

North West bus services review

Public consultation report



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Executive summary

The Department of State Growth (State Growth) is currently reviewing general access bus routes and timetables in north west Tasmania including intercity networks (services between Devonport, Launceston and Hobart) as part of a state-wide review of bus services.

As part of the review process, a comprehensive program of public consultation was undertaken for the Burnie and Devonport networks in 2017 and a further broader consultation process occurred in September to October 2019 for all north west and intercity bus networks.

Feedback from the community was sought on proposed timetables and routes for the north west bus network including urban Burnie, urban Devonport and towns and regions in the north west as well as intercity bus services.

A total of 297 responses were received. Of these:

- 61 related to the Burnie urban network.
- 31 related to the Devonport urban network.
- 158 related to the north west regional network.
- 47 related to intercity services.

Additionally, one petition was received from the Oatlands community related to intercity services. Feedback was also received by the Mole Creek community including 24 responses to the Department's transport needs survey and a petition.

State Growth has reviewed all submissions received. This has been a large and complex task, particularly as adjustments to routes and timetables tend to have flow-on impacts for other bus services, staff rosters and bus availability.

The key areas of concern raised by the community related to:

- Proposed route changes in East Wynyard, which meant passengers would need to walk further to bus stops.
- Connections between Penguin and Ulverstone as a result of the Penguin to Burnie service no longer extending to Ulverstone.
- Route changes in Burnie around Shorewell and Three Mile Line Road, which means that passengers would need to walk further to bus stops to get to Mooreville Road schools.

In response to community concerns, the following major changes have been proposed:

- East Wynyard will now be serviced by a smaller deviation into the area to provide better access for East Wynyard residents.
- The Penguin to Burnie service will be extended to Ulverstone to allow better access for Penguin residents to travel to Ulverstone for shopping.
- A student only service will be re-routed along Three Mile Line Road and Woniora Road to enable students living in this area to access schools along the Mooreville Road corridor.

- Timing adjustments have been made for some Wynyrd and Devonport services to better align with work finish times.

A decision about the final route from Sheffield to Devonport will be made in March 2020 as further analysis needs to be undertaken of patronage in the new school year.

Following further consultation with the Mole Creek community, it is proposed that the Mole Creek to Launceston general access service will continue as a school days only general access service. More specific information on this service will be communicated to the Mole Creek community in February 2020.

State Growth will now begin to finalise the new bus network, including making any adjustments to routes and timetables as a result of the agreed changes.

Further adjustments may need to be made to timetables and routes based on scheduling of bus services and rostering of staff.

The new network will be implemented in April 2020.

Background

State Growth is reviewing general access bus routes and timetables in north west Tasmania including intercity networks (services between Devonport, Launceston and Hobart) as part of a state-wide review of bus services.

General access services are services that any member of the public can catch. The review also included some student only services which operate wholly within the Burnie and Devonport urban areas.

The review focused on improving services in areas with higher demand, such as more populated areas with good patronage. These improvements include more services and services operating over a larger part of the day. Many areas will see the introduction of weekend services, particularly on Sundays.

In some cases, there is a need to change a route to improve travel times or make services more efficient – this involves removing deviations, which add travel time to services.

Some areas with low patronage have been identified for modification or a reduction in the number of services.

The proposed changes to the general access network cover:

- Burnie and surrounding towns and regions. This includes Burnie urban services, Wynyard to Burnie via Somerset and Penguin to Burnie services serviced by Metro.
- Devonport and surrounding towns and regions including Devonport urban areas (including Latrobe), Port Sorell, Ulverstone, Turners Beach and Forth. These services are operated by Merseylink.
- Sheffield, which is currently undergoing a tender process to determine who will operate this service.
- Services between Burnie and Devonport which is also undergoing a tender process.
- Smithton to Burnie operated by Redline.
- Intercity services from Devonport to Launceston, Launceston to Hobart serviced by Redline Coaches and Mole Creek to Launceston.

Summary of key changes

Burnie and surrounding towns and regions

The proposed changes for Burnie and surrounding towns include:

- The route through Wynyard and Somerset will be simplified to improve travel times for passengers.
- Overall increase in frequency for Wynyard and Somerset.
- The Burnie network has been simplified to reduce the number of route variations and provide more direct travel.
- The new network provides good coverage of the urban area and provides connections to existing and new attractors such as the Burnie child and family centre and more services via Upper Burnie shopping centre and to the north west regional hospital – attractors are places where people want to go, such as shops, schools and hospitals.
- Many routes in Burnie will have hourly weekday services and provision of new Sunday services.

Devonport and surrounding towns and regions

The proposed changes for Devonport and surrounding towns include:

- Simplifying the Devonport urban network to reduce the number of route variations and provide more direct travel.
- The new network provides good coverage of the urban area and provides connections to existing and new attractors such as Splash, Fourways, Don College, Homemaker centre and the Mersey Community Hospital.
- Key routes in Devonport will have hourly weekday services on both weekdays and Saturdays.
- New Sunday services will now operate on key Devonport routes.
- The temporal span has been expanded during weekdays so that some services finish after 7pm.
- A number of new bus stops and bus stop upgrades will be put in to support the new bus network.

North west regional services

The proposed changes for the north west regional services include:

- New weekend services from Smithton to Burnie.
- New north west express service linking Burnie, Penguin Ulverstone and Devonport.
- Significant increase in frequency between Burnie and Devonport with increased hours of operations.

Intercity services

The intercity services are designed to connect passengers from Hobart through to Devonport. Key improvements include:

- Increase in frequency of services from Devonport to Launceston and Launceston to Hobart.
- New early morning express services from Launceston to Hobart.
- Better connections to Deloraine, Westbury and Carrick to communities.

Mole Creek to Launceston services

The Mole Creek to Launceston service was reviewed as to whether the service continues as a school days only general access service or whether it be changed to a student only service with additional on demand services put in place that might better meet community travel needs.

Following feedback from an online questionnaire and a community forum held on 5 December 2019 which around 30 residents attended, there were split views in the community, but the continuation of a school days only general access service seemed to be the preferred option and is now being pursued.

As adult patronage on this service is very low, we will need to continue to monitor the service to determine its ongoing viability.

Consultation process

Consultation prior to 2019

Since the start of the Bus Services Review in 2016, State Growth has been collecting information from communities on public transport in their local area via the Department's website, telephone and face-to-face discussions.

State Growth also conducted public consultation on the Burnie and Devonport urban networks in 2017 through a series of public workshops in April and May undertaken by Philip Boyle and Associates. These workshops helped shape the Burnie and Devonport urban networks. Further detail on these workshops including a report on the review is available at www.transport.tas.gov.au.

Consultation in September – October 2019

A comprehensive program of consultation was undertaken in the second half of 2019.

The consultation period ran for over a six week period, from 16 September to 27 October 2019, and sought the community's feedback on the proposed north west bus network and the intercity services. It should be noted that the public consultation process was extended beyond this date for one week to give the community more time to comment.

Timetables, maps and background information were published at www.transport.tas.gov.au and feedback was sought by feedback form, email and telephone. A comprehensive communications plan was implemented to invite the community to have their say:

- Public notices, newspaper advertisements and articles in the Advocate, Kentish Voice, Meander Valley Gazette, Latrobe newsletter, Central Coast Voice, Live Well Tasmania newsletter, Circular Head Chronicle and Northern Midlands Courier.
- Radio advertisements.
- Bus posters.
- Making councils aware of the consultation process, including:
 - Meander Valley
 - Latrobe
 - Devonport
 - Kentish
 - Central Coast
 - Burnie
 - Waratah/Wynyard
 - Circular Head
 - Northern Midlands
 - Southern Midlands

- Launceston City Council (re intercity services only)
 - Hobart City Council (re intercity services only).
- Each council was invited to meet for a detailed briefing, or participate in a phone hook-up, which most councils accepted.
- Facebook/web posts by participating councils and community stakeholder groups.
- Informing key stakeholders (including community and advocacy groups) of the consultation. An information sheet about the consultation was provided for sharing by the groups to their networks.
- Emails to 12 State members of parliament in Braddon, Murchison, Mersey, Montgomery and Lyons to inform them of the consultation.
- Fact sheets developed for areas where network changes were anticipated to have the greatest potential impact . This included distributing fact sheets to 3,609 households, as follows:
 - Penguin (434)
 - Ulverstone (2,120)
 - Mole Creek (1,055).
- Mole Creek and Chudleigh residents were asked to fill out an on-line survey of their transport needs. The survey had 24 respondents.
- Community forum with Mole Creek residents to discuss potential service changes and future transport options.
- Public information sessions took place at Ulverstone, Penguin and Turners Beach to inform residents of the proposed changes and to gather feedback from the public.
- Informing schools:
 - General email to the Department of Education, Catholic Education Office and Independent Schools Tasmania to inform them about the consultation.
 - Targeted emails to specific schools about changes to regional services that may impact their students.

Results of consultation

The closing date for public consultation was 27 October 2019. This was extended by one week.

A total of 297 responses were received. Of these, 61 related to the Burnie urban network, 31 related to the Devonport urban network, 158 related to the regional network in the north west, and 47 related to intercity services. Additionally, one petition was received from the Oatlands community relating to intercity services, after public consultation had closed.

85 responses came from areas where fact sheets had been delivered to households, in particular Penguin and Ulverstone where the greatest level of change was occurring. The majority of responses were received via State Growth's 'have your say' web feedback form.

