Burnie urban bus review

Department of State Growth

Tasmanian Government

Project 2018 background

- The Department of State Growth is reviewing all general access bus services across Tasmania as all existing bus contracts begin expiring in 2018-19.

- The aim of the review is to develop a network that meets our future transport needs and provides a fair and equitable level of service to communities within the budget constraints of the Tasmanian Government.

- The new network would not come into effect until early 2019, so the Department has the next 24 months to talk to the community, analyse customer data and re-contract these new services.

- As part of the review process, the Department has engaged consultants Phillip Boyle & Associates to undertake a detailed review of both the Burnie and Devonport urban bus networks.

PHILLIP BOYLE
& Associates

Burnie Bus Review

Draft Network Options Workshop

Department of State Growth

24 May 2017

Outcomes of previous workshop

Draft network improvement options

Lunch

Workshop

Conclusion & Next Steps

AGENDA

Second Community Workshop

Agenda			
Time	**Duration**	**Objectives**	**Format**
10:30 - 10:40	10 mins	Welcome and Introductions	Presentation
10:40 - 10:45	5 mins	Project Overview	Presentation
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PBA is conducting the Burnie Bus Review on behalf of the Department of State Growth

- Findings from the review will be considered by State Growth in order to develop the bus network… so that you and other people can catch buses more often
- This review covers the City of Burnie urban bus network
  - **State Growth** manage the contract for services on Burnie's urban network
  - **MetroTas** operates services stipulated by State Growth in the contract
  - We note that other service connections are important
  - School Services operate in addition to the urban network
- The project is expected to be completed by the end of 2017
- This second workshop aims to:
  - Summarise what we learnt from the previous workshop
  - Describe our draft network options
  - Your input is critical to the success of the project

Housekeeping

- In the unlikely event of an emergency, the exit is located in the foyer of Braddon Hall
- Bathroom facilities are located in the foyer
- A 45 minute break for refreshments is planned for 11:45
- Today is about respect and listening to others

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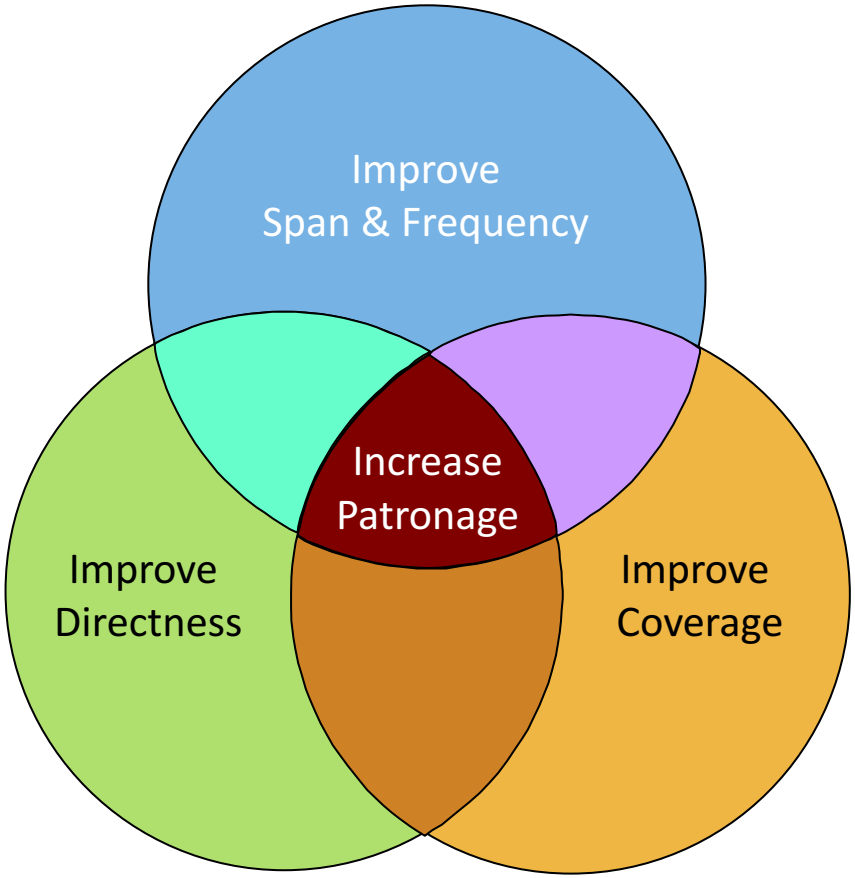
Aims

The role of this workshop

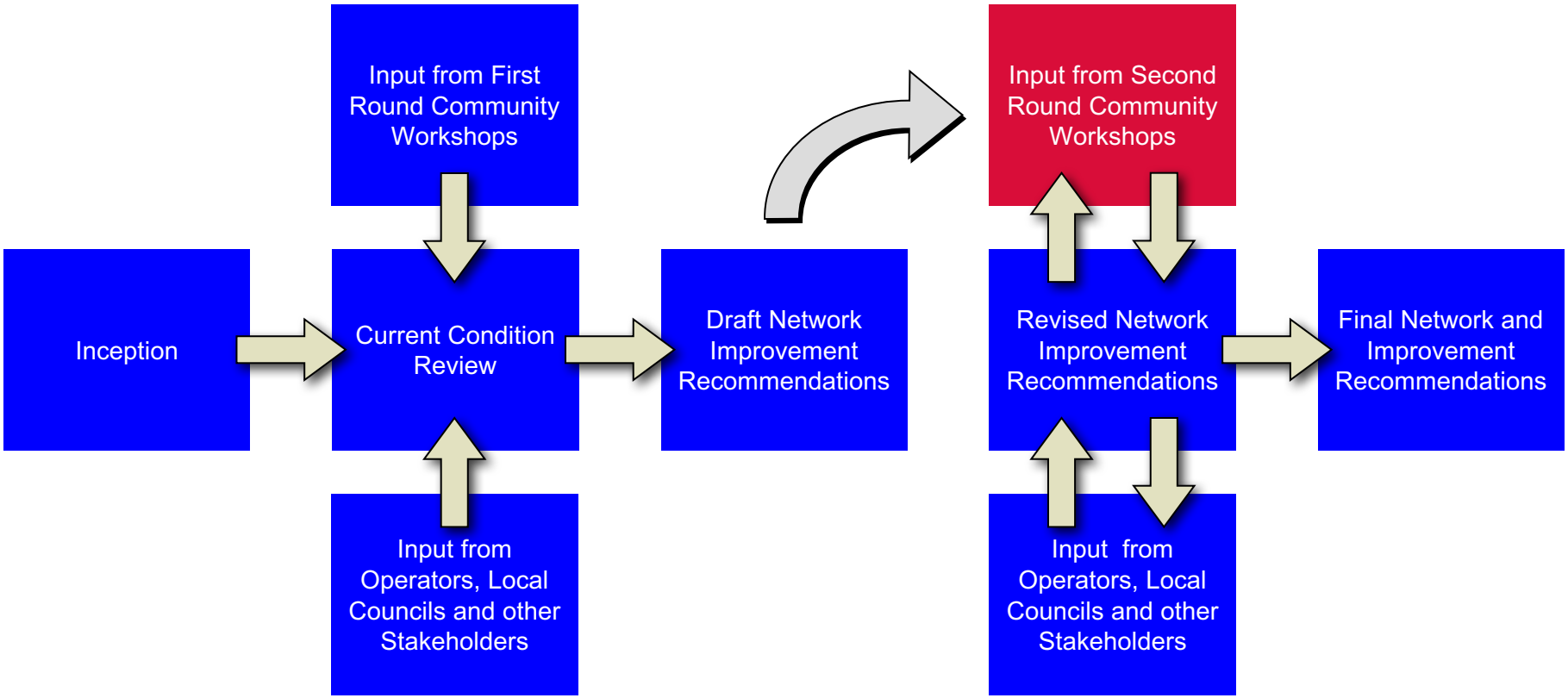
PROJECT OVERVIEW

This project aims to develop a bus network to serve the community's needs now and into the future

Bus Service Review Programme Objectives



Today's workshop will present our draft network recommendations and seek your feedback



