution for bus and ferry operations.

Transport for Brisbane is delivering more modern e-mobility travel options that better meet the needs of our growing city. This includes expanding the shared scheme of e-scooters and e-bikes, to even more suburbs across Brisbane, and linking with public transport hubs for better connections.

## Service quality

Transport for Brisbane will provide exceptional responsive customer service with a commitment to zero harm. The organisation strives to be a consistently high performing transport provider through a culture which is positive, professional and performance driven.

## Financial and non-financial targets

### In 2025-26 achieve:

- mean customer satisfaction with bus services of not less than 6.5
- mean customer satisfaction with CityCat and ferry services of not less than 7.0.

The adopted Budgeted Financial Statement for Transport for Brisbane can be found on [page 19](#).

## Council transport operating subsidy

Council subsidises Transport for Brisbane for the services it operates so that Transport for Brisbane can provide a better service to Brisbane residents and visitors.

## Notional capital structure and surpluses

Transport for Brisbane's notional capital structure is by way of equity funding from Council. Surpluses after the application of the requirements of the Tax Equivalents Regime are returned to Council's overall operating surplus.

## Proposed major investments

There are no proposed major investments in 2025-26.

## Borrowings

Transport for Brisbane has nil outstanding or proposed borrowings.

## Delegations

The Chief Executive Officer of Council has delegation and can delegate as appropriate under the Council's Administrative Arrangements for the general working and business operations of Transport for Brisbane.

## Reportable information

Transport for Brisbane will report to Council regarding its operations and performance, including financial and non-financial targets.

# CITY PARKING

City Parking's objectives are to meet customer needs and contribute to both liveability and economic outcomes by delivering accessible and reliable parking services.

## Role

City Parking manages Council's two off-street parking stations and are committed to providing parking services that meet customer needs by delivering value for money, safe, accessible and reliable parking services.

### City Parking:

- provides competitive car parking rates and services to all customers
- ensures a customer-focused approach to service
- ensures Council's assets are maintained by partnering with other Council areas
- partners with third parties to establish cohesive operational relationships
- provides and maintains modern parking management systems.

## Service quality

City Parking will provide accessible, reliable and competitive services.

## Financial and non-financial targets

### In 2025-26 achieve:

- net surplus before tax as stated in the Budgeted Statement of Income and Expenditure on [page 19](#)
- average number of vehicles per bay per day in King George Square car park
- average number of vehicles per bay per day in Wickham Terrace car park.

The adopted Budgeted Financial Statement for City Parking can be found on [page 19](#).

## Community service obligations

City Parking has no community service obligations.

## Notional capital structure and surpluses

City Parking's notional capital structure is by way of equity funding from Council. Surpluses after the application of the requirements of the Tax Equivalents Regime are returned to Council's overall operating surplus.

## Proposed major investments

There are no proposed major investments in 2025-26.

## Borrowings

City Parking has no outstanding or proposed borrowings.

## Delegations

The position of City Parking Manager has delegations under Council's Administrative Arrangements for the general working and business operations of City Parking, with responsibility to the Chief Executive Officer of Council.

## Reportable information

City Parking will report to Council regarding its operations and performance including financial and non-financial targets.