



How the tram works

Construction of Stage One of Queensland's first light rail system has now commenced.

Stage One of the Gold Coast light rail system will travel a 13-kilometre dedicated route, stopping at 16 stations using 14 light rail vehicles (trams). Operations are scheduled to commence in 2014.

How the tram works

- The tram is powered by electricity, which it draws from the overhead lines. The tram sits on rails, similar to a train, and is guided through the city by the rails.
- The driver can control the speed and braking of the tram and can stop to set the points that are on the track. Points control which track direction the tram will take.
- The tram will stop at all stations to pick up and drop off passengers along the route. When the tram pulls into a station the door entry will be virtually level with the platform. The level can alter a few centimetres depending on the number of people on-board the tram. The platform and the tram have been designed to make it as easy as possible for everyone to board and exit the tram at the platform.
- There will be a destination board at the front of the tram, this will show the final stop the tram makes on that trip.





Travelling on the tram

- You will need a ticket to travel on the tram. Ticketing is managed by TransLink, the public transport service provider for South East Queensland. Tickets can be bought at the station and validated on the platform before you get onto the tram and then again as you get off the tram to end your tram journey. You will also be able to use your go-card. Closer to the start of operations, information on ticketing will be available on the TransLink website www.translink.com.au.
- On-board the tram there will be space for standing and sitting. There will be allocated spaces for wheelchairs and prams, and room for surfboards of a certain height. There will be rails and seat backs to hold onto. You should always hold on when on-board the tram as it can stop suddenly to avoid motorists, pedestrians or cyclists.
- Destination boards on the tram will inform you of the next stop, on your journey, and where the tram's final destination is. Announcements will supplement the visual information on the destination boards.
- CCTV will be installed inside the tram for added passenger security and you will see our customer service staff travelling the route as well as at stations.
- When the tram arrives at the station, the doors will open if passengers want to get off. If nobody is disembarking you may need to press the button on the door to open it. Once everyone is on-board the driver will close the doors and lock them before continuing the journey. If a door has been open for a long time it will close automatically, even if the tram isn't ready to leave, maintaining the energy efficiency of the air conditioning and to keep our passengers cooler on-board. There will be an audible alarm that sounds just before the doors close. You need to make sure you move fully in or out of the tram if you hear this alarm. If the door detects an obstruction it will open again.
- The driver can communicate with passengers on-board the tram; making announcements such as arrivals at and departures from stations, or on an individual basis using the emergency intercom.
- The station platforms will have a visible station name, a canopy to provide protection from the weather, signage and information available and go-card ticket validators.

About GoldLinQ:

In June 2011, GoldLinQ was awarded the contract to design, build and operate Stage One of the light rail system. In partnership with the State Government and Gold Coast City Council, GoldLinQ will deliver a \$1 billion world class public transport system for the Gold Coast. McConnell Dowell and Bombardier Transport Joint Venture are the design, construct and delivery arm of the GoldLinQ consortium. Once the light rail is built KDR Gold Coast will operate and maintain the system for a period of 15 years. KDR currently operates the Melbourne tramway and is a company partnership between Keolis and Downer EDI Ltd. Keolis is one of Europe's leading public transport operators. Downer EDI is a well known Australian company that provides management services within the Rail and Road market sectors as well as other market sectors.



Artist's impression of the interior of a tram.

Stage One is the 13-kilometre light rail corridor connecting Griffith University to Broadbeach, passing through the key activity centres of Southport and Surfers Paradise. You can keep up-to-date with the progress of the light rail works through the website at www.goldlinq.com.au or call the project hotline on 1800 967 377* and select the GoldLinQ option. Email us at information@goldlinq.com.au * Free call within Australia. Call charges may apply from mobile phones.

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