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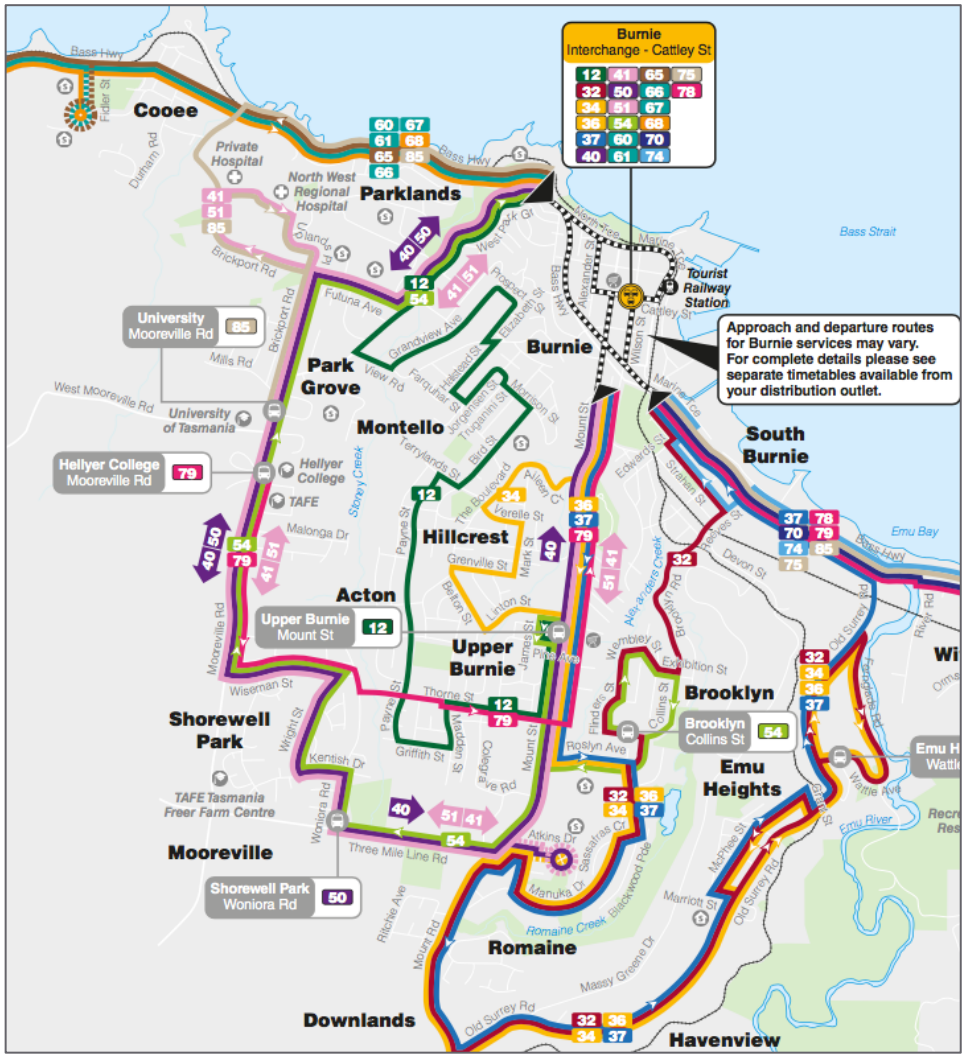
Study Area – Burnie

- 21 Bus Routes
  - Route 67 only runs in school holidays
- Activity Generators
  - Burnie CBD
  - Upper Burnie
  - Somerset
  - University of Tasmania
  - Burnie Hospitals
  - TAFE
  - Schools

Current Burnie Urban Bus Network



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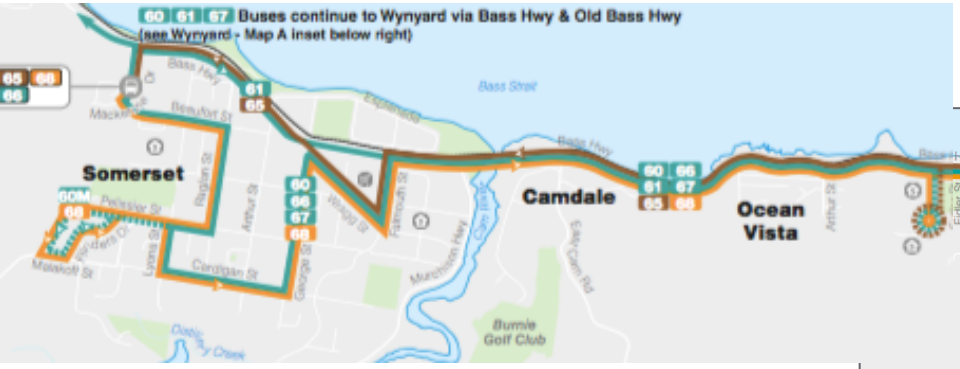
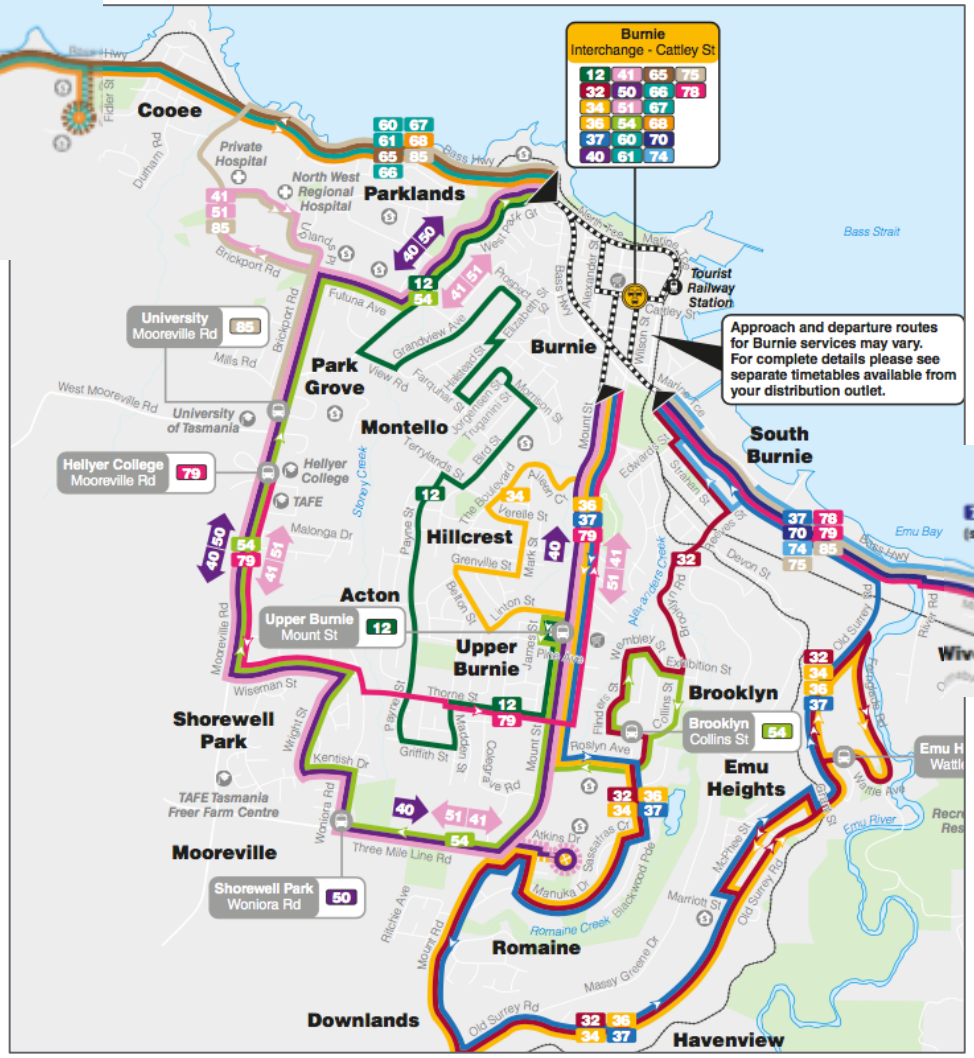
Current Burnie Urban Bus Network