Figure 1 Number of comments for the Burnie network and north west express

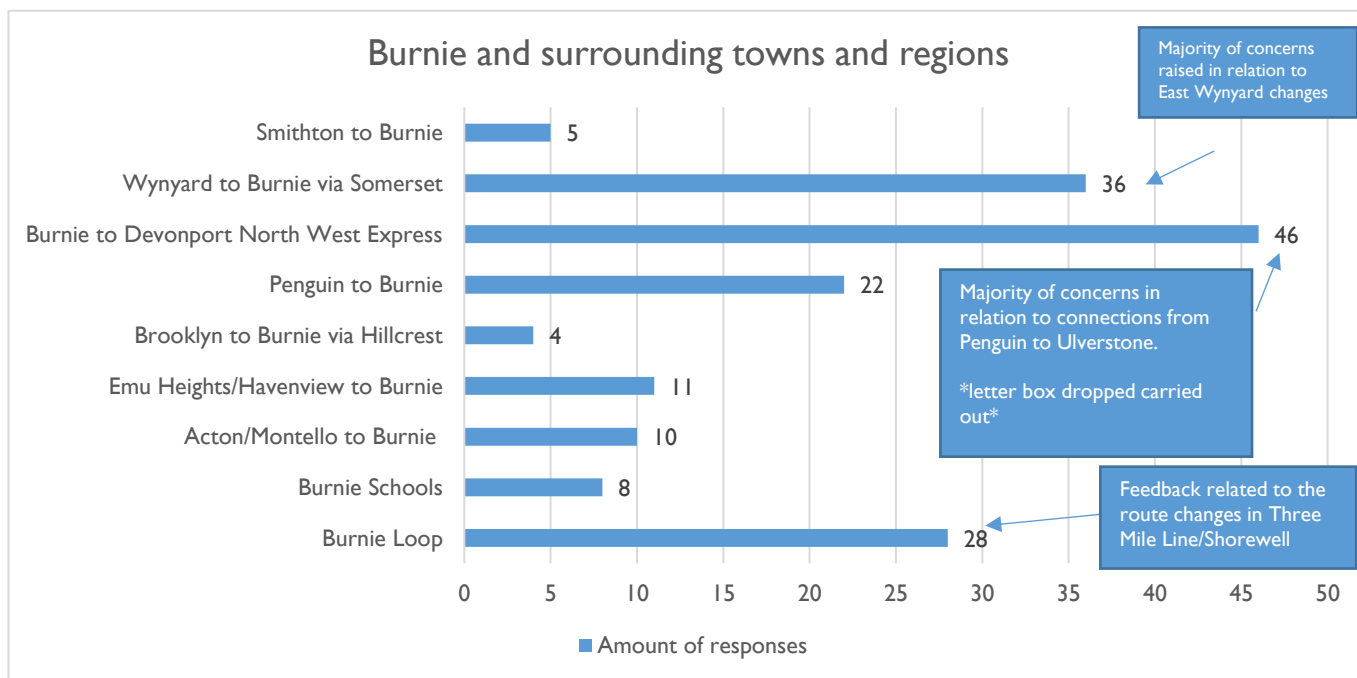


Figure 2 Number of comments for the Devonport network and surrounding towns

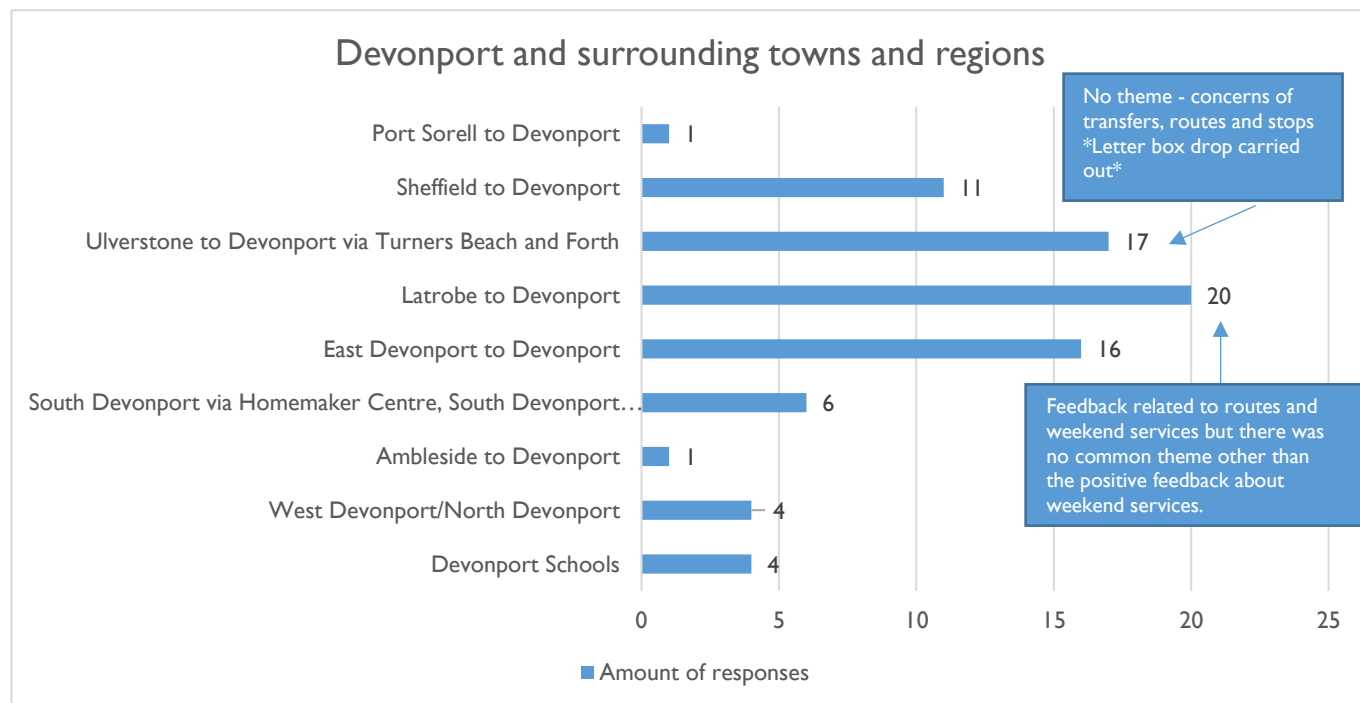
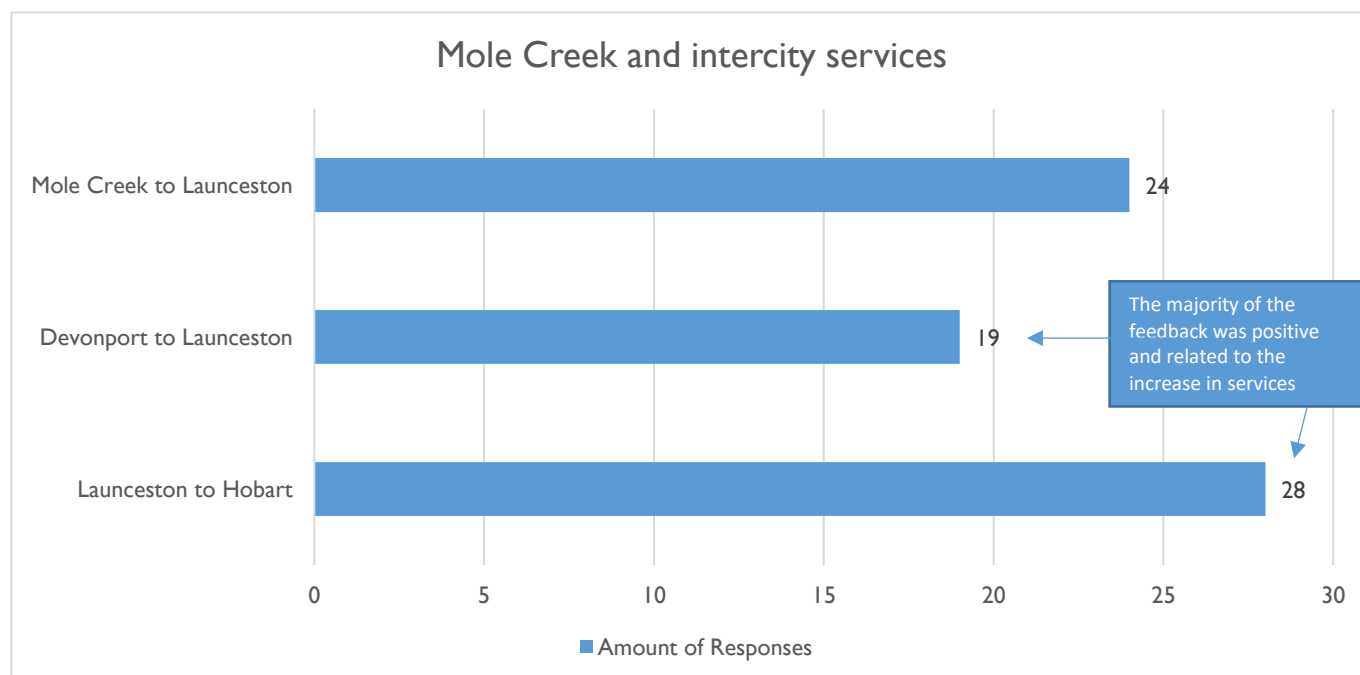


Figure 3 Number of comments for intercity and Mole Creek services



Review of public comments received

State Growth has reviewed all submissions received. This has been a large and complex task, particularly as any adjustments to routes and timetables tend to have flow-on impacts for other bus services, staff rosters and bus availability.

It is also not always possible to change the timetable of services to meet local needs, due to the impacts of changes on other passengers where a bus is providing a number of services on an integrated timetable.

Responses for the north west network and intercity services are outlined below. There were some general comments made in relation to public transport which are captured at the end of this report.

The public comments only include comments which required a response from State Growth. Positive comments have been captured in the above graphs, but have not been captured in the rest of the report as they did not require a response. Comments where interpretation of maps and timetables were incorrect have been addressed directly with representors and have also not been captured in this report.

Urban Burnie

Burnie loop

Number of responses: 28

Key issues raised:

A main concern raised for the Burnie loop service related to students living near Three Mile Line and the surrounding areas not being able to directly access schools in and around Mooreville Road and West Park Grove.

Summary of issues and our response:

Key Points	Our response
Route changes	
Burnie loop no longer travelling via Three Mile Line Road and Woniora Road and these areas will have less access to schools such as Hellyer College, UTAS, TAFE and Marist College and other attractors, such as the hospital.	<p>The proposed route changes mean the current Burnie loop service (routes 40/50) will be shortened to run along Thorne Street to improve travel time and directness for the majority of passengers who use the service.</p> <p>This change does, however, mean that people living along the current route in the Three Mile Line Road area who wish to travel to the current UTAS campus (on Mooreville Road), Hellyer College or the TAFE will need to catch the route 191 service and either interchange at Thorne Street or in the CBD in order to get to these destinations.</p> <p>The public consultation feedback showed a small number of passengers (mainly students) living in this area want a direct route to Hellyer College, TAFE, UTAS and Marist College.</p> <p>In order to meet this student need, State Growth will re-route a school service (route 893, which is currently route 227AM) via Three Mile Line Road, Woniora Road, Kentish Drive and Wright Street, instead of Thorne Street. This service would fill this transport gap for students living along this road.</p> <p>The proposed service (route 191) along Three Mile Line Road will still have a high level of frequency running hourly on weekdays and Saturdays and every second hour on Sundays. This route connects Three Mile Line Road to Upper Burnie and the Burnie CBD.</p>
Fares and ticketing	
Concern new Burnie loop service will be more expensive than existing.	Metro Greencard users will not experience additional costs if needing to transfer to another urban Metro service in Burnie.

Key Points	Our response
	Greencard users are able to transfer between other Metro services for free within 90 minutes from the first boarding.

Emu Heights/Havenview to Burnie

Number of responses: 11

Key issues raised:

There were no common themes raised by the community in respect of Emu Heights/Havenview general access services.

Comments relating to student travel at Havenview Primary School are discussed in the Burnie school network section.

Summary of issues and our response:

Key Points	Our response
Route changes	
<p>Clarification of route at Emu Heights.</p> <p><i>“The map for route 191 is a little confusing. Where does the bus go once it reaches Wattle Avenue.”</i></p> <p><i>“Why are you using Myrtle Crescent as a turn around this is a DANGEROUS intersection to be pulling a bus onto Old Surrey Road and was one of the reasons it had been dropped previously.”</i></p>	<p>Route 191 buses will travel along Wattle Avenue, turn onto Wattle Place and continue onto Wattle Place Lane.</p> <p>A turning circle is to be built on Council-owned land at Wattle Place Lane to allow buses to turn around and start the route again.</p>
<p>Request that the route goes via South Burnie.</p>	<p>The proposed changes provide better access for Havenview/Emu Heights residents to Upper Burnie as this area contains a major supermarket and shops.</p> <p>The route has been designed to allow users to directly access Upper Burnie rather than continuing to Burnie CBD via South Burnie.</p> <p>Research shows that of the two existing services (routes 32 and 34), route 34 attracts more than double the number of passengers per service than route 32, even though it provides a slower trip from Emu Heights to Burnie CBD.</p> <p>Analysis of boardings shows that this is not simply caused by customers travelling between Upper Burnie and Burnie CBD; the largest number of boardings on route 34 are in Havenview/Emu Heights. This would suggest that the linkage to Upper Burnie is more important than travelling via South Burnie.</p> <p>Residents wishing to access South Burnie can travel to Burnie CBD and transfer to the Penguin to Burnie service (route 190).</p>
<p>Request that the route goes via Wivenhoe.</p>	<p>Rerouting the Emu Heights/Havenview service via Wivenhoe would introduce inefficiencies and increase travel time significantly for passengers.</p>

Key Points	Our response
	<p>Wivenhoe is currently serviced via the Penguin to Burnie service (route 190) and under the new network this practice will continue.</p> <p>Residents seeking to access Wivenhoe will be able to travel to Burnie CBD and transfer to the Penguin to Burnie service.</p>
<p>Suggest that routes 191 and 196 be amalgamated.</p> <p><i>“Could the 191 Emu Heights bus detour a bit to the east and take in the 196 Brooklyn route (doubling Brooklyn's service) instead of it detouring West through Shorewell Park.”</i></p>	<p>Amalgamating routes 191 (Emu Heights/Havenview) and 196 (Brooklyn to Burnie via Hillcrest) would result in a very indirect route and a long travel time for passengers.</p> <p>This is likely to discourage bus users and reduce patronage.</p>
Bus stop infrastructure	
<p>Concern that new turning circle at Wattle Place Lane will disadvantage residents of Fernglade Road who use the laneway, and that the Wattle Place Lane turning circle was not the recommended option in the Devonport and Burnie Urban Bus Review Final Report.</p>	<p>Three end-of-route options in Emu Heights were considered in the Devonport and Burnie Urban Bus Review Final Report.</p> <p>After additional work, the option to create a turning circle on Wattle Place Lane was identified as the best option due to infrastructure constraints and topography.</p> <p>The turning circle is to be built on Council-owned land and will include a footpath connecting Wattle Place to Wattle Place Lane and the bus stop.</p> <p>The design ensures that residents can still park their cars by formalising car parking and access to residences. Provision is made for six car parking spaces, including one space reserved for people with disabilities, and two motorcycle spaces.</p> <p>Consultation with adjacent residents indicated that the major concern was retaining access to driveways during construction. A traffic management plan for the construction period will be a requirement of the chosen contractor to ensure that residents continue to have access to driveways.</p>
<p>The bus is mostly used by Parklands High School students travelling short distances and taking up seats in bus.</p>	<p>There are two school orientated services (7:35am and 3:00pm) that both students and adults can use to get to school and into the CBD.</p> <p>Capacity on these services indicates that an additional student only bus is not warranted.</p> <p>It is noted that able passengers are required to give up their seat to passengers, such as older people, people living with a disability and people with small children.</p>

Acton/Montello to Burnie

Number of responses: 10

Key issues raised:

The public comments received related to reduction in services to the area, route changes and request for services to specific locations.

Summary of issues and our response:

Key Points	Our response
Frequency and temporal span of services	
<p>Less services and not as convenient compared to existing service.</p> <p><i>"I have to say the current Montello/Acton service is better than the one proposed for next year especially the weekend service. It looks like I'll just be walking next year. Why would anyone living in Montello walk to Hillcrest to catch a bus into Burnie?"</i></p> <p><i>"Why change something that is completely fine as it is."</i></p>	<p>Research shows that the existing route 12 (Montello to Burnie via Upper Burnie) is one of the lowest patronised routes in the Burnie network and has very long travel times.</p> <p>The route has been changed to provide a more direct service to the CBD, which should encourage more patronage during peak times.</p> <p>Frequency on this route has been reduced due to low patronage and proximity to route 196 (which travels via Hillcrest) and Burnie loop (routes 194 /195) both which have a reasonable level of frequency. Frequency on these routes has been improved in preference to low patronised and longer routes. Research shows that more people are prepared to walk further to access a faster and more frequent service.</p> <p>It is not proposed to service this route on weekends due to the very low patronage and proximity to other routes. Montello passengers have the option of walking to Hillcrest (to the Boulevard) to get weekend services (route 196) and Park Grove passengers can walk to West Park Grove (route 194/195). These routes are mostly within 500m from Montello and Park Grove which is considered an acceptable walking distance.</p>
Route change	
<p>Grandview Avenue, Prospect, Elizabeth, Halstead, Farquhar and Jorgensen Streets have been removed from the route.</p>	<p>The route through Montello/Park Grove has been simplified to be made more direct, to improve travel time for passengers. The current route has very slow travel times which is not attractive for passengers.</p> <p>Passengers living in the Grandview Avenue area are mostly within 500m walking distance to West Park Grove bus stops (routes 193/192) that provide a direct service to Burnie CBD and also to existing bus stops on View Road.</p>