- Activity Generators
  - Burnie CBD
  - Upper Burnie
  - Somerset
  - University of Tasmania
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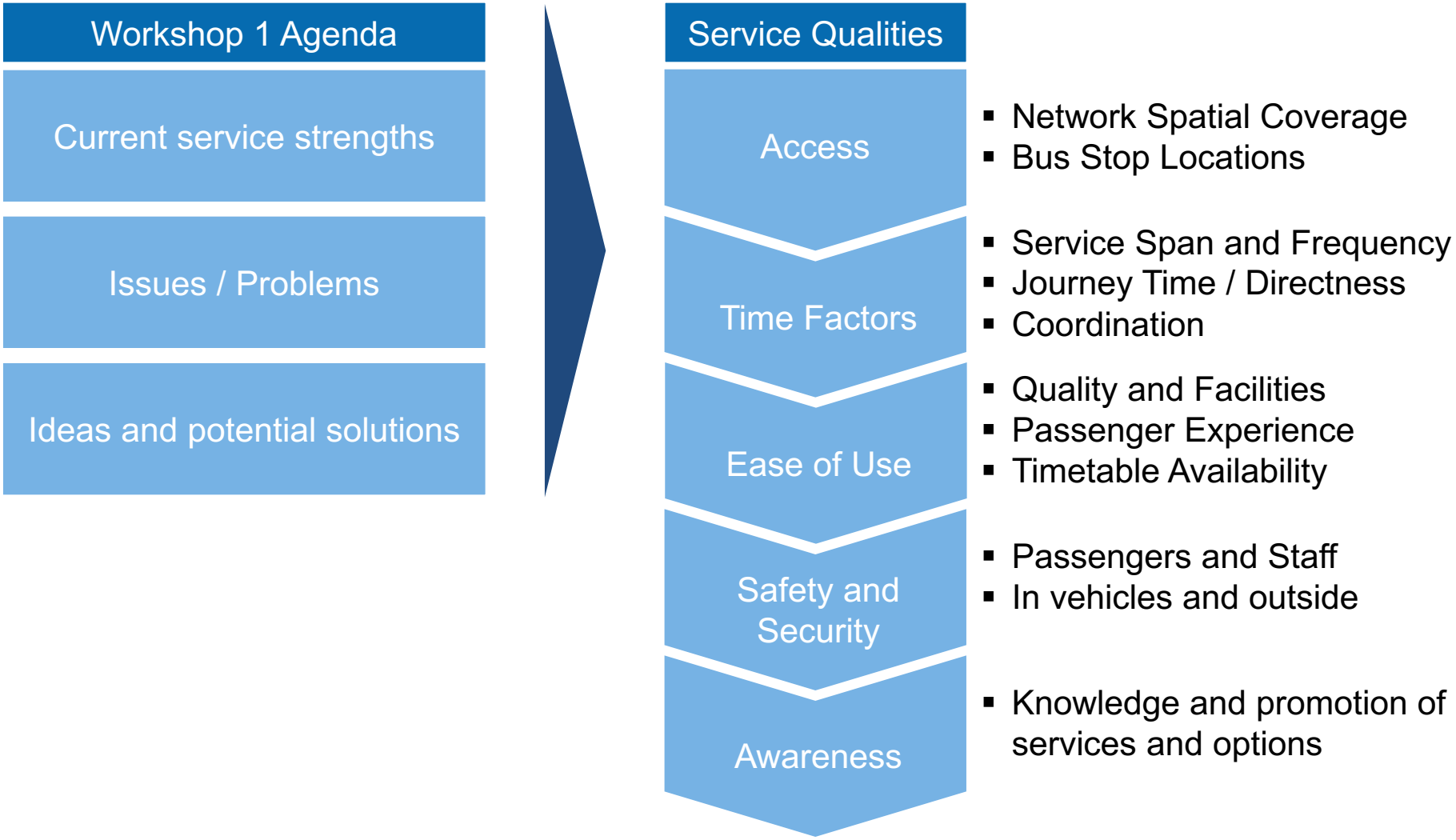
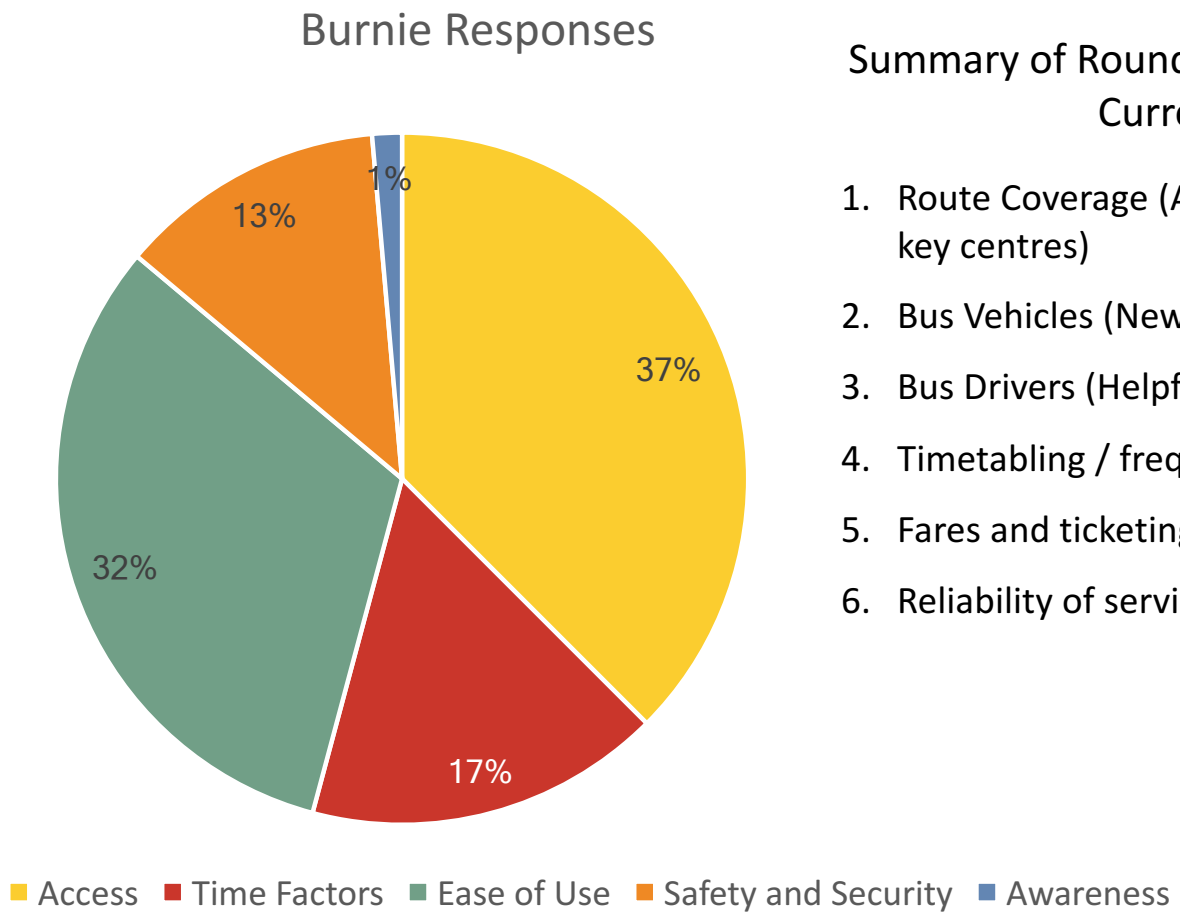
  - TAFE
  - Schools

Members of the public provided around 240 comments at the first Burnie workshop



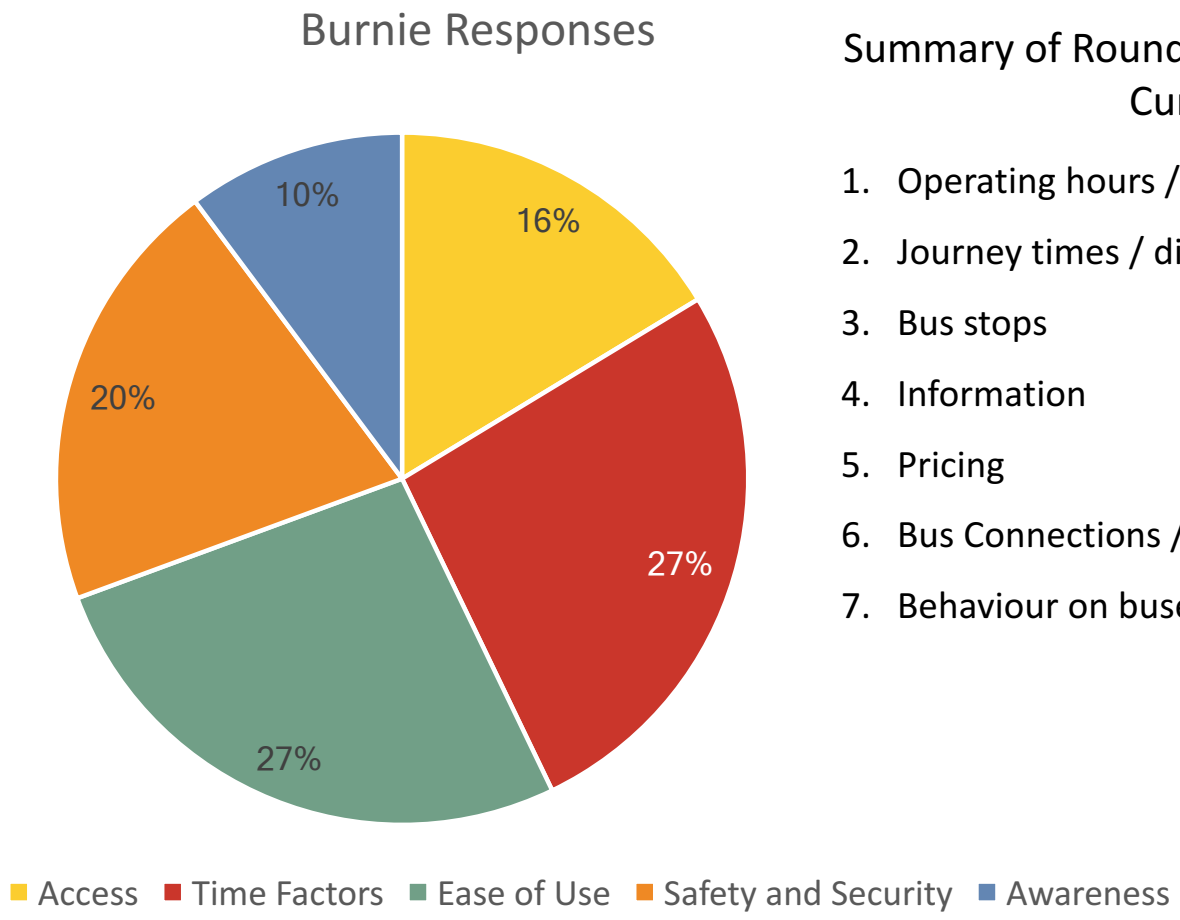
The majority of comments about services strengths focused on positive journey experiences



Summary of Round 1 Community Workshops
Current Strengths

1. Route Coverage (Access between local areas and key centres)
2. Bus Vehicles (New, Clean, Comfortable)
3. Bus Drivers (Helpful, Friendly)
4. Timetabling / frequency
5. Fares and ticketing (Affordable)
6. Reliability of services

The biggest issues included service span, journey times and infrastructure



Summary of Round 1 Community Workshops
Current Issues

1. Operating hours / time span
2. Journey times / directness / multiple deviations
3. Bus stops
4. Information
5. Pricing
6. Bus Connections / links
7. Behaviour on buses and at interchange

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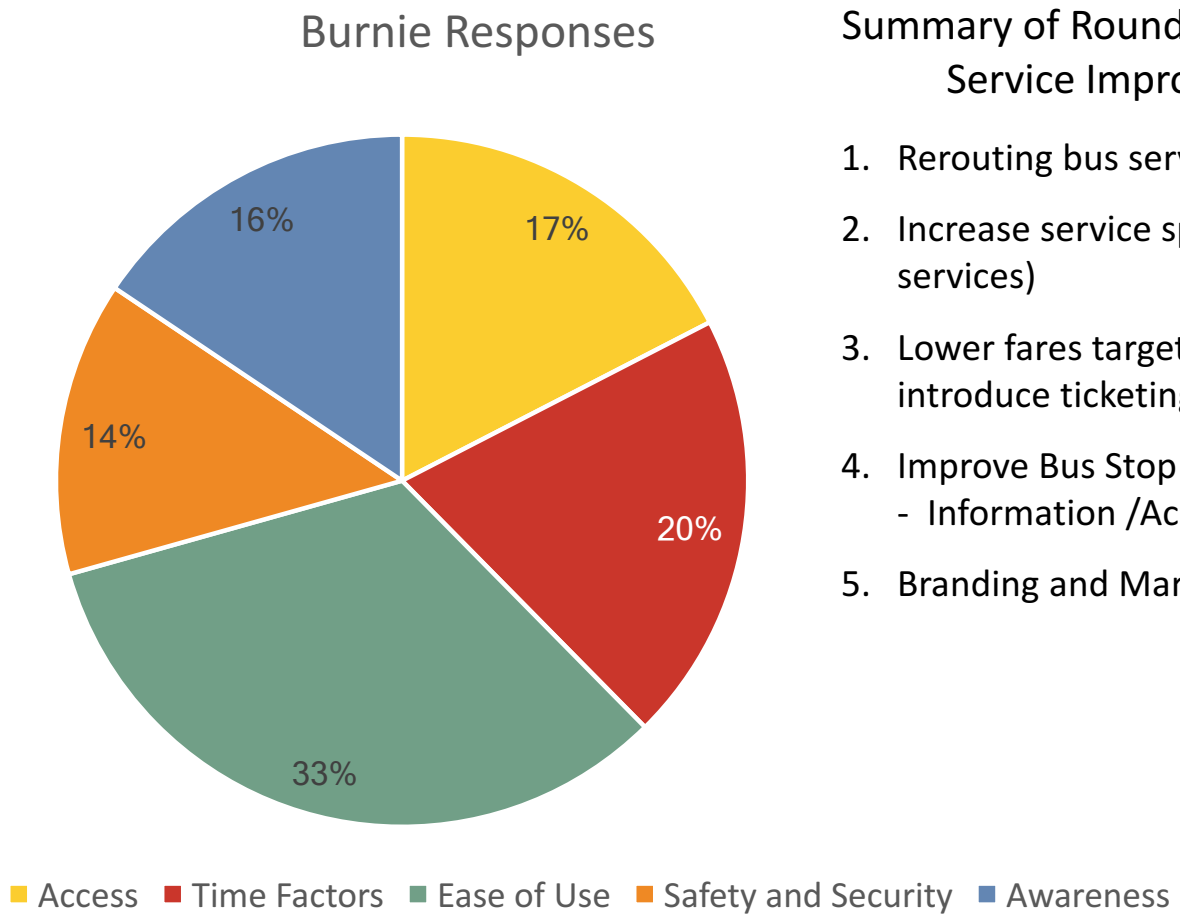
A broad range of service quality improvement options were put forward to address these issues



Summary of Round 1 Community Workshops
Service Improvement Suggestions

1. Rerouting bus services – improve efficiency
2. Increase service span (evening and weekend services)
3. Lower fares targeted at those most in need and introduce ticketing innovation
4. Improve Bus Stop Infrastructure:
   - Information /Access / Shelter
5. Branding and Marketing – raise awareness

Another 6 written submissions raised a number of issues and opportunities

- Submissions closed in early April

Submitters Included:
▪ Local Residents
▪ Burnie Child and Family Centre
▪ Housing Choices Australia
▪ Metro

Suggestions
▪ Improve connectivity
▪ Increase span of hours (evenings and weekends)
▪ Increase frequency on specific routes
▪ New bus stops
▪ Improve ticketing (cost, ticket types, application process)
▪ More accessible bus vehicles (prams)
▪ Improve bus stop facilities (quality of signage, shelter)
▪ Specific route modifications to improve safety and journey times

We also considered relevant strategy documents from local government and key stakeholders

- The draft network is designed to be consistent with these documents, particularly:
  - Utilise the new bus interchange by retaining the focus on CBD connectivity with all routes
  - Retain links to Wynard and Ulverstone for non-resident Burnie workers
  - Supporting new development (including the UTAS site at West Park)

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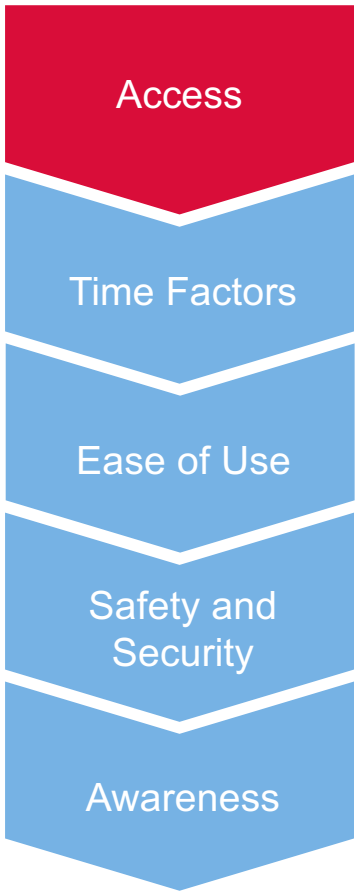
Access is the most important Service Quality Indicator guiding our approach to this workshop



- Network Spatial Coverage
- Bus Stop Locations

- Service Span and Frequency
- Journey Time / Directness
- Coordination

- Quality and Facilities
- Passenger Experience
- Timetable Availability

- Passengers and Staff
- In and out of vehicles

- Knowledge and promotion of services and options

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Access is the highest priority for the Network Review