Key Points	Our response
	<p>Halstead, Farquhar and Jorgensen Streets are also within easy walking distance of bus stops on Morrison and Bird Streets.</p> <p>It is acknowledged that the road network at Park Grove and parts of Montello does present some significant constraints for network design and that passengers may need to walk up steep topography to walk to stops. However much of the area on top of the plateau at Montello/Acton is relatively flat.</p> <p>Data indicates that Payne, Terrylands and Bird Streets are all better patronised stops than Jorgensen Street, Halstead Street and Grandview Avenue.</p>
Connections to other areas	
<p>Would like to catch a bus to Burnie CBD and then catch a bus to Devonport to arrive by 9:00am.</p>	<p>It is difficult to cater for everyone's different travel needs. Providing an earlier service would require an additional bus and patronage along this route does not indicate that this service would be viable.</p> <p>Preference has been given to connecting the Burnie loop to the north west express, which would allow for passengers to arrive in Devonport by 8:00am or 9:00am.</p> <p>The best option is to walk to the nearest road that is serviced by the Burnie loop service (routes 194/195) to arrive at Cattley Street at 6:57am or 7:57am, then transfer to either the 7:00am or 8:00am north west express service to Devonport.</p>
<p>No direct services to hospital from Acton.</p>	<p>Routes 192/193 will operate clockwise in the morning and anti-clockwise in the afternoon, and is aimed at getting passengers to and from the Burnie CBD.</p> <p>Passengers will be able to interchange in the Burnie CBD to a Burnie loop service (routes 194/195) to access the North West Regional Hospital.</p> <p>If passengers are able, an option is to walk to the nearest road that is serviced by the Burnie loop service (Thorne Street), which will provide direct and regular access to and from the hospital.</p>
<p>Want to travel between Ulverstone to Acton or Upper Burnie.</p>	<p>The best option is to catch the north west express service from Ulverstone to Burnie CBD. It is then possible to transfer to an Acton/Montello service (routes 192/193) to travel to Acton or any number of buses that travel along Mount Street (routes 191, 194, 195, 196) to Upper Burnie.</p>

Key Points	Our response
Safety	
<p>Concern that View Road does not have safe places for bus stops.</p>	<p>View Road bus stops for services travelling to Burnie CBD will be:</p> <ul style="list-style-type: none"> • 125 View Road (existing) • 53 View Road (existing) • New stop between Ross Street and Margaret Street. <p>View Road bus stops for services travelling from Burnie CBD will be:</p> <ul style="list-style-type: none"> • 126 View Road • 52 View Road • New stop between Ross Street and Margaret Street. <p>These locations are considered safe for passengers and have footpaths.</p>

Brooklyn to Burnie via Hillcrest

Number of responses: 4

Key issues raised:

There were no common themes raised by the community in respect of Brooklyn to Burnie via Hillcrest services due to the low number of comments received.

Summary of issues and our response:

Key Points	Our response
Connections	
Would like to be able to catch a bus to Burnie CBD and then catch a bus to Devonport to arrive by 9:00am.	<p>It is difficult to cater for everyone's travel needs. Providing an earlier service would require an additional bus and patronage along this route does not indicate that this service would be viable.</p> <p>Preference has been given to connecting the Burnie loop to the north west express, which would allow for passengers to arrive in Devonport by 8:00am or 9:00am.</p> <p>The best option is to walk to the nearest road that is serviced by the Burnie loop service (routes 194/195) to arrive at Cattley Street at 6:57am or 7:57am, then transfer to either the 7:00am or 8:00am north west express service to Devonport.</p>
Change to route	
Removing direct commute from home to work and now required to change buses, resulting in being late for work.	<p>We acknowledge that making changes to routes and timetables will have some negative consequences for some bus users.</p> <p>However, overall the majority of bus users will have positive benefits such as improved travel times and directness.</p> <p>It is difficult to cater for everyone's travel needs, and without knowing exact details we are unable to provide alternative travel options.</p>
Safety	
<p>Concern for use of Collins Street.</p> <p><i>"There are NO safe stopping areas on Collins street as it has blind bends and crests after Wembley / Exhibition Streets so why use it."</i></p>	<p>We are investigating a new stop along Collins Street in consultation with Metro and Burnie City Council.</p> <p>Any new stop will need to be assessed based on safety.</p>
Concern about creating a terminus at the intersection of Collins Street and Exhibition Streets.	The terminus of this route is planned to be located at Stop 8 at the corner of Collins Street and Roslyn Avenue. Buses already dwell at Stop 8 as it is a timing point on the existing network.

Key Points	Our response
Brooklyn to South Burnie	
<p>Suggestion that the bus route continue along Brooklyn Road through South Burnie to Burnie CBD, as provided by the existing route 32 service.</p>	<p>The proposed changes provide better access for Brooklyn residents to Upper Burnie, which contains a major supermarket. The route has been designed to allow users to directly access Upper Burnie rather than continuing to Burnie CBD via South Burnie.</p> <p>Connecting Brooklyn to Burnie CBD via Upper Burnie is likely to be of greater use to local residents.</p>

Towns and regions surrounding Burnie

Wynyard to Burnie via Somerset

Number of responses: 36

Key issues raised:

The community raised concerns related to route changes in East Wynyard.

Other commonly themed comments related to requests for services at specific times.

Positive comments were provided for increased Saturday services and the introduction of new Sunday services.

Summary of issues and our response:

Key Points	Our response
Connections	
Would like to continue having the bus that services the existing 12:55pm route 51 (Burnie loop) to Burnie CBD continue as the existing route 60 bus to Somerset.	<p>It is difficult to cater for everyone's travel needs. Bus operators allocate buses to routes based on shifts and bus operation efficiencies.</p> <p>It is matter of coincidence that the existing 12:55pm route 51 bus continues as the existing route 60 bus to Somerset.</p> <p>As the network has been designed to get workers and others to and from the Burnie CBD, bus users that wish to travel beyond the CBD will most likely need to transfer to another service. Passengers can transfer for free within 90 minutes if they have a Greencard.</p>
Transferring to the Hillcrest service (route 196) will require a 48 minute wait.	<p>An attempt has been made to ensure as many bus routes as possible are able to interchange in Burnie. The majority of weekday services from Hillcrest to Burnie then changing to a Wynyard service have a short connection time of seven minutes, however for the instance of a bus user wishing to travel from Wynyard to Hillcrest the interchange wait time can be around 45 minutes.</p> <p>Depending on the final destination and the time wishing to travel, options available are:</p> <ul style="list-style-type: none"> • The 2:14pm service from Wynyard arrives in Burnie around 3:00pm. The next bus to Hillcrest departs Burnie at 3:22pm. • The 4:21pm service from Wynyard arrives in Burnie at 5:07pm. The next bus to Hillcrest departs Burnie at 5:15pm. <p>Other alternatives are:</p>

Key Points	Our response
	<ul style="list-style-type: none"> • Catch an Acton/Montello service (route 192/193) in the CBD and alight along Payne Street to walk to the western section of Hillcrest. • Catch a Burnie loop service (route 194/195) in the CBD and alight along Mount Street to walk to the eastern section of Hillcrest.
Route changes	
<p>Concern about removing East Wynyard from bus route.</p> <p><i>“While I love the services offered on the weekends and to Hobart, the lack of East Wynyard now is an issue for the elderly and the disabled who use this particular route.”</i></p> <p><i>“I think making changes to pre-existing routes is not a great idea, and they should be left as the same route, with the new timetable ideas.”</i></p>	<p>During the consultation period, significant feedback was received about the proposed removal of the deviation via East Wynyard. The proposal to eliminate this deviation was due to low patronage and a drive to create a more direct service and faster travel times.</p> <p>Based on feedback and a further review of patronage data it has been determined that East Wynyard can be serviced by introducing a shorter loop via Martin/Daphne and Lockett Streets. This shorter loop gives East Wynyard residents a similar level of access to the current route and also retains the benefits of faster travel times.</p> <p>This loop will be added to all Wynyard services.</p> <p>There will be a need for a new set of bus stops on Daphne Street to support this change.</p>
<p>Area of Inglis Street no longer serviced between Hales and Austin Streets will disadvantage elderly and those with mobility issues living in this area.</p>	<p>The principles of the new network centre on directness, route consistency and frequency.</p> <p>Currently the route along Hales/Gibbons/Saunders and Austin Streets operates as a one way loop which results in the service running along the portion of Inglis Street between Austin and Hales Street only on trips coming from Burnie.</p> <p>This means passengers for Burnie have to board on outward trips and travel via West Wynyard which increases travel time.</p> <p>The new route will travel along Saunders, Gibbons Street and Hales Streets to service a wider area of customers and reduce duplication.</p>
<p>Question of terminating the route at York Street as no facilities available for passengers or drivers.</p>	<p>The York Street bus stop is currently used as a terminus and the layover time at this location will be two to three minutes before commencing the service to Burnie CBD. Longer layovers are timetabled elsewhere to allow drivers to access facilities.</p>

Key Points	Our response
	A new stop will be installed opposite the existing stop on York Street, which will reduce sight line issues for general traffic.
Request for more direct routes from Wynyard to Burnie.	The population and demand for bus services to and from Burnie is not great enough to justify direct services that do not also provide a service to those residents living in the areas outside of the Wynyard and Somerset town centres.
Timetable changes	
Request that a service be provided that leaves Wynyard after 5:50pm.	<p>Data indicates that the majority of bus users for this route travel from Burnie to Wynyard in the afternoon, and therefore the timetable has been designed to cater for workers in Burnie finishing after 5:00pm.</p> <p>The last service leaves Wynyard at 5:30pm.</p> <p>Overall the temporal span and frequency of Wynyard services to Burnie will increase with provision of hourly services on weekdays and new Sunday services.</p>
Request that the bus stops at Jackson Street, Wynyard around 4:33pm.	In order to cater for workers at Vincent Industries the timetable will be modified to enable workers to catch the service at 4:30pm from Jackson Street. This time better meets their needs.
Request for Sunday services.	Currently there are no Sunday services between Wynyard and Burnie. Service levels will increase to 11 services (to and from Wynyard), which provides a two hourly service on Sundays.
Bus network infrastructure	
Request that all buses stop directly outside Vincent Industries on Jackson Street or a pedestrian crossing be installed.	<p>While it is possible for all buses to stop directly outside Vincent Industries, it will create significant deviations for the route. The objective of the bus review is to develop an efficient bus network that will serve community needs now and into the future. It is not appropriate to introduce a significant deviation to the network if it introduces negative impacts to the timetable.</p> <p>Discussions have occurred with council with regards to constructing a pedestrian crossing at the existing bus stop, however as there is already a crossing at the Jackson/Goldie Street intersection (100m away), an additional crossing is not warranted.</p>

Penguin to Burnie

Number of responses: 22

Key issues raised:

The majority of responses were related to the north west express service and that various areas of Penguin are not able to be serviced by that route, especially with regards to Penguin residents' desire to have better access to Ulverstone.

Summary of issues and our response:

Key Points	Our response
Connections between Penguin and Ulverstone	
<p>People living in Penguin wanted to see more locations throughout Penguin in which they could catch a bus to Ulverstone.</p> <p><i>"Now have no regular bus service that completed the Penguin loop through Mission Hill road to either Burnie or more importantly to Ulverstone other than the express which is some 1.5 kms away - this is the same setup than was in use back in the early 90's this is going to affect a lot of people."</i></p>	<p>The public consultation process indicated that Penguin residents wanted to have better access to Ulverstone, by having a service which stopped at more locations through Penguin and connected to Ulverstone.</p> <p>We looked at changing the north west express route to have more stops in Penguin. However to change the north west express route would result in additional travel time – which would result in additional bus resources being required or having to reduce the frequency. Reducing the frequency and increasing the travel time of services was not considered desirable.</p> <p>The best option is to continue to operate the Penguin to Burnie service onto Ulverstone. Based on this the Penguin route will be extended to Ulverstone (Wongi Lane).</p> <p>The route through Ulverstone will travel along South Road and not deviate into West Ulverstone. West Ulverstone will be serviced by route 180/182, which is part of the Ulverstone to Devonport route. Passengers wishing to access West Ulverstone will need to either walk to/from South Road or transfer in Ulverstone if they want to get to Penguin.</p> <p>The bus route would continue to cover the areas of Penguin that the route currently covers such as Mission Hill Road, Main Road and South Road. This option gives Penguin residents options to go to Ulverstone for shopping and also Ulverstone residents options to travel to more areas of Penguin.</p> <p>Due to the service being extended through to Ulverstone, the route will not be able to travel via the Sports Complex Avenue, instead the service will travel along South Road to Ulverstone. It is not feasible for the Penguin service to travel both via Sports Complex</p>

Key Points	Our response
	<p>Avenue and to Ulverstone as this would add unnecessary travel time for passengers.</p> <p>There would be nine weekday services – five inwards and four outwards – on the Ulverstone/Penguin to Burnie service and four services on Saturday.</p>
<p>Request for a 6:30am service from Ulverstone to Burnie.</p>	<p>As the Penguin to Burnie service will now be extended to Ulverstone, the first Ulverstone service to Burnie will depart at 7:06am getting passengers into Burnie around 8:00am which will cater for people starting work earlier. There is not enough demand to justify an earlier service from Ulverstone to Burnie.</p> <p>The north west express service will leave Devonport at 7:00am to get workers to Burnie by 8:00am. It is also not possible to make this service leave earlier as the same bus that services Devonport to Burnie also services Burnie to Devonport.</p> <p>The 6:00am Burnie service is required as it connects to the intercity service to Launceston at Devonport at 7:15am.</p>
<p>Request to leave from South Road to Ulverstone by 9:00am.</p>	<p>South Road will be serviced by route 190 (Penguin to Burnie, now extended to Ulverstone service). The focus of this service is to get passengers from Ulverstone/Penguin to Burnie in the morning peak rather than getting passengers from Burnie/Penguin to Ulverstone.</p> <p>The best option to get to Ulverstone around 9:00am is to catch the route 190 service at South Road that starts at 7:47am to Preservation Drive/Johnsons Beach. Then walk about 250m to Preservation Drive/Main Road to catch the north west express at 8:18am to arrive in Ulverstone at 8:34 am.</p> <p>Alternatively there will now be a later service on route 190 along South Road at 9:48am which will travel to Ulverstone.</p>
Timetable and frequency	
<p>Concern about frequency of buses from Burnie to Penguin in the afternoon for workers.</p> <p><i>“If you finish work at 4.30pm or 5pm you wait until 5.40pm for a bus home and arrive home after 6pm.”</i></p>	<p>It is difficult to cater for everyone’s different travel patterns.</p> <p>Penguin is to be serviced by route 708 (north west express service) and route 190 (Penguin to Burnie service, which will be extended to Ulverstone). Passengers using the north west express may need to walk further to get home, but this is offset by a quicker trip.</p>

Key Points	Our response
	<p>There are a number of options for workers returning home:</p> <ul style="list-style-type: none"> • 5:15pm (route 708) arriving into Penguin at 5:34pm • 5:40pm (route 190) arriving into Penguin at 6:02pm • 6:16pm (route 708) arriving into Penguin at 6:34pm.
Request to have more frequent services.	<p>The total number of services to Penguin has been increased. Penguin will be serviced by the north west express (route 708) and Penguin to Burnie – extended through to Ulverstone (route 190).</p> <p>Penguin will have:</p> <ul style="list-style-type: none"> • Significant weekday frequency with 35 services per weekday. • Of this, 26 services will be via the new north west express service, which will stop at Preservation Drive. • Penguin will have a significant increase in weekend frequency. • There will be 26 services on Saturday, of this, 22 services will be via the new north west express service, again which will stop at Preservation Drive. • There will be 12 services on Sunday, which will all be on the north west express. Currently there are very few services on Sundays.
Route changes	
Issue that bus will not service Mission Hill Road.	<p>Mission Hill Road will be serviced by route 190.</p> <p>Route 190 will travel clockwise along Rekuna, Epsom and Mission Hill Roads.</p>
Request for bus to service Wivenhoe.	<p>Wivenhoe will be serviced by route 190.</p> <p>Route 190 will exit the Bass Highway onto Main Road to allow passengers to board and alight in Wivenhoe without having to cross the Bass Highway.</p> <p>The majority of employment in Wivenhoe is within 400m of bus stops, which is deemed an acceptable walking distance.</p>
Why does the bus use Wellington and Reeves Streets in South Burnie.	<p>The route has been designed to exit the Bass Highway onto Reeves Street, before approaching the Burnie CBD via Wellington, Wilson and Cattley Streets. This route change provides a good level of coverage for both businesses and residential areas in South Burnie.</p>

Key Points	Our response
Request to service Burnie Men's Shed.	<p>Route 190 will exit the Bass Highway onto Main Road to allow bus users to board and alight in Wivenhoe without having to cross the Bass Highway.</p> <p>The Burnie Men's Shed is about 400m from the nearest bus stop, which is deemed an acceptable walking distance.</p>
Bus stop safety	
Concern about bus stop safety on Sports Complex Avenue and at the bus turnaround at Penguin District School.	<p>Due to the service now being extended through to Ulverstone, the route will not be able to travel via the Sports Complex Avenue, instead the service will travel along South Road to Ulverstone.</p> <p>Safety issues were previously assessed at the Penguin District School and for new bus stop locations along Ironcliffe Road. Both these locations were considered safe for passengers.</p>
Bus stop infrastructure	
No bus stop shelter is provided to those who will need to transfer to north west express service.	<p>New bus stop infrastructure will be constructed at Preservation Drive/Main Road for the north west express service.</p> <p>The new stops will be DDA (Disability Discrimination Act) compliant and both will have bus stop shelters.</p> <p>State Growth can work with bus operators and Central Coast Council to determine if there is a need for more bus shelters based on patronage across the Penguin network.</p>

Burnie school network

General access and school bus only services

Number of responses: 8

Key issues raised:

Most of the issues raised included how students would travel to and from school under the proposed new school and general access network.

Summary of issues and our response:

Key Points	Our response
Burnie loop	
<p>There needs to be services from Somerset to Hellyer College for 8:50am start time.</p> <p><i>“Doesn't help people coming from Somerset that need to get to Hellyer College before school starts at 8:50.”</i></p>	<p>Students in Somerset will be able to arrive at Hellyer College in time for school to start at 8:50am under the new network.</p> <p>The best option is to catch the route 197 at 7:53am from Mackenzie Drive/Oak Avenue, Somerset to Cattley Street (Burnie CBD), arriving at 8:23am. Then changing to either:</p> <ul style="list-style-type: none"> • Route 195: 8:28am service, arriving Hellyer College at 8:41am • Route 194: 8:31am service, arriving Hellyer College at 8:43am. <p>There is also a Crown Motors school bus service from Wynyard which travels through Somerset (stopping on the Bass Highway) at 8:18am and arrives at Hellyer at 8:35am which students can catch.</p>
<p>Burnie loop no longer travelling via Three Mile Line Road and Woniora Road and these areas will have less access to schools such as Hellyer College, UTAS, TAFE and Marist Regional College and other attractors.</p>	<p>As outlined previously in order to meet student need along this section, State Growth will re-route a school service (route 893, which is currently route 227AM) via Three Mile Line Road, Woniora Road, Kentish Drive and Wright Street, instead of Thorne Street. This service would fill this transport gap for students living along this road.</p>
Acton/Montello	
<p>Concern about students living in Montello being required to walk further to access bus routes.</p>	<p>Some students will need to walk further to access bus routes to school under the new network. Student only services have been provided where high demand is present, and modifications to routes have been made to cater for students where efficient and practical.</p>

Key Points	Our response
	<p>Depending on place of residence and school attending, students will either be able to:</p> <ul style="list-style-type: none"> • Walk to West Park Grove to catch a route 195 service to schools along Mooreville Road or catch a route 194 /195 service to either Cattley Street or Mount Street and change to route 196 to Parklands High School • Walk to Mount Street to catch a route 194 service to schools along Mooreville Road or catch a route 196 service to Parklands High School • Walk to Thorne Street to catch a route 194 service to schools along Mooreville Road or catch a route 191 or 195 service to Mount Street and change to route 196 to Parklands High School. <p>Students are expected to be capable of independent travel on buses. It is ultimately the responsibility of parents to ensure the safety of their children getting to and from a bus stop and whilst waiting for buses.</p> <p>Parents will need to make an assessment about their child's ability to get safely to and from the stop. If parents believe it is not possible, the parent may need to transport their child to the stop or make alternative arrangements.</p>
Brooklyn to Burnie	
<p>Concern about removal of route 54, especially for students.</p>	<p>The current route 54 will be changed. Passengers from Brooklyn can catch route 196, which travels via Upper Burnie and Hillcrest to Burnie CBD.</p> <p>The area of Brooklyn will continue to be serviced in order for students to access schools. For students needing to travel to Hellyer College or Marist College, they will be able to catch route 196 (service starting at 7:53am) to Cattley Street and change to route 195 to arrive before school starts.</p> <p>Provision has been made for students attending schools out of area through transfers, however it is not always possible to provide direct routes for all out of area students on the general access bus network.</p>
Emu Heights	
<p>Havenview Primary School students will have to wait 48 minutes in the afternoon after school is finished to travel to the Burnie CBD</p>	<p>We acknowledge that not all changes to routes and timetables will be able to cater for all student movements.</p>

Key Points	Our response
	<p>The existing route has a 3:14pm bus that provides direct access to Burnie CBD from Havenview. Under the new timetable the service will depart Havenview Primary School at 3:23pm, which is 10 minutes later than current. This service will travel via Upper Burnie before travelling to the Burnie CBD.</p> <p>It is not feasible to move the general access service to arrive at Havenview Primary School earlier as the service also deviates into Parklands High School which adds some extra time to the trip.</p> <p>Analysis of passenger boardings and observations on-board the bus indicated that the number of Havenview Primary School students using the bus is very low – around two to four students.</p> <p>It was also found that at least three students were getting off in the Burnie CBD, with one transferring to the Acton/Montello bus. It should be noted that Acton/Montello is not within the home area for Havenview Primary School.</p> <p>School services are provided where high demand is present, and modifications to routes have been made to cater for students where efficient and practicable. However, for this instance, a specific school service bus will not be provided.</p>
Request for direct school bus from Wivenhoe to Havenview Primary School.	<p>Data indicates that the number of Havenview Primary School students living in Wivenhoe is low and therefore does not warrant a direct school bus.</p> <p>The area is currently not serviced by a school bus.</p> <p>The best option is to catch the Penguin to Burnie bus (route 190) bus (leaving Wivenhoe at 7:49am) to Cattley Street (arriving at 7:57am), then change to route 191 (Emu Heights/Havenview) (leaving at 8:05am), arriving at Havenview Primary School at 8:26am.</p> <p>There are options to interchange in Burnie CBD to return home in the afternoon, however we acknowledge there may be long wait times for students.</p>
Request for direct school bus from Wivenhoe to Parklands High School.	<p>Data indicates that the number of Parklands High School students living in Wivenhoe is very low and therefore does not warrant a direct school bus.</p> <p>The best option is to catch the route 190 bus service (leaving Wivenhoe at 7:49am) to Cattley Street (arriving at 7:57am), then change to route 191 leaving</p>

Key Points	Our response
	<p>(leaving at 8:05am), arriving at arriving Parklands High School at 8:19 am.</p> <p>It is acknowledged that in order for students to get home they will have a long travel time. The only option it to catch the Emu Heights/Havenview bus (route 191) at 3:17pm, and interchange at Burnie CBD at 4:20pm onto the Penguin to Burnie bus (route 190) which travels via Wivenhoe Main Road.</p>
Penguin to Burnie	
<p>The bus service takes one hour for students to travel from Penguin to Burnie schools, especially to Hellyer College.</p>	<p>Students travelling from Penguin to Burnie schools on general access services have a choice of either catching a route 190 bus at 7:21am or 7:47am. Students will need to transfer in Burnie to catch services to Hellyer College or to other schools.</p> <p>Hellyer students can catch route 190 at Penguin arriving at 8:24am and then change to the proposed 195 bus service leaving at 8:27am.</p> <p>Students travelling back to Penguin will be able to catch the 195 bus service (leaving Hellyer College at 3:25pm) to Cattley Street (arriving at 3:35pm) and then change to route 190 bus service leaving at 3:40pm.</p> <p>Depending on where you live in Penguin, travel through to Hellyer College takes around 35 to 50 minutes. Transfer times have been minimised to cater for through movements (i.e. travelling through Burnie).</p> <p>For students travelling to Marist Regional College and Stella Marist there is a school bus departing Penguin at 7:50am (operated by Russell Kerger) which travels through Penguin to get to these schools around 8:30am. This trip takes 40 minutes. There is a return service in the afternoon departing schools at 3:00pm.</p> <p>There is also another school bus (also operated by Russell Kerger) which leaves Penguin at 7:30am which travels to Marist Regional College and Hellyer College. This service gets to Hellyer at 8:35am and returns to Penguin in the afternoon. This service takes over an hour.</p>

Key Points	Our response
<p>Wynyard to Burnie via Somerset</p> <p>The existing (i.e. old) school route does not allow students to transfer to another bus to arrive at Marist Regional College before school starts.</p>	<p>State Growth contracts a number of dedicated school buses from Wynyard to Marist Regional College.</p> <p>These options are:</p> <ul style="list-style-type: none"> • Crawn Motors travels through Wynyard around 7:50am and arrives at Marist Regional College at 8:30am. The afternoon service leaves Marist Regional College at 3:05pm and travels through Wynyard around 3:20pm. • Wynyard Bus Lines leaves Wynyard around 8:00am and arrives at Marist Regional College at 8:35am. The afternoon service leaves Marist Regional College at 3:10pm and travels through Wynyard around 3:30pm. <p>There is also an option to use the Wynyard to Burnie general access services:</p> <ul style="list-style-type: none"> • Students can catch route 197 service leaving Wynyard at 7:12am, arriving into Cattley Street at 7:51am. Then change to route 195 service leaving at 8:02am, arriving at Futuna Avenue about 8:08am and walk to Marist Regional College.
<p>There needs to be services from Somerset to Hellyer College for 8:50am start time.</p> <p><i>“Doesn't help people coming from Somerset that need to get to Hellyer College before school starts at 8:50.”</i></p>	<p>Students in Somerset will be able to arrive at Hellyer College in time for school to start at 8:50am under the new network.</p> <p>The best option is to catch the route 197 at 7:53am from Mackenzie Drive/Oak Avenue, Somerset to Cattley Street (Burnie CBD), arriving at 8:23am. Then changing to either:</p> <ul style="list-style-type: none"> • Route 195: 8:28am service, arriving Hellyer College at 8:41am • Route 194: 8:31am service, arriving Hellyer College at 8:43am. <p>There are also some school services from Wynyard to Burnie which students can catch which stop on the Bass Highway that students can catch.</p>
<p>Will Malakoff Street in Somerset be serviced for students?</p>	<p>A specific morning school service will be provided by route 197.</p> <p>On school days the service will continue to travel via Malakoff Street, and will also service Burnie High School.</p>

Key Points	Our response
Student transfers	
<p>Students should not be required to transfer onto other buses and no school bus services should be removed.</p>	<p>Students are expected to be capable of independent travel on buses, including transfers onto other buses. Especially if students are travelling out of their home area or are high school or college students.</p> <p>It is ultimately the responsibility of parents to ensure the safety of their children getting to and from a bus stop and whilst waiting for buses.</p> <p>Direct school services have been provided where high demand is present, and modifications to routes have been made to cater for students where efficient and practicable.</p> <p>Data indicates that some existing school buses have very low patronage. Therefore, where services have had very low patronage they have been removed and an attempt has been made to provide alternative routes for students to travel to school using the general access network.</p> <p>As general access bus routes are designed to cater for workers and shoppers, it is not always possible to provide direct services to schools and some students may need to walk further to get to and from school or transfer from one bus to another.</p>
<p>Student boarders that live in Devonport unable to catch bus to Burnie at the time school finishes.</p>	<p>The north west express timetable is designed to operate hourly 'on the hour' with a consistent clock face timetable to make it easier for passengers to remember the timetable. Moving the 3:00pm or 4:00pm service from Devonport to match school finish times is not supported as it would mean impacting on the hourly timetable for this service.</p>

Urban Devonport

West Devonport/North Devonport

Number of responses: 4

Key issues raised:

There were no common themes raised by the community in respect of West Devonport / North Devonport services due to the low number of comments received.