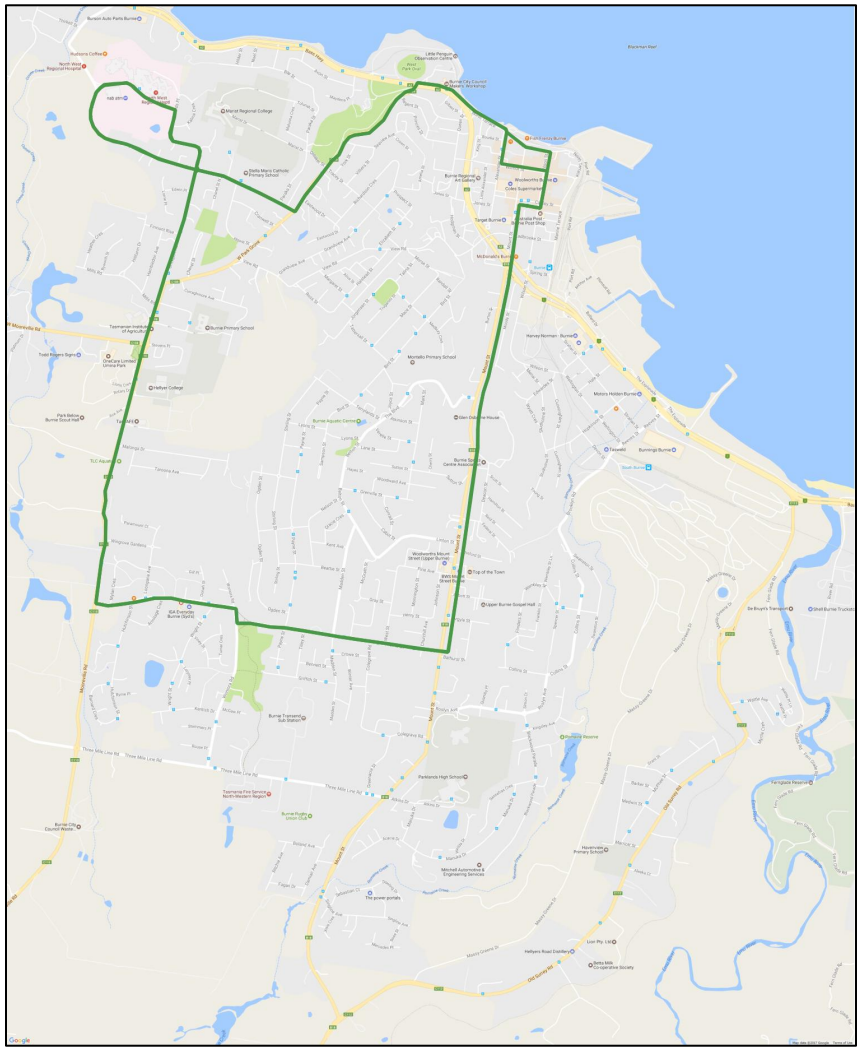
- No-one can catch a service that doesn't exist
- Core Principles
  - 500m buffer covers 90% of residents (easy walk)
  - A simple network is easier to understand
  - People like direct services
  - Services should operate in both directions (not one-way)
  - Clock-face timetable is easiest to understand
  - Frequent (hourly, more in peaks) service in core urban area
- Patronage data and passenger interviews provided an evidence base
- Your views, running times and directness also influenced our thinking
- School services will be considered once the urban network is confirmed
- School deviations are not shown on the following maps

Once the new network has been determined, other Service Qualities will be considered

- Time Factors
  - More services need to operate longer hours and on more days
  - Service frequencies should make co-ordination with other services easier and match patronage demands
- Ease of Use
  - Services must be made easier to use, so that the network is better understood
  - Key improvements are comfort (at stops and on buses) and information at stops
- Safety & Security
  - If actual safety issues exist they must be resolved
  - Perceptions of safety need to be improved
- Awareness
  - State Growth and operators need to make the broader public more aware of services

Draft Network – Burnie – Route ‘A’

- Create a loop route between the Hospital precinct, Shorewell Park, Upper Burnie and the CBD
- Designed to offer a similar service to current route 41 / 51
- Does not run as far south as current 41 / 51 loop services –see route ‘B’ to follow
- Better connectivity along Thorne Street / Wiseman Street



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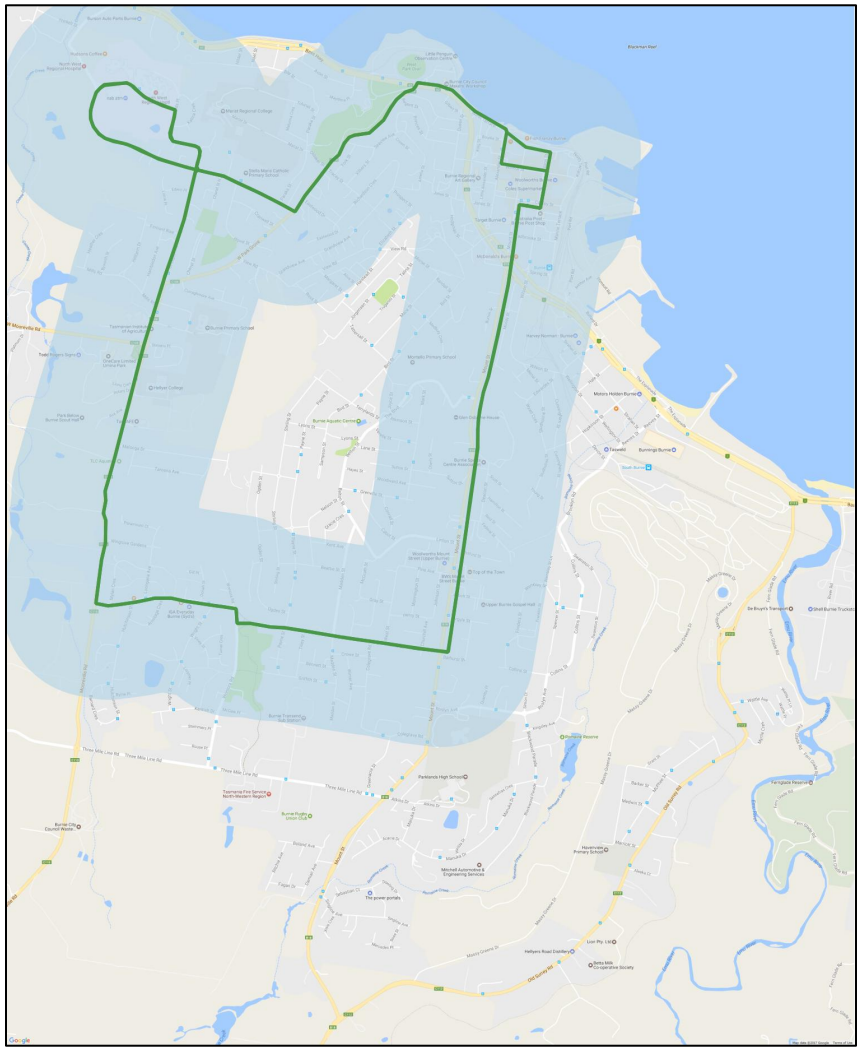
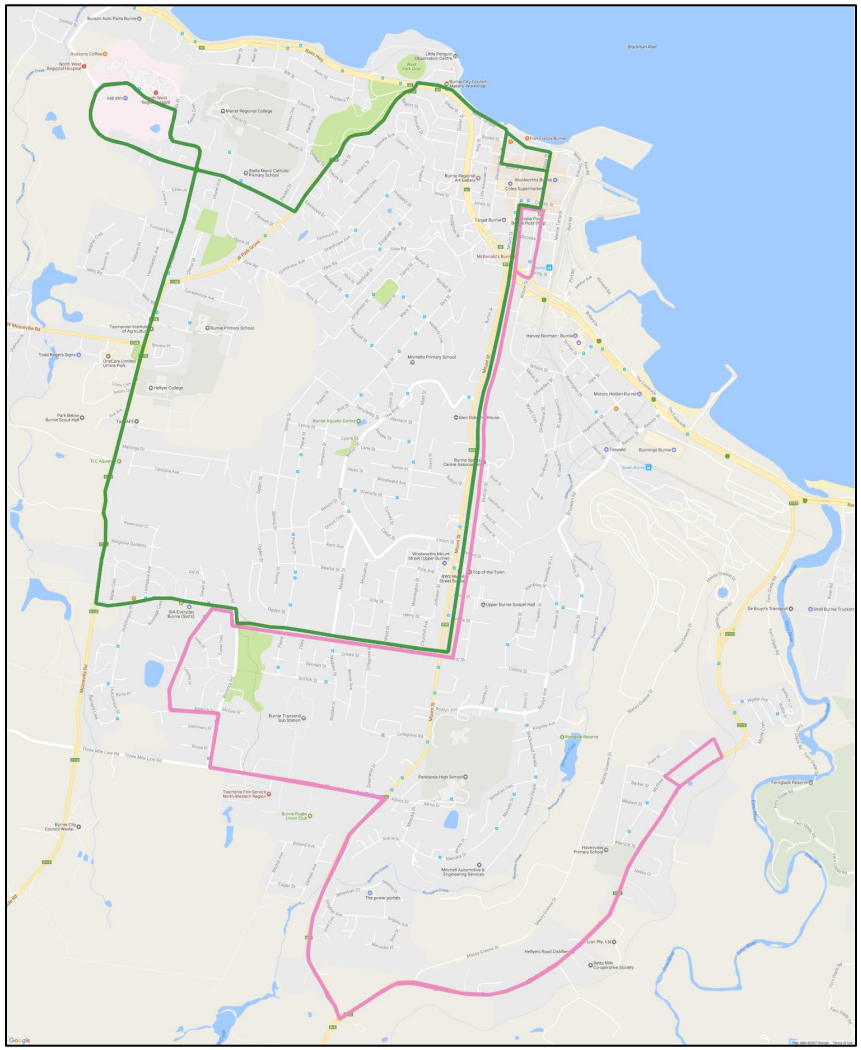