Summary of issues and our response:

Key Points	Our response
Route change	
Concern that the routes will no longer service areas that currently have bus stops and bus services.	<p>The guiding principle for routes 170/171 is to provide a fast and efficient connection between Don College and Rooke Street by significantly straightening out the route.</p> <p>By having the bus travel via Best and James Streets this maximises the coverage of the urban area with most houses being within 400m walking distance of the route. Data indicates that more people are prepared to walk further to access a faster and more frequent service.</p> <p>The use of Best Street maximises access to the Fourways as well as CBD attractors.</p> <p>The use of James Street allows the northern section of Devonport to be well serviced.</p> <p>New bus stops will be provided along James Street, to reduce walking distances from surrounding streets, near the intersections of Nixon and William Streets.</p>
Access to destinations	
<p>The route should service the bluff.</p> <p><i>“Concern that the new route for this service does not include the bluff which is a major tourist attraction for Devonport and does not allow visitors access without the use of private car.”</i></p>	<p>As noted above, the network has led to a design which improves the directness of travel for residents seeking to travel to work or education rather than for recreation.</p> <p>Creating higher frequency, more direct and faster routes will encourage more people to use public transport.</p> <p>New bus stops will be constructed at James Street near the intersection of William Street. This will mean that attractors at the bluff such as the playground and the surf lifesaving club are around a 620m walk which is around an eight to 10 minute walk. This is considered acceptable, given the terrain is flat.</p>

Key Points	Our response
	Deviation of services to Bluff Road and back via North Fenton Street would result in an extra 700m travel distance resulting in an extra three to four minutes travel time to the trip.
Timetable	
The timetable does not cater for workers at Don College as the service departs at 5:01pm.	<p>The timing of this service (route 170) has been adjusted to leave Don College around 5:05pm. As the bus stop is directly outside the college, staff should be able to get to the bus stop on time.</p> <p>There will also be a later service on route 171 which departs Don College at 5.33pm, which workers can also catch.</p>

Ambleside to Devonport

Number of responses: 1

Key issues raised:

There was only one response raised in relation to Ambleside services.

Summary of issues and our response:

Key Points	Our response
Pedestrian safety	
<p>No pedestrian network infrastructure to Bridge Road bus stop.</p> <p><i>With the reduction in services we will need to catch the bus at the Bridge Road stop on the East Devonport service. This stop does not have a footpath that links to it, and we will also have to cross busy Bridge Road. Can a path and safe crossing be provided as this stop will be used even more?</i></p>	<p>Bridge Road will have four services during peak travel times weekdays and an hourly service during the rest of the day from East Devonport (route 175).</p> <p>Pedestrian use is not expected to increase significantly because of changes to the bus network along Bridge Road, especially as the patronage on the existing Ambleside service (route 176) is relatively low.</p> <p>The road has a 60 km/h speed limit and the section of road near the bus stop does not have footpaths or pedestrian refuges.</p> <p>As this is a council road, State Growth will pass on safety concerns and work with council to identify pedestrian safety issues at this bus stop location.</p>

South Devonport via Homemaker Centre and Splash

Number of responses: 6

Key issues raised:

There were no common themes raised by the community in respect of South Devonport services due to the low number of comments received.

Concerns were raised about changes to routes with one submission questioning the deviation into Morris and Maple Avenue and another submission questioning why Chichester Drive will no longer be directly serviced.

Summary of issues and our response:

Key Points	Our response
Bus stop infrastructure	
Concern about removal of bus stop near Baptcare Karingal Community - a residential aged care community.	<p>The bus stop near Baptcare Karingal Community (Lovett Street) will not to be removed.</p> <p>This bus stop will be serviced by both the South Devonport via Homemaker Centre service (route 173) and South Devonport via Splash service (route 174) which gives the facility an hourly weekday service.</p>
<p>The bus stops at TAFE, Valley Road are unsafe</p> <p><i>"The current bus stops at the TAFE College Route 30, are in my opinion dangerous, it is very difficult to board and exit the bus most times, especially if you are disabled and use a walker"</i></p>	<p>During the review and in consultation with both Merseylink and Devonport City Council, no safety issues have been identified at this bus stop.</p> <p>As Valley Road is a council road, State Growth can work with Merseylink and Council to monitor safety at this bus stop and determine if any further actions are required.</p>
Route changes	
<p>The bus deviating via Morris/Maple/Croft Avenue and Clarke Street adds travel time and this section is congested at Croft Avenue and Clarke Street intersections.</p> <p>Why does the bus no longer travel via Chichester Drive</p> <p><i>"Why go into Morris Ave and Maple Ave just for one bus stop in Maple. I really like the more direct network, and that section sticks out like a sore thumb"</i></p>	<p>The route through South Devonport has been simplified by removing the deviation via Chichester Drive which will improve travel time for the majority of residents.</p> <p>Highfield Park which is the open space between Morris Avenue and Chichester Drive has good pedestrian thoroughfares and reduces walking time and distance to the bus stops on Maple Avenue for Chichester Drive residents. Most residents are within 400m walking distance of the route. Additionally, Devonport City Council are planning improvements to the park which further improve accessibility through the park.</p> <p>The deviation along Morris and Maple Avenue was retained as it enables Chichester Drive residents to still be within an acceptable walking distance of the route. This community is heavily reliant on buses as a</p>

Key Points	Our response
	<p>mode of transport and to change the route to travel via William Street and Valley Road would disadvantage this community.</p> <p>Croft Avenue and Clarke Street are council roads, we will consult with Devonport City Council and Merseylink regarding traffic management at this intersection.</p>
<p>Route changes in Forbes/Harold Street</p> <p><i>"I love the one near me in Harold Street, easy for me to catch and travel on but now I won't be able to go anywhere because of no buses stopping near me."</i></p>	<p>The bus will no longer travel along Harold Street, as the route has been made more direct to travel along the length of Forbes Street. Forbes Street provides direct access to attractors, such as the Devonport Recreation and Function Centre and the local shopping strip along the street. Forbes Street also allows for a broader catchment of residents.</p> <p>The best option if travelling inwards (to Devonport) is to walk to the existing bus stop on Forbes Street (340m from the existing Harold Street stops). A new bus stop will be constructed just south of Turton Street for the outward trip home (around 280m from Harold Street stops).</p>
<p>Concern about no longer servicing Eureka Devonport Gardens - a retirement village.</p>	<p>Eureka Devonport Gardens is currently serviced very infrequently (four services to and from the retirement village per weekday). The patronage at the bus stop at the retirement village is very low with one passenger per weekday.</p> <p>In order to improve directness and efficiency of the South Devonport route, it was determined to no longer deviate into Eureka Devonport Gardens.</p> <p>The nearest bus stop will be a new bus stop near the intersection of Valley Road and Frond Place which is less than 500m from Eureka Devonport Gardens. It is acknowledged that part of the walk is up hill and may be difficult for older people to manage.</p> <p>This bus stop will be serviced by the South Devonport routes which will have an hourly frequency weekdays and on Saturday.</p> <p>Research by TasCoss (<i>Transport in the Community Project Final Report 2014</i>) shows that in Tasmania it is not necessarily the aged who are transport disadvantaged but rather those who do not have access to a car or on low incomes. People in older age groups are very low users of public transport as they usually have alternatives, such as community transport.</p>

Key Points	Our response
<p>Quoiba no longer being directly serviced.</p>	<p>The Devonport network has been designed to reduce the number of route variations and provide more direct travel for the majority of users. This means Quoiba is no longer directly serviced, especially as the number of people using public transport in this area is very low.</p> <p>However, the route for the Sheffield to Devonport service has not been finalised yet. Options which will be investigated include routes through Latrobe or Spreyton. Consideration will also be given to the route through Devonport (e.g. Bass Highway, William Street), which has a number of schools on the corridor, or via Devonport Road, which allows Quoiba to be better serviced.</p> <p>We will delay a decision about the final route until we are able to undertake a further review of patronage data in February, when schools go back.</p>
Timetable changes	
<p>5:06pm not conducive to 9-5 workers.</p> <p><i>“The times for the area are fine at the moment with the last bus (30) leaving from the interchange at 5.20 being ideal for workers in the area that finish work at 5pm. New time of 5.06 is too early if anyone is late out.”</i></p>	<p>The timing of the service will be adjusted from 5:06pm to 5:13 on route 173.</p>

East Devonport to Devonport

Number of responses: 16

Key issues raised:

There were no common themes raised by the community in respect to East Devonport to Devonport services. Many of the submissions related to clarifications or requests for routes and/or timetables to be modified to suit personal travel patterns.

Several submissions supported the changes to the network, especially the increase in Saturday and Sunday services.

Summary of issues and our response:

Key Points	Our response
Route changes	
Suggest that the bus travel along Murray Street rather than Stephen Street.	<p>Murray Street was considered as a possible route during the early stages of the network design and does have some merits due to the traffic lights providing controlled access to Tarleton Street.</p> <p>However it was determined that Stephen Street provides better access to the section of Tarleton Street which contains more local businesses and attractors such as the medical centre on the lower section of Stephen Street.</p>
Concern that Loane Avenue is being removed from route.	<p>Removing the deviation via Loane Avenue improves the travel time for the majority of East Devonport passengers.</p> <p>The walking distance to the nearest bus stop on Torquay Road for residents along Loane Avenue is within 400m or a five minute walk, both which are considered acceptable.</p>
Concern about removal of John Street from network. <i>"Would like you to keep the stops in John St (JH13 and JH19)."</i>	<p>Efficiencies have been made through operating on one north-south corridor rather than two (both Tarleton Street and Mary Street at present). The new route will travel along Mary Street to and from Torquay Road. A deviation along John Street (i.e. retaining the use of bus stops JH13 and JH19) would introduce inefficiencies and increase travel time.</p> <p>The walking distance to the nearest bus stop on Mary Street from bus stops JH13 and JH19 is within 400m or a five minute walk, both which are considered acceptable. A new bus shelter is also being built at Mary Street outside Melaleuca home for the aged which will provide better amenity for passengers.</p>

Key Points	Our response
Timetable changes	
<p>Time to get from East Devonport to Don Road.</p> <p><i>"I work on Don Rd, and currently catch the East Devonport bus at 10:19, ride it to Rooke St, then stay on the same bus to arrive at work approximately 10:53. Under these new timetables, I would have to catch the bus at 9:37 to arrive at roughly the same time. Why on earth should it take over an hour to get from East Devonport to Don Rd? Surely it would make sense for buses to leave from Rooke St shortly after arriving from East??"</i></p>	<p>It is difficult to cater for everyone's travel patterns.</p> <p>East Devonport services are to operate half hourly in the peak and hourly during the inter-peak. The timetable has been designed to get workers into the Devonport CBD, as well as introduce a regular clock face timetable.</p> <p>While currently it may be the case for this current one service to connect, it is not possible to have all bus services connecting in a short amount of time.</p>
<p>Needs to get from East Devonport to Bass Strait Maritime Centre by 9:00am</p>	<p>The best option is to catch the route 175 8:01am service, arriving to Rooke Street at 8:24am. Then change to route 171 at 8:29am and get off at the bus stop near the intersection of James and North Fenton Streets. The distance to walk to the Bass Strait Maritime Centre is less than 400m, which is considered acceptable.</p>
<p>Rooke Street to East Devonport</p> <p><i>"I catch the 65 bus to East Devonport at 8:50am to work and I catch the 65 1:20pm bus back home works really great for me to get to and from work as I don't drive and I have other children to get to other schools in Devonport first."</i></p>	<p>It is difficult to cater for everyone's travel needs.</p> <p>The morning peak timetable has been designed to get workers into the Devonport CBD rather than getting workers to East Devonport.</p> <p>A bus leaves Rooke Street at 8:17am. This service is aimed at getting students to arrive at East Devonport Primary School before school starts as it services the Canning Drive area – therefore it is not possible to make this service depart later. The next service leaving Rooke Street is 9:17am.</p> <p>A bus service leaves East Devonport at 1:37pm and arrives into Rooke Street at 1:57pm, which is around 15 minutes later than currently.</p>

Latrobe to Devonport

Number of responses: 20

Key issues raised:

The key issue raised by Latrobe residents was the removal of the two-way loop from the Mersey Community Hospital. These concerns were about residents having to travel away from their final destination in order to change in Latrobe to another bus.

Other concerns raised related to personal travel patterns and destination requirements.

Positive comments were provided for the weekend services.

Summary of issues and our response:

Key Points	Our response
Destinations	
<p>Concern that bus users from Mersey Community Hospital are not able to directly access the area south of Gilbert Street or east side of Latrobe without having to interchange at Latrobe town hall bus stop (or in Devonport).</p> <p><i>“Have some great improvements but still needs some work as anyone coming from the Mersey Hospital will now have to travel back to interchange before being able to return home.”</i></p>	<p>The alignment of the route through Latrobe will operate in an anti-clockwise direction, with all services effectively starting and ending at Latrobe town hall (Bradshaw Street). This is intended to simplify the overall customer experience and make the timetable easier to understand.</p> <p>The use of a one-way loop in this area of Latrobe is an effective way for the bus to turn around for a much quicker return trip to the Devonport CBD. A two way loop in this situation, means covering the same part of Latrobe twice.</p>
<p>Would like more express services to Devonport along the Bass Highway including stopping at the House of Anvers.</p>	<p>All Latrobe services will travel via Spreyton (Mersey Main Road) as this route contains more attractors such as schools, employment and a greater population than the Bass Highway corridor.</p> <p>There will no longer be any services running direct from Latrobe to Devonport via the Bass Highway. Currently there are only three express services a day running along the Bass Highway. Whilst this offers quicker point to point journeys for customers there is limited evidence from the patronage data that it is a particularly attractive option compared to the route running via Spreyton.</p>
Timetable	
<p>Would like to continue travelling to the Big Apple complex for work from Devonport, as per the existing timetable (i.e. 11:25am service from Devonport).</p>	<p>It is difficult to cater for everyone’s travel patterns. Latrobe will have an hourly weekday frequency which is an improved service level. The network has been designed to have regular timetabled services and allow connections to other services where possible.</p> <p>The best option is to catch route 178 11:00am service towards Latrobe, arriving Spreyton about 11:10am.</p>

Key Points	Our response
Bus stop infrastructure	
<p>Would like bus shelter at the corner of William and Best Streets.</p>	<p>Bus stop infrastructure is being improved to assist with the implementation of the new network, and new bus stops and bus shelters are being installed.</p> <p>However, we are not considering a bus shelter at this location at this point in time. We will look at the demand at this location and consider it as part of future upgrades.</p>

Towns and regions surrounding Devonport

Port Sorell to Devonport

Number of responses: 1

Key issues raised:

There were no common themes raised by the community in respect of Port Sorell to Devonport services due to the low number of comments received.

Summary of issues and our response:

Key Points	Our response
Timetable	
The service to Devonport from Port Sorell departs too early in the morning.	<p>The weekday frequency of services will be decreased due to low adult patronage.</p> <p>In the morning the bus will depart at 7:26am arriving into Rooke Street at 8:01am. As adult patronage is very low in the mornings, the service also caters for students getting to Don College.</p> <p>Students need to be able to catch either route 173 at 8:04 or route 170 at 8:16am to arrive at Don College in time for school.</p>
Frequency	
<p>Comment on frequency of services.</p> <p><i>"If I miss the 12:01 service in the afternoon, there won't be another bus for 4 hours."</i></p>	<p>The weekday frequency of services will be decreased to eight services a day due to low adult patronage. Based on this, the spacing of inter-peak (day time) services is longer as the focus is on getting workers and students to and from Devonport around school start and finish times.</p>

Ulverstone to Devonport via Turners Beach and Forth

Number of responses: 17

Key issues raised:

There were no common themes raised by the community in respect of Ulverstone to Devonport via Turners Beach and Forth services.

The public comments received related to route changes and request for services for specific time and to specific locations.

Issues regarding connections between Ulverstone and Penguin have been addressed in the Penguin to Burnie section above.

Summary of issues and our response:

Key Points	Our response
Frequency of services	
Would like a return service from Ulverstone to Turners Beach around 11am or 11:30am	<p>The new network concentrates on getting people from Ulverstone and Turners Beach to Devonport in the morning and home in the afternoon.</p> <p>The number of services travelling through Turners Beach will decrease, as the passenger demand is very low.</p> <p>Providing a service around 11:00am or 11:30am would require an additional bus and patronage along this route does not indicate that this service would be viable.</p>
The existing two hour frequency is preferred over the new four hour frequency.	<p>The frequency of services on the Ulverstone to Devonport route has been reduced as Ulverstone will also be serviced by the new north west express route. Based on this, Ulverstone will have an hourly frequency.</p> <p>This means that Turners Beach and Forth will have a reduced level of frequency as they are not able to be serviced by the north west express.</p> <p>The passenger demand for Turners Beach and Forth is also very low, therefore the current service level to these areas is not able to be justified.</p>
Turners Beach should be bookings only.	<p>Most passengers travelling from Ulverstone to Devonport and back again are expected to catch the new north west express as this is a much quicker service.</p> <p>Turners Beach will be serviced through a regular timetabled service (on the Ulverstone to Devonport route 180 service). This will mean that passengers do</p>

Key Points	Our response
	not have to ring up and book a service – which is often inconvenient for them.
Route change	
Request for service to continue to Leighlands Avenue, Ulverstone.	<p>The route through Ulverstone has been made more direct to improve travel time for passengers. As a result, the route through East Ulverstone will now travel along the whole length of Eastlands Drive, rather than diverting via Leighlands Avenue. Residents will need to walk to Eastland Drive, which is about a five to 10 minute walk depending on where they live.</p> <p>A new bus stop will be installed near 97-99 Eastlands Drive to support this change.</p>
Request for service to continue to service Undara Crescent, Ulverstone.	<p>The route through Ulverstone has been made more direct to improve travel time for passengers. As a result the service will no longer do a loop around Undara Crescent.</p> <p>Passengers will need to walk to the bus stop on the corner of Amy Street/Tingha Way which is about a five minute walk depending on where you live.</p>
<p>Route will not service new growth area in West Ulverstone</p> <p><i>“I am told there are plans to build 35 new homes west of where 'west' ends now. This bus route doesn't seem to take that into account.”</i></p>	<p>The route through Ulverstone has been made more direct to improve travel time for passengers. It is not proposed to service the new residential area along Jerling Street or Penguin Road as this would involve creating another deviation to the service. The road layout also does not support public transport as there is no connection for the bus to get back onto the route.</p> <p>Although this area of West Ulverstone is growing it does not yet have the population to justify a deviation or route extension.</p>
The route will no longer service Leith	<p>As the service travels from Turners Beach to Forth it is not practical to provide services back down to Leith via Leith Road or Braddons Lookout Road. This adds extra travel time to the trip – approximately five to eight minutes. It is much quicker for passengers to travel to Devonport via Forth Road.</p> <p>The bus also cannot turnaround safely in Leith when it is coming from Devonport to go back to Forth.</p> <p>Leith also does not have the population or population density to justify a service. School buses will still service the Leith area.</p>

Key Points	Our response
The service will no longer travel via Devonport TAFE	<p>The Ulverstone to Devonport service will no longer deviate via Devonport TAFE (Valley Road) in the morning. Passengers have the option of catching the 7:32am service from Wongi Lane and interchanging at Rooke Street onto route 173 at 8:27am which gets them to TAFE before 9:00am.</p> <p>There is also the option of catching the north west express from Ulverstone at 7:34am and catching an earlier route 173 from Rooke St at 8:04am.</p> <p>Students are expected to be capable of independent travel on buses, including transfers onto other buses. It is ultimately the responsibility of parents to ensure the safety of their children getting to and from a bus stop and whilst waiting for buses.</p>
Route clarification	
Which direction will the West Ulverstone loop travel?	The West Ulverstone loop will travel clockwise. Services will travel along South Road to Jowett and Amy Streets. The clockwise route provides benefits as there are more bus shelters on the clockwise side of the road and the gradient is more suitable for buses.
Destinations	
Will Turners Beach students be able to access Don College	Turners Beach students will be able to get to Don College by catching the 7:47am service which will take them to Don College without having to interchange. Students can return in the afternoon on the 3:53pm service.
Bus stop infrastructure	
Request for bus stops on the Bass Highway ramps near Gawler Road.	<p>There are currently no general access bus routes that travel along this section of the Bass Highway.</p> <p>The north west express travels along South Road and Eastlands Drive as these areas have significantly greater population catchments than the residential area south of the highway.</p> <p>Residents will need to catch the bus at central Ulverstone (Wongi Lane).</p>
Concern that the gradient on Amy Street is too steep, making it difficult to access Jowett Road bus stop.	Residents living on Amy Street can either catch the Ulverstone to Devonport bus at bus stops on Jowett Street or Amy Street (near the playground). The distance between these stops is 400m, which is the standard spacing for bus stops along a route and gives a good coverage of the residential areas.

Key Points	Our response
<p>Concern related to safety of the proposed South Road bus stop.</p> <p><i>“The current bus stop in Jowett Street West Ulverstone is earmarked to be moved to South Road, on the eastern side of the Josephine Street turn off for eastbound busses, and just opposite the Josephine Street intersection for westbound busses. I would query the safety of this move.”</i></p>	<p>The current bus stop at Jowett Street will remain.</p> <p>A new set of bus stops on South Road near Josephine Street is being installed for the north west express.</p> <p>The westbound stop will also be used for the Ulverstone to Devonport service. The stops have been assessed for traffic safety and site distance and no issues have been identified. The new stops will also be DDA (Disability Discrimination Act) compliant.</p>
<p>Concern about the condition of bus stops.</p> <p><i>“This bus stop is often vandalised and in a filthy state and extra people using it will make that issue worse. Is there a plan to do a bi weekly clean? Many times I have picked up used cans (inhaling) or empty drug packets behind the stop.”</i></p>	<p>State Growth, together with the bus operator and Central Coast Council will need to work together to monitor the condition and cleanliness at bus stops.</p>

Sheffield to Devonport

Number of responses: 11

Key issues raised:

Comments raised about the Sheffield service were mainly in regards to the current route. There were suggestions that the route should run directly to Devonport and not pass through Railton or Latrobe. Comments were also raised that the route should also travel via Quoiba (Devonport Road) to allow this area to be better serviced.

Summary of issues and our response:

Key Points	Our response
Route	
<p>Which is the best route option between Devonport and Sheffield? Options include the current route via Railton and Latrobe or via Railton, Spreyton and Quoiba.</p> <p><i>“The trip from Sheffield to Devonport is ridiculous, it should be a direct route as opposed to having to pass through Railton and Latrobe, it makes it almost impossible for workers to leave Sheffield and get to work in Devonport in a reasonable time frame.”</i></p> <p><i>“Would be great to have a bus along Sheffield Road once or twice a day, could continue onto Latrobe via Tarleton Road.”</i></p>	<p>The current route travels via Railton and Latrobe to Devonport.</p> <p>More analysis needs to be undertaken to determine which is the best route option based on travel time, population and passenger demand.</p> <p>Options which will be investigated include routes through Latrobe or Spreyton. Consideration will also be given to the route through Devonport (e.g. Bass Highway, William Street), which has a number of schools on the corridor, or via Devonport Road, which allows Quoiba to be better serviced.</p> <p>There are also options to combine the general access service with some of the student only services which run into Devonport, as the general access service is likely to have capacity to carry students.</p> <p>We will delay a decision about the final route until we are able to undertake a further review of patronage data in February, when schools go back.</p>
Timetable changes	
<p>There should be a service back to Devonport after 6:00pm to allow visitors to catch the 1:10pm bus in Devonport and visit Sheffield.</p>	<p>As we will delay a decision about the final route, we will also revisit the temporal span of the service at the same time.</p>

Devonport school network

General access bus and school bus only services

Number of responses: 4

Key issues raised:

There were no common themes raised by the community in respect of the Devonport school network services due to the low number of comments received.

Summary of issues and our response:

Key Points	Our response
Routes	
Access between Latrobe to East Devonport Primary School	<p>The best option is to catch route 178 7:08am service to Rooke Street, arriving at 7:42am. Then change to route 175 8:17am service, arriving at East Devonport Primary School at 8:35am.</p> <p>We acknowledge that the transfer time in Rooke Street is over 30 minutes. However, the priority for the school bus network is to provide students with public transport to their relevant home area school.</p> <p>East Devonport Primary School is not in the home area for Latrobe.</p>
Access between Devonport High School to Latrobe, near Moriarty Road.	<p>The best option is to catch route 171 service at either 2:51pm or 3:31pm at Devonport High School arriving at Latrobe at 4:09pm.</p> <p>The priority for the school bus network is to provide students with public transport to their relevant home area school.</p>
Student transfers	
Students should not be required to transfer onto other buses and no school bus services should be removed.	<p>Students are expected to be capable of independent travel on buses, including transfers onto other buses. Especially if students are travelling out of their home area or are high school or college students.</p> <p>Direct school services have been provided where high demand is present, and modifications to routes have been made to cater for students where efficient and practicable.</p> <p>Data indicates that some existing school buses have very low patronage. Therefore, where services have had extremely low patronage they have been removed and an attempt has been made to provide alternative routes for students to travel to school using the general access network.</p>

Key Points	Our response
	<p>As general access bus routes are designed to cater for workers and shoppers, it is not always possible to provide direct services to schools and some students may need to walk further to get to and from school or transfer from one bus to another.</p>

North west regional services

Smithton to Burnie

Number of responses: 5

Key issues raised:

There were no common themes raised by the community in respect of Smithton to Burnie services due to the low number of comments received.

Summary of issues and our response:

Key Points	Our response
Bus stop infrastructure	
Request that additional bus stops be provided at Boat Harbour, Sisters Creek, Rocky Cape and Detention River.	<p>Bus stops are currently provided along the route from Smithton to Burnie. These bus stops will continue to be serviced. Specifically:</p> <ul style="list-style-type: none">• Detention River (Detention River Store)• Rocky Cape (Rocky Cape Roadhouse)• Sisters Creek (17 894 Bass Highway, Sisters Creek Hall)• Boat Harbour (17 382 Bass Highway, Boat Harbour Store).
Timetable frequency	
Request to have once or twice daily return service from Burnie to Smithton to allow people to visit Smithton or Stanley.	<p>Data indicates that the majority of demand for this route is Smithton to Burnie rather than Burnie to Smithton. Therefore, the bus service is designed to provide a morning service from Smithton to Burnie to cater for students, with a return journey in the afternoon to coincide with school finish times.</p> <p>Additional services on this route are not warranted.</p>
Request to have a service that allows Sunday travel from Smithton to Launceston.	<p>Currently there are no general access Sunday services to and from Smithton. The proposed Sunday timetable has been designed to transport student boarders to Burnie in the afternoon. Based on this, the service leaves Smithton at 3:45pm in order to maximise student's time at home rather than leaving at 12:30pm to connect to the north west express service (route 708) at 2:00pm.</p> <p>The best option to get from Smithton to Launceston is for Smithton residents to use private transport to get to Burnie at 2:00pm and interchange at Devonport onto route 705 at 3:45pm which goes to Launceston.</p>

Key Points	Our response
<p>Request to have a service that allows boarders in Launceston to travel from Launceston to Smithton after school.</p>	<p>It is difficult to cater to everyone's different travel needs.</p> <p>The best option is for boarders in Launceston to catch the intercity service from Launceston to Devonport, departing at 5:45pm weekdays. Students will then need to interchange at Devonport onto the north west express which arrives in Burnie at 8:27pm. Students will then need to be collected from Burnie.</p> <p>There is not enough demand to justify a later service to Smithton.</p>

Burnie to Devonport - north west express

Number of responses: 46

Key issues raised:

The key issue raised for the north west express related to various areas of Penguin not being serviced by the route, especially with regards to Penguin residents' desire to access Ulverstone. These comments are responded to in the Penguin to Burnie section of the report.