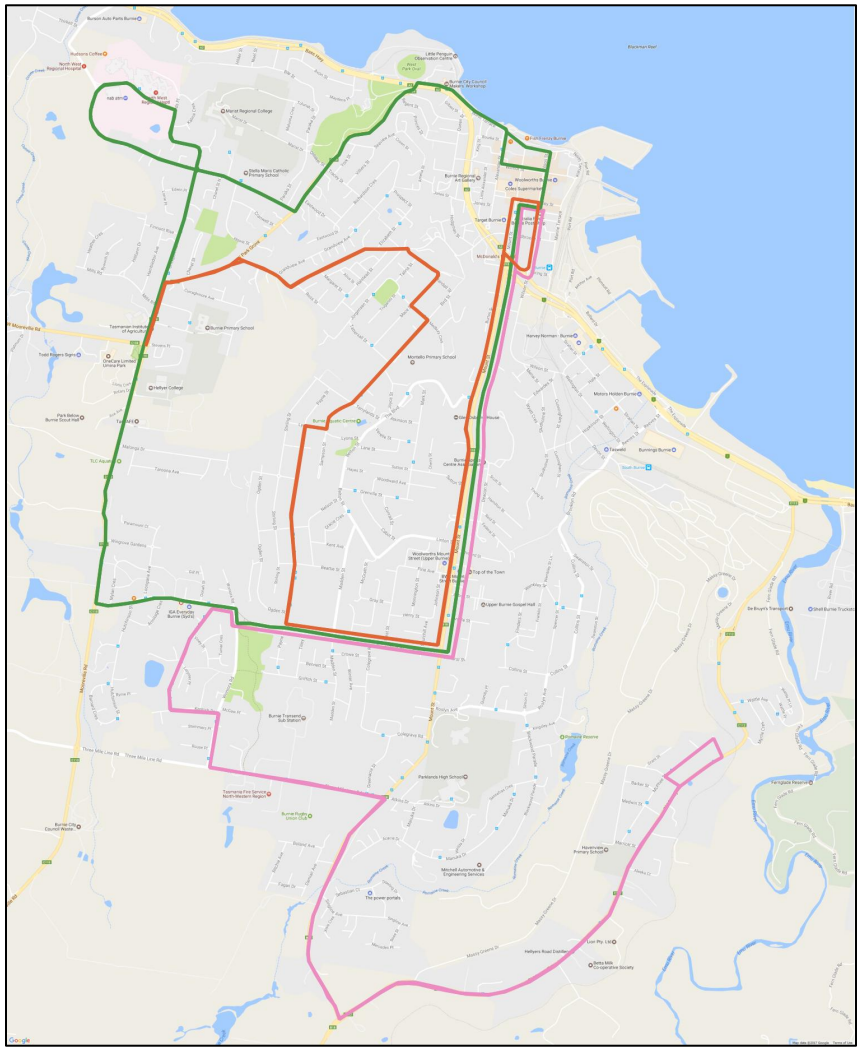
Draft Network – Burnie – Route ‘B’

- Create a route between Havenview and CBD
- South Burnie will be covered by route ‘F’ to follow
- Create coverage through Shorewell Park enabling route ‘A’ to form a smaller and more efficient loop
- Consolidate existing Havenview services for more streamlined service offering
- Reduce the extension of the service to Emu Heights to increase efficiency



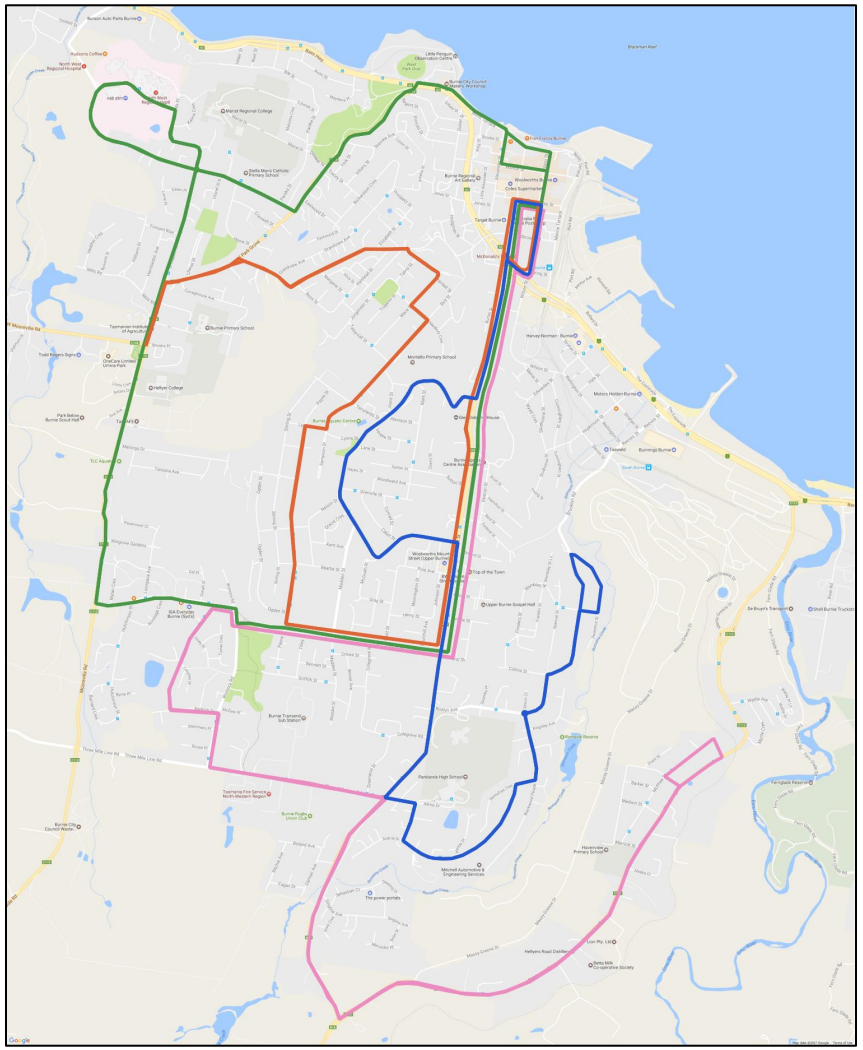
Draft Network – Burnie – Route ‘C’

- Create a route between Montello and the CBD. Travelling to the CBD via Upper Burnie helps strengthen links between Upper Burnie and the CBD (more services)
- A more direct route through Hillcrest / Montello has been chosen compared to current route 12 (without loss of coverage)
- Additional linkages have been developed directly to UTAS and within a short walk of Hellyer College



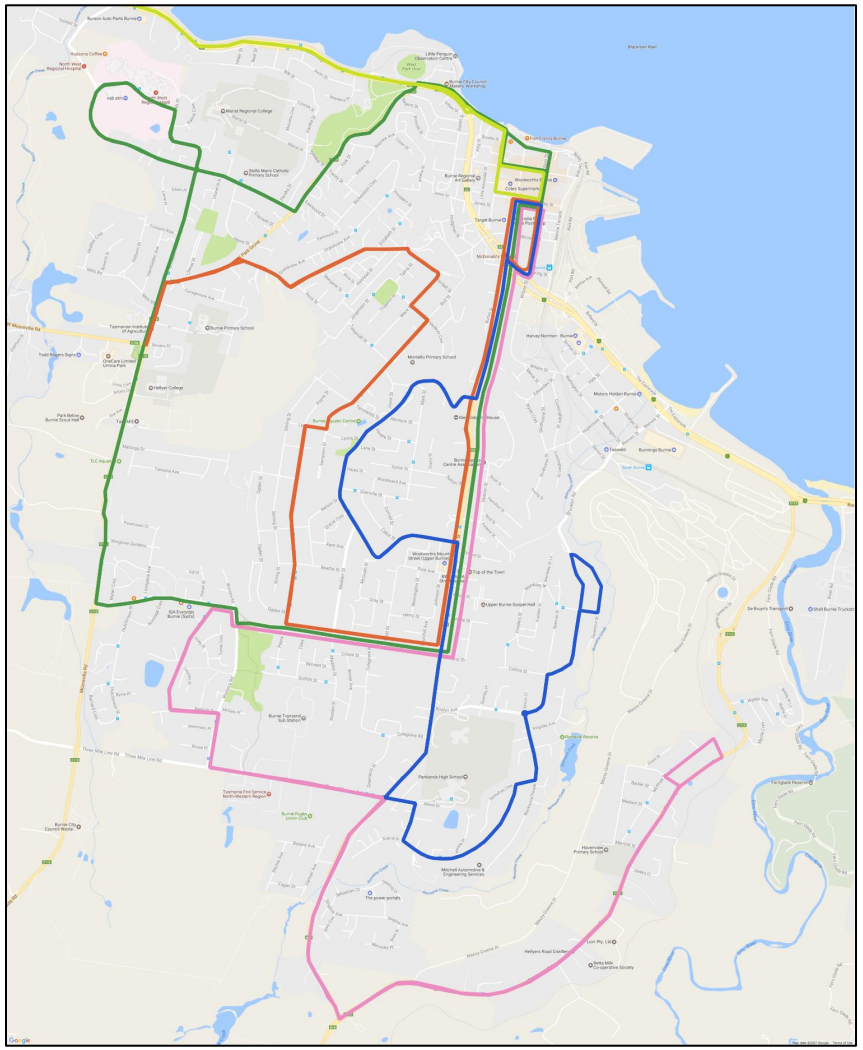
Draft Network – Burnie – Route ‘D’