There were positive comments about the increase in services and the proposed timetable.

Summary of issues and our response:

Key Points	Our response
Timetables and frequency	
Request for a service to arrive into Burnie by 7:00am or 7:30am for shift workers.	<p>Services have been designed to cater for the majority of workers who need to be in Burnie by 8:00am or 9:00am.</p> <p>It is not simple to have an earlier service from Devonport, as the service starts in Burnie at 6:00am in order to connect to the intercity service at Devonport at 7:15am. This bus then turns around to get back to Burnie by 8:00am.</p> <p>Providing an earlier service would therefore require an additional bus or two additional services and expected patronage along this route does not indicate an earlier service would be justified.</p>
Would like a later north west express bus service for students studying late at UTAS Cradle Coast campus.	<p>The last weekday north west express service leaves Burnie at 6:16pm. It is not possible to make this service later as the service needs to connect to the intercity service coming from Launceston at 7:30pm in order to get north west residents back home from Launceston. A later service departing Burnie at 8:30pm is not justified based on population and expected demand.</p>
Request for later services to Burnie.	<p>The temporal span of services has been increased between Burnie and Devonport, with the last bus service leaving Devonport at 7:30pm, as compared to the existing last departure at 6:43pm. The temporal span is considered adequate based on expected demand, but can be reviewed over time.</p>
Peak hour bus services should have half hour frequency.	<p>Service levels between Burnie and Devonport will increase significantly. There will be hourly services on weekdays with 26 services a day.</p> <p>Provision of a half hour frequency would require additional buses and cost significantly more and is not justified based on expected demand.</p>

Key Points	Our response
Request to service Sulphur Creek.	<p>The north west express is a limited stops service in order to have fast travel times between major population centres.</p> <p>Sulphur Creek will be serviced by route 190. Passengers can travel to Burnie, Penguin or Ulverstone on this service. If passengers want to travel to Devonport they can interchange at Penguin or Ulverstone onto a north west express service.</p>
Request to service South Road.	<p>The north west express is a limited stops service in order to have fast travel times between major population centres.</p> <p>The service will stop at Preservation Drive at Penguin and South Road at Ulverstone near the intersection of Josephine Street.</p>
Concern about crossing Preservation Drive, Penguin to access north west express bus stops and that the north west express should stop on Main Street, Penguin.	<p>New bus stops will be constructed at Preservation Drive, near the intersection of Main Road which has traffic signals. Pedestrians will be able to cross safely at the traffic lights. Footpaths will be provided to connect pedestrians to the bus stops from the lights.</p> <p>We looked at changing the north west express route to have more stops in Penguin. However to change the north west express route would result in additional travel time – which would result in additional bus resources being required or having to reduce the frequency. Reducing the frequency and increasing the travel time of services was not considered desirable.</p> <p>Penguin residents will be able to have better access to Ulverstone than proposed during consultation as the Penguin to Burnie (route 190) service will be extended to Ulverstone.</p>
Request for clearer signage on Eastland Drive as difficult to see bus stop signs.	<p>State Growth together with Central Coast Council will be installing new bus stop signage (blade and pole) in Ulverstone to clearly identify where new and existing stops are located.</p>
Need for bus shelters along the route.	<p>State Growth is working with local councils to improve bus stop infrastructure including the provision of new shelters.</p> <p>New shelters will be installed at Preservation Drive, Penguin, South Road, Ulverstone (southern side of road) and at Rooke Street, Devonport.</p> <p>Existing shelter is in place at Burnie and Wongi Lane in Ulverstone.</p>

Key Points	Our response
<p>Extra stops on both sides of the road should be installed closer to the Fieldings Way roundabout in Ulverstone.</p>	<p>The north west express is a limited stops service in order to have fast travel times between major population centres.</p> <p>The service will stop at Eastlands Drive near the intersection of Russell Avenue to service east Ulverstone.</p> <p>The Ulverstone to Devonport service (route 180) will stop close to the Fieldings Way roundabout (Eastlands Drive) near Leighlands Avenue intersection.</p>
Connections	
<p>Route 197 (Wynyard to Burnie) is unable to make the connection to the north west express at 5:15pm.</p>	<p>Changes have been made to the route 197 (Wynyard to Burnie) timetable in the afternoon to allow passengers to connect to the north west express at 5:15pm. The route 197 service from Wynyard is to arrive into Burnie at 5:07pm.</p>
<p>Request to coordinate timetables for route 190 (Penguin to Burnie) and north west express to allow bus users to interchange at Johnsons Beach bus stop.</p>	<p>As a result of the public consultation process, Penguin residents will be able to have better access to Ulverstone than proposed during consultation as the Penguin to Burnie (route 190) service will be extended to Ulverstone. This change is likely to reduce the need to transfer between Penguin to Burnie services and the north west express.</p> <p>The timetable will allow for some transfers between services to allow passengers to have better access into Penguin and/or Ulverstone/Devonport.</p> <p>Consideration was given to relocating the north west express bus stops at Preservation Drive to Main Road or Johnsons Beach bus stops. However changing the north west express bus route to Main Road would have affected the hourly turnaround of the north west express service.</p> <p>The proposed bus stops at Preservation Drive/Main Road junction will have better pedestrian connections and safer crossing points than the stops at Johnsons Beach.</p>
Access to hospitals	
<p>Will the service connect to the north west hospitals and what arrangements will be made to continue subsidised hospital travel.</p>	<p>The new north west express service will replace the current hospital link service.</p> <p>The demand for hospital to hospital travel is very low. The majority of the passengers use the service to get to and from Burnie, Ulverstone and Devonport.</p>

Key Points	Our response
	<p>Passengers wanting to travel to the north west hospitals can connect from the north west express to the Burnie loop and Latrobe services which will run more frequently under the proposed network. These changes will give hospital patients and visitors more choice in attending medical appointments and visiting patients.</p> <p>Consultation with the Department of Health is occurring on the best approach to subsidise patient travel to north west hospitals.</p>

Intercity services

Devonport to Launceston (including Burnie connections)

Number of responses: 19

Key issues raised:

The key issue raised by the community was the need to transfer from one bus to another from Launceston to Burnie.

Other common themes were a request to have a later evening service from Launceston to Deloraine, Devonport and Burnie.

Summary of issues and our response:

Key Points	Our response
Timetable	
Would like a later evening service from Launceston to Devonport than proposed.	<p>The last service from Launceston to Devonport on weekdays leaves Launceston at 5:45pm to cater for workers travelling between Launceston, Devonport and Burnie. This is consistent with the current timetable.</p> <p>Demand for a later evening service does not indicate that a later service would be viable.</p>
Route	
<p>Suggestion to service Mersey Community Hospital.</p> <p><i>"The morning service is really good, it is great for uni students trying to get Launceston to Burnie, it should stop at Latrobe Hospital so the people from Latrobe have a way to get to Launceston in the early morning."</i></p>	<p>It is not proposed to divert the intercity service into Latrobe as this would add extra travel time to a long distance trip. Latrobe residents will have better access to higher frequency services to Devonport.</p> <p>The best option for Latrobe residents to travel to Launceston in the early morning is to catch the first route 178 service to arrive into Devonport at 6:57am. Then passengers are able to change to the intercity service (route 705) service at 7:15am, arriving into Launceston at 8:45am.</p>
<p>Concern about fixed nature of routes.</p> <p><i>"I'm a bit worried that this route is fixed, not variable, as it can cause the service running late if the Burnie-Devonport connecting service arrives late which causes also Launceston-Hobart service to run late because of the guaranteed connections."</i></p>	<p>Connection times between intercity services have been timetabled to allow for some delays due to unforeseen circumstances.</p> <p>Where intercity services connect to the north west express, the operator of that service will be required to wait a maximum of 15 minutes to ensure passengers can connect if there is an unforeseen delay.</p> <p>Operators will monitor their ability to maintain their timetable and provide feedback back to State Growth where necessary.</p>

Key Points	Our response
	<p>It is also not possible to bypass a town if services are running late as passengers may be waiting at this town to catch the service.</p>
<p>Concern that the existing direct Burnie to Launceston service is being discontinued, especially for those travelling with luggage.</p>	<p>Passengers from Burnie, Penguin and Ulverstone will need to catch the new north west express service and interchange at Devonport to travel to Launceston.</p> <p>The timetable of these services has been designed to ensure that the timings of these services all interconnect.</p> <p>Passengers from these areas will have more choice as services will be increased from one service per weekday to three services each weekday.</p> <p>Both the north west express and the intercity service will share the same bus stop in Devonport. Therefore passengers with luggage do not have to walk to another bus stop. If passengers do require assistance with luggage they will need to ask the driver of the service for help.</p>
Ownership of service	
<p>Concern that the service will not remain public.</p>	<p>The intercity services are currently run by Redline which is a private company. It is proposed that Redline will continue to run the service. The service will remain as a government contracted service.</p>

Launceston to Hobart

Number of responses: 28

Key issues raised:

The majority of concerns that were raised in respect to the Launceston to Hobart service were regarding service times.

Summary of issues and our response:

Key Points	Our response
Route changes	
Request to have route travel via University apartments on Brisbane Street, Hobart	<p>The intercity service currently leaves from the Hobart transit centre on Liverpool Street and travels directly to the Brooker Highway.</p> <p>As the intercity service is a long distance service it will only have one stop in the Hobart CBD in order to maintain fast and reliable travel times.</p> <p>The distance from the University Apartments on Melville Street to the current stop is about 800m.</p> <p>In the future the Redline Hobart transit centre may relocate to another location in the CBD.</p>
Concern that bus stop and route is being moved from Wilmot Street to Cattley Street, as Wilmot Street has more parking, space and seating areas for bus users.	<p>The intercity service will no longer extend to Burnie. Passengers will need to catch the north west express from the Cattley Street bus mall. All general access services to and from Burnie will stop at Cattley Street, this will make it easier for passengers to transfer onto other services.</p> <p>The Cattley Street bus mall has seating and passenger shelter.</p>
Suggestion that a monthly, return express service be provided from Launceston to the Saturday Salamanca market to allow for day trips.	<p>Four Saturday services (two each way) will continue to be provided between Launceston and Hobart.</p> <p>The first service of the day leaves Launceston at 11:00am. The timing of this service cannot be moved to earlier as it provides a connection from the service coming from Burnie and Devonport.</p> <p>It is not cost effective to provide another service from Launceston on Saturdays.</p>
Clarification of whether the route will continue to travel via Youngtown and Kings Meadows upon request.	<p>The intercity service from Launceston to Hobart will travel via the Southern Outlet and not via Hobart Road. It is important that the intercity service is a limited stops service in urban areas as it is a long distance service and needs to maintain fast and reliable travel times.</p>

Key Points	Our response
Frequency	
<p>Petition received raising concern about existing services for Oatlands and surrounds.</p>	<p>The reduction in services to Oatlands in 2018 were instigated by the operator, not State Growth or the Government.</p> <p>Bus services to and from Oatlands will increase under the new intercity network.</p> <p>On weekdays Oatlands will have seven services a day (four going to Hobart and three going to Launceston). On Saturdays there will be four services and on Sundays there will be six services.</p> <p>These changes allow Oatlands passengers to travel between Hobart and Launceston (or vice versa), spend a day at the other location and then return.</p>
Requests for timetable changes	
<p>Would like a service that allows bus users to travel from Hobart to Burnie around 5:00pm as has been previously provided.</p>	<p>Currently there is a 5:30pm service on Tuesdays, Thursdays and Fridays from Hobart to Launceston and a daily 3:00pm service from Hobart to Devonport.</p> <p>Under the new timetable the last weekday service from Hobart to Launceston will leave Hobart at 5:30pm and there will also be a daily 2:30pm weekday service from Hobart to Launceston with connections to Devonport and Burnie.</p> <p>The final service from Launceston to Devonport on weekdays leaves Launceston at 5:45pm to cater for workers travelling between Launceston, Devonport and Burnie.</p> <p>Demand and patronage at this time of night does not indicate that the Hobart 5:30pm service should be extended through to Devonport and Burnie.</p>
<p>Request to travel from Deloraine to Hobart, arriving by 8:30am.</p>	<p>The first intercity service from Devonport to Launceston passes through Deloraine at 7:55am and arrives into Launceston at 8:45am. Passengers travelling to Hobart are able to then catch the 9:45am bus to arrive into Hobart by 12:30pm.</p> <p>For a passenger to arrive into Hobart from Deloraine by 8:30am, a bus service would have to depart from Devonport at around 4:00am to enable a connection to the 6:00am Launceston to Hobart service.</p> <p>The demand for a 4:00am service is considered to very low and therefore would be unviable.</p>

Key Points	Our response
<p>The 6:00am service from Launceston to Hobart is too early.</p> <p><i>"I would catch the bus more often if there was a service earlier than 10:15am, but 6am is way too early. Why not 7:30am or 8:00am, more realistic times for most people to get to the bus stop and arrive in Launceston at 10/10:30am."</i></p>	<p>The 6:00am service from Launceston to Hobart has been designed to allow workers, students and passengers who want a full day in Hobart to arrive into the CBD by 8:30am.</p> <p>The timetabling for the Hobart to Launceston service is the same and leaves from Hobart at 6:00am to arrive into the Launceston CBD by 8:30am.</p> <p>A 9:45am service from Launceston to Hobart is also available for passengers not required to be in Hobart for an early start.</p>
<p>Request to retain earlier evening Launceston to Hobart service.</p> <p><i>"I disagree with the change of the evening bus service from Launceston to Hobart to 6pm. If anything it would be better to change it to 5pm so it's not so late getting into Hobart, it would be much better to be getting in at 7:30pm than 8:30pm."</i></p>	<p>The last bus from Launceston to Hobart on weekdays has been timetabled to leave Launceston at 6:00pm.</p> <p>The timing of this service cannot be moved to earlier as it provides a connection from the service coming from Burnie and Devonport, which arrives at 5:30pm.</p>
<p>Travel time from Hobart to Devonport and/or Burnie is too long due to the break in Launceston of an hour.</p>	<p>The travel time from Hobart to Burnie is based on allowing appropriate transfer times at Launceston and Devonport. This transfer time will allow customers time to go to the toilet or get some food due to the long distance nature of the trips.</p> <p>The transfer time also allows enough time for connections if one service is delayed.</p> <p>For fatigue and safety reasons, bus drivers are required to have a break during long distance services, so the transfer time allows time for this as well.</p>
Transferring to connecting services	
<p>Concern for older people that use this service and the need for assistance to transfer luggage from one service to another.</p>	<p>Currently passengers using the intercity have a break in Launceston when connecting to Hobart or Devonport services.</p> <p>Passengers will need to transfer to another service, however passengers will not have to walk far as both bus stops are co-located next to each other in the Launceston transit centre.</p> <p>If passengers do require assistance with luggage they will need to ask the driver of the service for help.</p>
<p>Would like St Helens to Launceston bus operated by Calows Coaches to use the same side of the road in Launceston as the intercity service to allow for bus users with limited mobility to easily transfer.</p>	<p>Currently the St Helens and intercity bus services both depart from the Launceston transit centre. Under the new timetables, at least for the short-term both services will continue to use the transit centre.</p>

Key Points	Our response
<p>The location of the Hobart transit centre at Liverpool Street is inconvenient for transferring between services and has poor passenger amenity</p> <p><i>“I cannot understand why buses must arrive and depart from the western end of Liverpool Street in Hobart. It is hardly a convenient central location.”</i></p>	<p>The intercity service currently leaves from the Hobart transit centre on Liverpool Street. In the future Redline may relocate its transit centre to another location in the CBD.</p> <p>The Tasmanian Government is currently conducting a feasibility study into a dedicated bus transit centre in the Hobart CBD.</p> <p>The intent would be for all general access services to be located in one space. This would allow for convenient transferring between all services.</p> <p>The feasibility study will also consider passenger and driver amenities, service information and ticketing facilities, toilets and waiting areas.</p>
<p>Request to have Hobart urban services start early enough to allow customers to arrive into the Hobart CBD to catch the 6:00am Hobart to Launceston service.</p>	<p>The Hobart network review was implemented in 2016. Although the review did change the temporal span of some corridors, it was considered that there was not enough demand to have services starting before 6:00am.</p> <p>It is unlikely that demand for early morning services will have changed.</p> <p>Passengers who wish to catch the 6:00am intercity service will need to make their own way to the Hobart transit centre or other stops in Hobart including the Brooker Highway (near the DEC) and Bridgewater.</p>
Bus infrastructure	
<p>Suggested that business class sets be introduced to intercity services, with access to free Wi-Fi.</p>	<p>Redline has recently undertaken a trial of Wi-Fi on its intercity services and now all parties are considering the findings of the trial.</p>

General comments

The community raised some general comments in respect of passenger transport for the north west and intercity services.

The comments did not apply to a particular route, however there were comments about access to attractors such as the three airports in the north west and north.

Additionally, concerns were raised about common ticketing and the ability to travel across the new network without having to purchase multiple tickets during the one trip.

Summary of issues and our response:

Key Points	Our response
Frequency	
Comment about lack of frequent buses across the north west bus network, especially in comparison to Hobart.	<p>State Growth has developed general access service standards that describe the various levels of service that might be delivered to a community based on need and demand. The fundamental premise is that communities across Tasmania with similar transport demands should get similar service levels.</p> <p>These standards are based on population and socio-economic data.</p> <p>The actual service levels across the state are based on these service standards and overall funding levels. Bus services for the north west are therefore comparable to other areas of the state. However, this process has identified some needs and frequency has been increased on core routes such as the Burnie loop, to north and west Devonport, East Devonport and between Burnie and Devonport.</p>
DDA compliance	
Concern that services are not Disability Discrimination Act (DDA) compliant, such as the use of low floor buses.	<p>The majority of general access buses in operation are DDA compliant, or are being replaced with DDA compliant buses.</p> <p>Under Australian Government legislation, 90% of general access buses need to be DDA compliant. By the end of 2020, 100% of general access services will need to be DDA compliant. Tasmanian Government bus contracts reflect this requirement with all new buses needing to be DDA compliant.</p>
Bus operations	
Request to permit bus users to hail bus anywhere along a route.	Hailing of buses from non-designated bus stops is difficult to permit as the <i>Disability Discrimination Act 1992</i> requires all general access bus stops to be DDA compliant by the end of 2022.

Key Points	Our response
	<p>However, a bus stop policy is being investigated, which is seeking to clarify general access and student only bus stop guidelines which could enable buses to stop where it is considered safe.</p>
<p>Request to allow bicycles on buses.</p> <p><i>“It would be great if buses could accommodate bicycles, especially with the Coastal Pathway in construction, riding one direction and bussing back to the point of origin could be a real option for some now. In particular those that are interested in commuting by bicycle and families or elderly.”</i></p>	<p>It is up to the operator of the service whether they have the means to carry bicycles on buses.</p> <p>Some services have a booking service that allows bikes to be transported (either on racks or ‘bagged’). However, space is limited and not all operators have buses that cater for bikes. It is best to contact individual bus operators to determine if they can carry bicycles on buses.</p> <p>Additionally, bicycle racks on the front of vehicles does affect the turning area of a bus and so can limit their use.</p>
<p>Request to allow pets on buses.</p> <p><i>“Would be great if pets (in pet carriers) were allowed on all services. At the moment this is limited, which is restrictive for people that may otherwise use these services. Currently I make other arrangements for travel due to this.”</i></p>	<p>A person presenting a valid vision impaired person’s travel pass issued by the Commissioner for Transport, and attendant/mobility instructor is able to travel with a guide dog.</p> <p>Some services allow pets to be in a cage and travel in the luggage locker. However, space is limited and not all operators have buses that cater for pets. It is best to contact individual bus operators to ask about travelling with pets.</p>
Driver behaviour	
<p>Buses often speed in urban areas</p>	<p>If members of the public observe drivers exceeding the speed limit, they may like to report this to the operator of the service.</p> <p>If drivers are caught breaking the speed limit, the operator is required to report this to State Growth.</p>
Bus stop infrastructure	
<p>Request for improved bus shelters.</p> <p><i>“I strongly believe that we need bus shelters in Burnie, especially if you’re expecting kids to swap buses and connect to different services. The shelters at the Burnie interchange are completely useless in the wet weather and there is a need for shelters in the suburbs.”</i></p>	<p>Bus stop infrastructure is being improved to assist with the implementation of the new network. All new bus stops will be constructed to be DDA (Disability Discrimination Act) compliant.</p> <p>State Growth will work with the relevant operators and councils to determine if there is a need (based on the number of passengers at bus stops) for more bus shelters across the network.</p>

Key Points	Our response
There needs to be maps and timetables at bus stops	<p>As part of the implementation of the new network major stops will have a timetable at the stop.</p> <p>State Growth will look at having both timetables and maps at CBD interchanges in Burnie, Devonport and Ulverstone.</p> <p>All timetables and maps will be made available on the transport web site at www.transport.tas.gov.au.</p>
<p>Concern with existing bus depot in Devonport.</p> <p><i>“The bus depot for Devonport is presently out in the street, without any protection against bad weather for loading and unloading passengers/baggage off the footpath - a non-existent shelter.”</i></p>	<p>Devonport City Council is redeveloping Rooke Street interchange which will include provision of two new large bus shelters. The redevelopment of Rooke Street will be for both urban, regional and intercity general access services.</p> <p>The bus shelters will be large enough to accommodate passengers waiting with luggage.</p>
Bus infrastructure	
<p>Suggest using smaller buses.</p> <p><i>“Why not get some of those half size buses they have on the mainland (Qld - Redlands City) and run more of them and more often. The trip from Wynyard to Burnie is an overland trek as it is right now!!”</i></p>	<p>Running additional, smaller buses more frequently does not help to improve the overall cost efficiency of the public transport network.</p> <p>Generally, large buses are required at morning and afternoon peak times to cater for the high number of passengers, such as students using the buses at these times.</p> <p>As these buses have already been paid for by the Tasmanian Government, it is more cost effective to continue to utilise them during the inter-peak period (between 9:00am and 3:00pm), rather than purchasing additional, smaller buses which would cost extra money.</p>
The use of electric buses should be encouraged.	<p>A key priority for the Tasmanian Government under <i>Climate Action 21: Tasmania’s Climate Change Action Plan 2017-2021</i> is to reduce Tasmania’s transport emissions and costs by supporting the uptake of electric vehicles.</p> <p>The government is committed to working with key partners, through the electric vehicle working group, to develop a coordinated approach to support the uptake of electric vehicles in Tasmania.</p> <p>The Tasmanian Government has also developed a draft <i>Tasmanian Renewable Hydrogen Action Plan</i> which outlines the government’s vision to develop a renewable hydrogen industry, which includes opportunities for the transport sector.</p>

Key Points	Our response
Services to airports	
<p>Request for bus services to airports.</p>	<p>It is difficult to plan public timetables around airport flight times that also service the majority of bus users, who need to access workplaces and shopping centres.</p> <p>Additionally, flight times often change, which is not conducive to providing a consistent bus service. This can mean that passengers would have to wait for long periods to catch a flight or wait for a public bus when getting off a flight. This is why most airports are serviced by a combination of private bus, taxi and hotel transfer vehicles that can meet customer demand.</p> <p>People will need to make their own way to Burnie and Devonport airports. As Burnie airport is close to the centre of Wynyard, passengers could walk from the from Jackson Street central stops (around 500m) by catching route 197.</p> <p>Those wishing to access the Launceston Airport from Burnie or Devonport will need to catch a bus service to Devonport (such as the north west express from Burnie) and then catch an intercity bus to Launceston. From Launceston CBD, travellers are able to use Launceston airport's commercial transport provider, which operates between the airport and Launceston attractors.</p>
Fares and common ticketing	
<p>Suggest a better incentive for bus use would be discount bus fares.</p> <p><i>"Costs me just over \$10 per day using the Greencard to get to work from Wynyard to Burnie."</i></p>	<p>Bus fares in Tasmania are heavily subsidised. In addition, State Growth is reviewing fares charged on general access bus services across Tasmania. The review is considering existing fares on different services, and seeking to ensure that there is a consistent methodology across the state.</p>
<p>There needs to be common ticketing for use on all bus services.</p> <p><i>"I find it frustrating that the Devonport and local area bus service is the only one that isn't Metro, I have a Metro card as does my daughter but are unable to use them on Mersey, if these cards were made available for use on Merseylink."</i></p>	<p>The Tasmanian Government intends to deliver a common ticketing system to allow a seamless one-ticket journey for those passengers using both Metro and privately provided bus services.</p> <p>The government has committed \$7.5 million to assist Metro with the upgrades required to its systems, as part of commencing the introduction of a common ticketing system.</p> <p>The introduction of integrated ticketing will improve integration of bus services and provide improved passenger and service information to support future network planning.</p>

Key Points	Our response
	<p>The government expects an approach to market to be commenced by March 2020.</p> <p>As an interim solution, non-Metro general access operators are being moved onto a new smartcard service (Transport Me), fares and concessions are being standardised, and trials are underway to allow transfers between operators.</p>
<p>Request for a daily fare cap for concession card holders.</p>	<p>Metro Greencard automatically caps urban fares at the maximum daily rate. Greencard customers will not pay more than the maximum daily rate for multiple trips in the same day.</p> <p>Weekday adult concession daily cap is \$5.80 if the first boarding is prior to 9:00am, or \$3.10 if the first boarding is after 9:00am.</p> <p>Saturday, Sunday and public holiday adult concession daily cap is \$3.10.</p> <p>Merseylink's Daytripper allows for unlimited travel from 9:00am to 6:30pm Monday to Friday & 9:00am to 4:40pm Saturday. Travel is only on Devonport and Latrobe urban services. Prices are \$5.90 for adult, \$3.80 for concession and child/student.</p>
Timetables	
<p>The timetable maps are too small to show all the bus stops</p> <p><i>"Could the proposed bus stops not be marked so people can see where they are to get on or off if the routes are changing assuming then the stops will be too"</i></p>	<p>All bus stop information will be included on google transit when the new network is implemented so customers can clearly see where bus stops are located and better plan their trips.</p> <p>Over time it is intended that all bus stops are upgraded to include a pole and blade so that passengers can clearly identify where stops are physically located.</p>
Ferries	
<p>The Spirit of Devonport ferry should run on a Sunday.</p>	<p>The Spirit of Devonport is not contracted by the Tasmanian Government and is provided by a private operator. It is up to the discretion of the operator when they provide services.</p>

Next steps

State Growth and relevant bus operators will now begin to finalise the new bus network. This includes making any adjustments to routes and timetables as a result of the agreed changes.

Further adjustments may need to be made to timetables and routes based on scheduling of bus services and rostering of staff shifts.

A communications plan will be developed to communicate the final network to the community. It is likely that the final network including timetables and maps will be launched in March 2020, so that the community is well informed of the new network before services commence in April 2020.

Updates are available at www.transport.tas.gov.au.



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