- Create a route between Brooklyn and CBD. South Burnie will be covered by route ‘F’ to follow
- Consolidate existing Brooklyn services for more streamlined service offering
- Retain current route along Aileen Crescent / The Boulevard given the topography around the escarpment



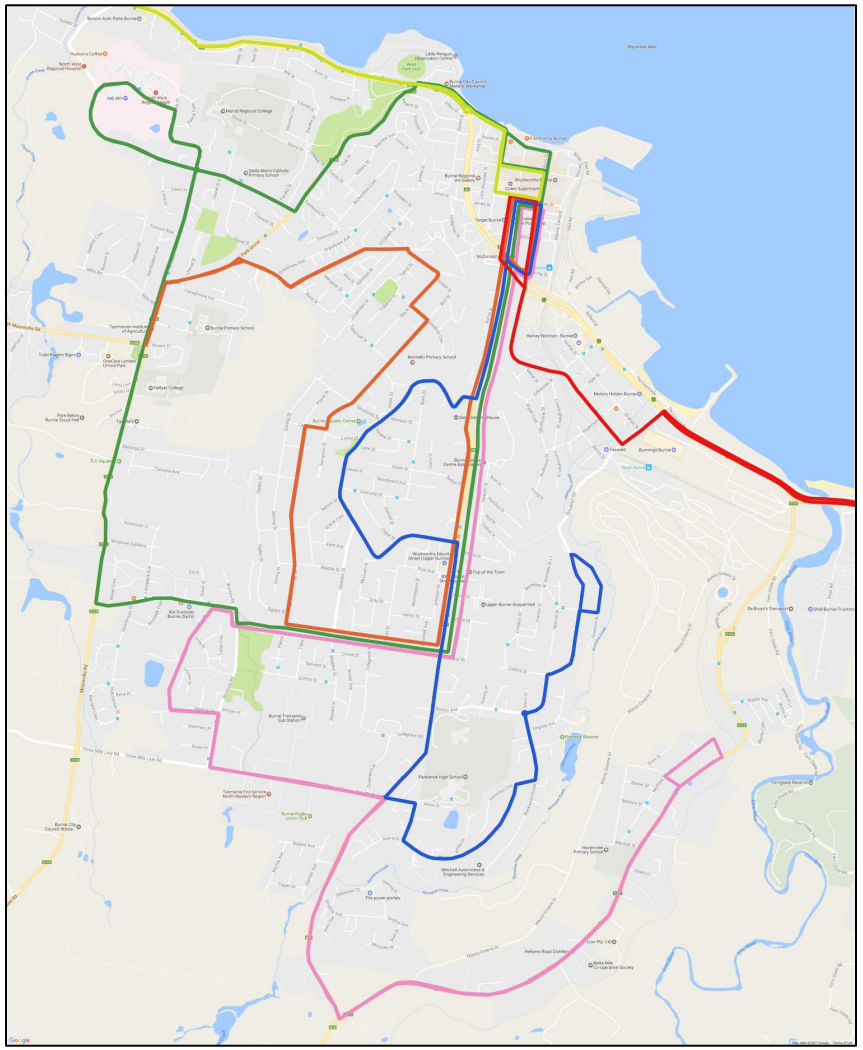
Draft Network – Burnie – Route ‘E’

- Create a route between Wynyard, Somerset and Burnie
- See detail of Wynyard / Somerset in following slides



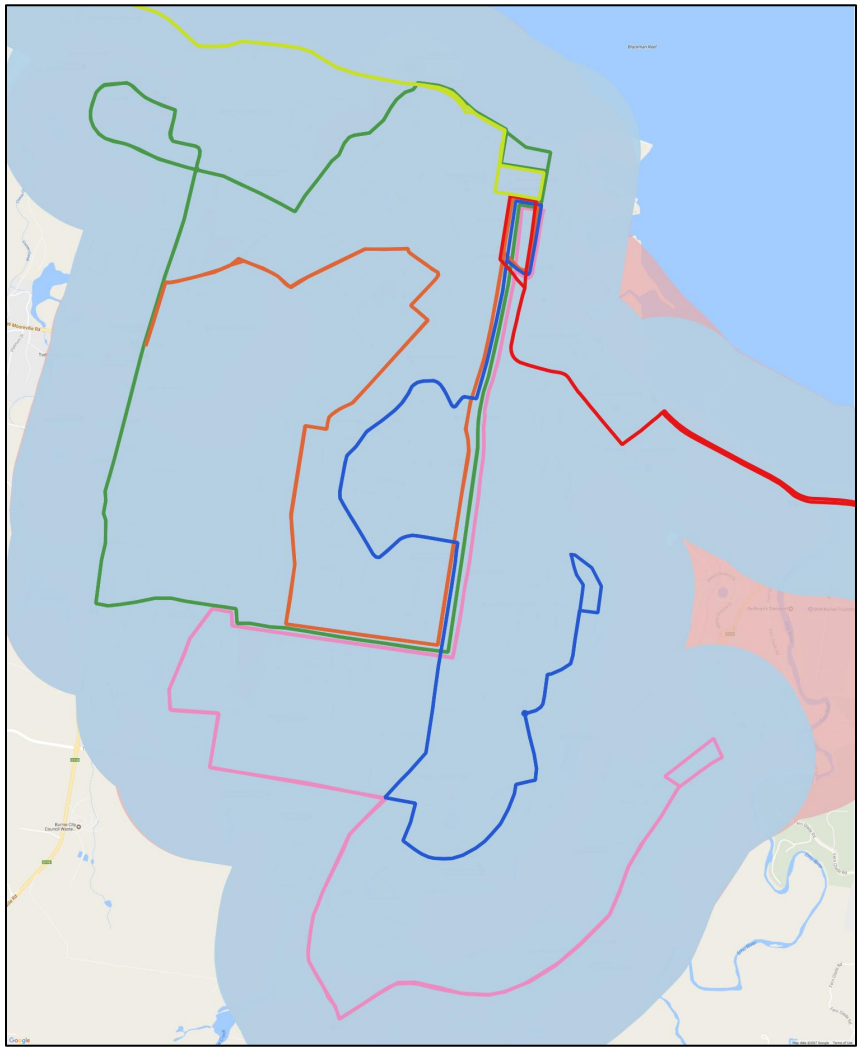
Draft Network – Burnie – Route ‘F’

- Create a route between Burnie and Penguin
- Taking the route through South Burnie allows changes to other routes (‘B’ and ‘D’ to Emu Heights and Brooklyn respectively
- Deeper penetration into South Burnie compared to current routes



Draft Network - Burnie

- The vast majority of service coverage is retained
- Slight loss of coverage in Emu Heights area



Same coverage as existing network

Lost coverage compared to existing network

Draft Network - Somerset

- More direct through West Somerset
- Retain service in Wragg St
- As direct at the road network allows

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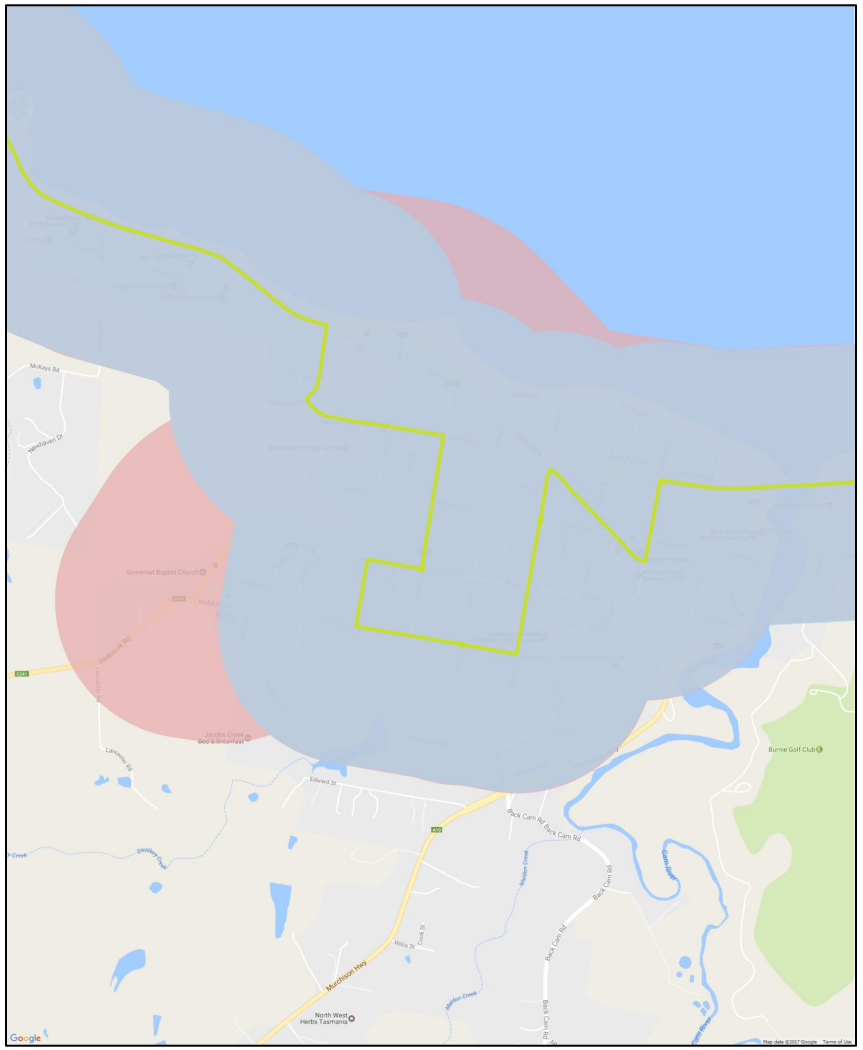
Draft Network - Somerset

- Route efficiency changes result in slight reduction in coverage compared to current network



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Draft Network - Wynyard

- Improved access to Wynyard High School
- Bi-directional route on Saunders St & Gibbons St
- More direct alignment through Wynyard

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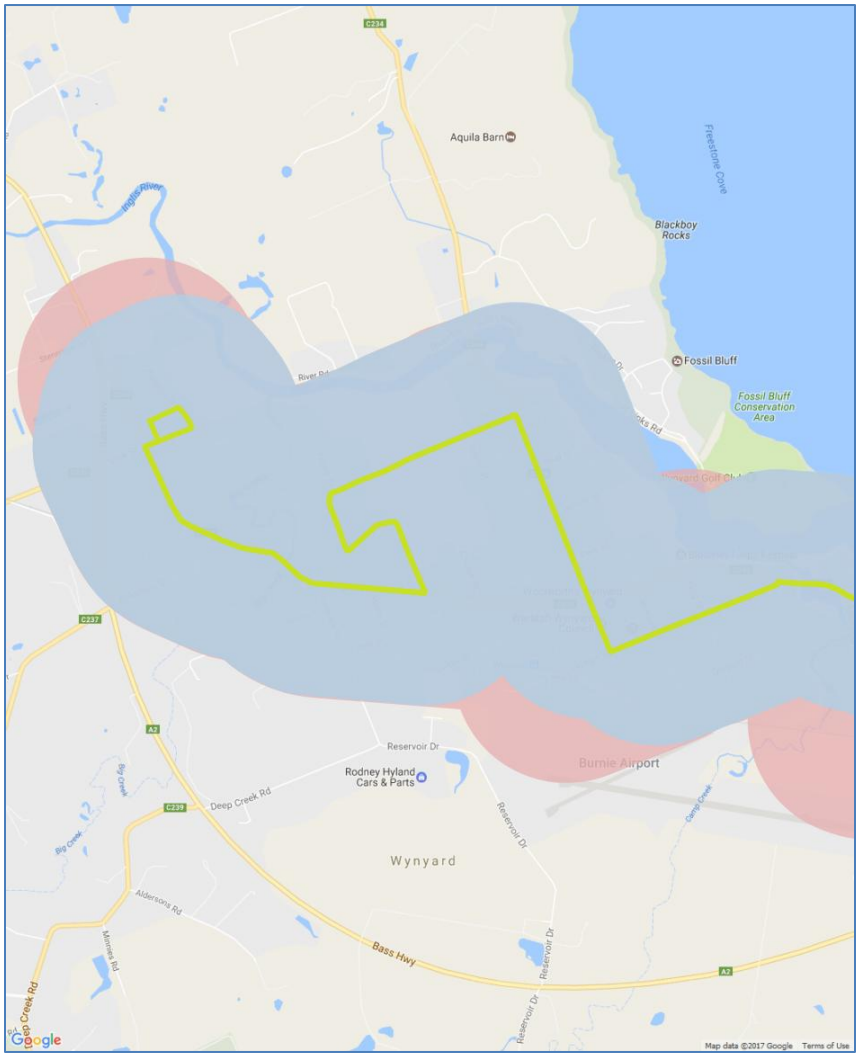
Draft Network - Wynyard

- Route efficiency changes result in slight reduction in coverage compared to current network



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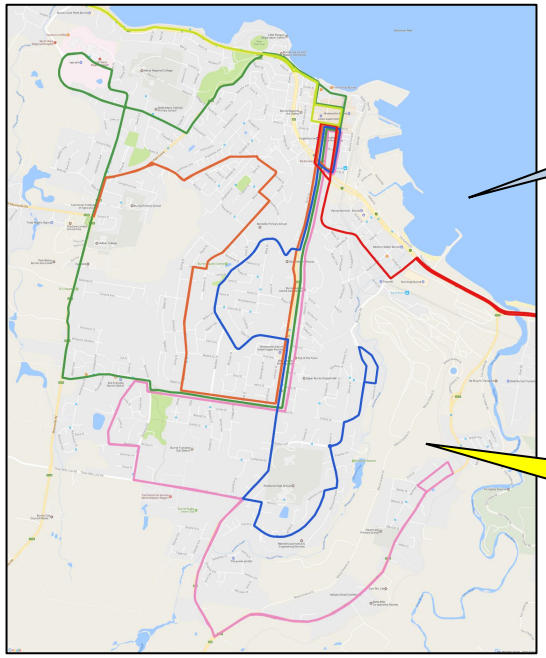
At each table you have a number of ways to provide your thoughts and ideas about the proposed network



Blue Post-it Notes

Tell us what you like about:
- The network as a whole; or
- Specific Routes

This will help us make sure that we keep these good aspects

Yellow Post-it Notes

Suggest any changes to:
- The network as a whole; or
- Specific Routes

Be detailed so we know exactly what you'd like
And don't forget to tell us WHY…

- Flip charts / Wall Posters
- Network attributes
- Coverage
- Links
- Directness
- Specific Routes
- Please write route numbers on your notes (just in case)

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You have

1

minute

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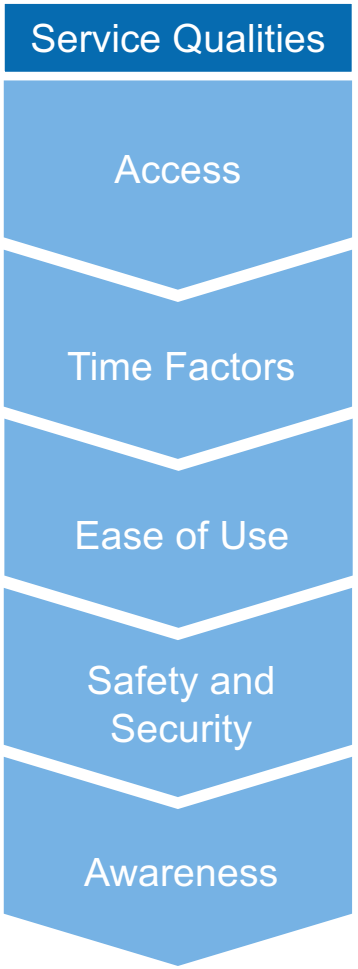
Next Steps

- Phillip Boyle & Associates refine the draft network and consider other key service qualities
- Phillip Boyle & Associates prepare a final report with recommendations in July 2017
- The report will be incorporated into proposals for general access which are being developed for the minister's consideration
- It is expected that the final report will be publically released



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Thank you for sharing your time and views

- We could not review the bus network without your input
- Developing the optimum network is a critical task
- There are many ways to achieve objectives
- There are many considerations that need to be taken into account
- Your views are instrumental in the process

Next Steps

- Any additional submissions can be made before 31st May 2017
  - Email submissions to project2018@stategrowth.tas.gov.au
  - For more information visit transport.tas.gov.au/project2018

- Or post to:
  Department of State Growth
  Burnie Bus Review
  GPO Box 536
  HOBART TAS 7001
- For all queries about the study, please contact Sarah Poortenaar on 03 6166 4473