

Devonport urban bus review



Project 2018 background



- The Department of State Growth is reviewing all general access bus services across Tasmania as all existing bus contracts begin expiring in 2018-19.
- The aim of the review is to develop a network that meets our future transport needs and provides a fair and equitable level of service to communities within the budget constraints of the Tasmanian Government.
- The new network would not come into effect until early 2019, so the Department has the next 24 months to talk to the community, analyse customer data and re-contract these new services.
- As part of the review process, the Department has engaged consultants Phillip Boyle & Associates to undertake a detailed review of both the Burnie and Devonport urban bus networks.

The logo for Phillip Boyle & Associates features stylized lowercase letters 'p', 'b', and 'a' in grey, red, and orange respectively, positioned below a horizontal line that curves around them. The text 'PHILLIP BOYLE & Associates' is centered below the logo.

PHILLIP BOYLE
& Associates

Devonport Bus Review

Draft Network Options Workshop

Department of State Growth

23 May 2017

Outcomes of previous workshop

Draft network improvement options

Lunch

Workshop

Conclusion & Next Steps

AGENDA

Second Community Workshop

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

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

Housekeeping

- In the unlikely event of an emergency, the exit is out the way you came in, turn left in the corridor and straight out into the back carpark
- Bathroom facilities are located back out in the corridor
- A 45 minute break for refreshments is planned for 11:45
- Today is about respect and listening to others

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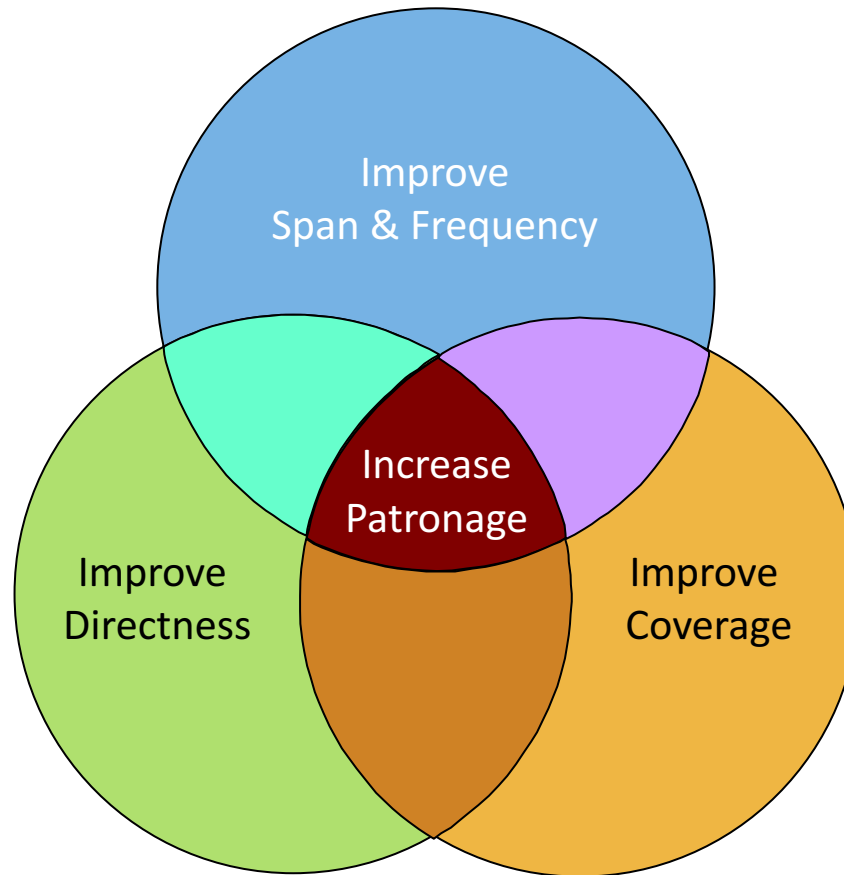
Aims

The role of this workshop

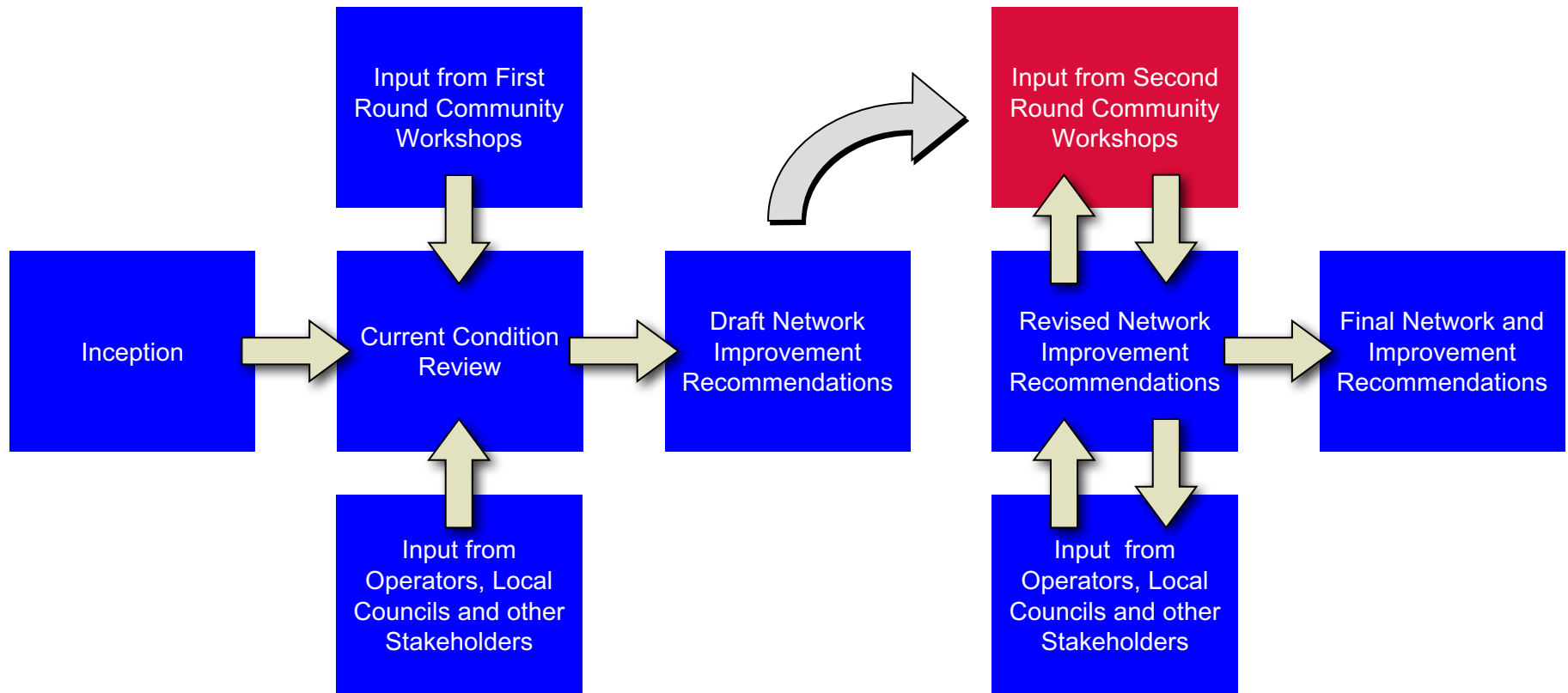
PROJECT OVERVIEW

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

Bus Service Review Programme Objectives



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



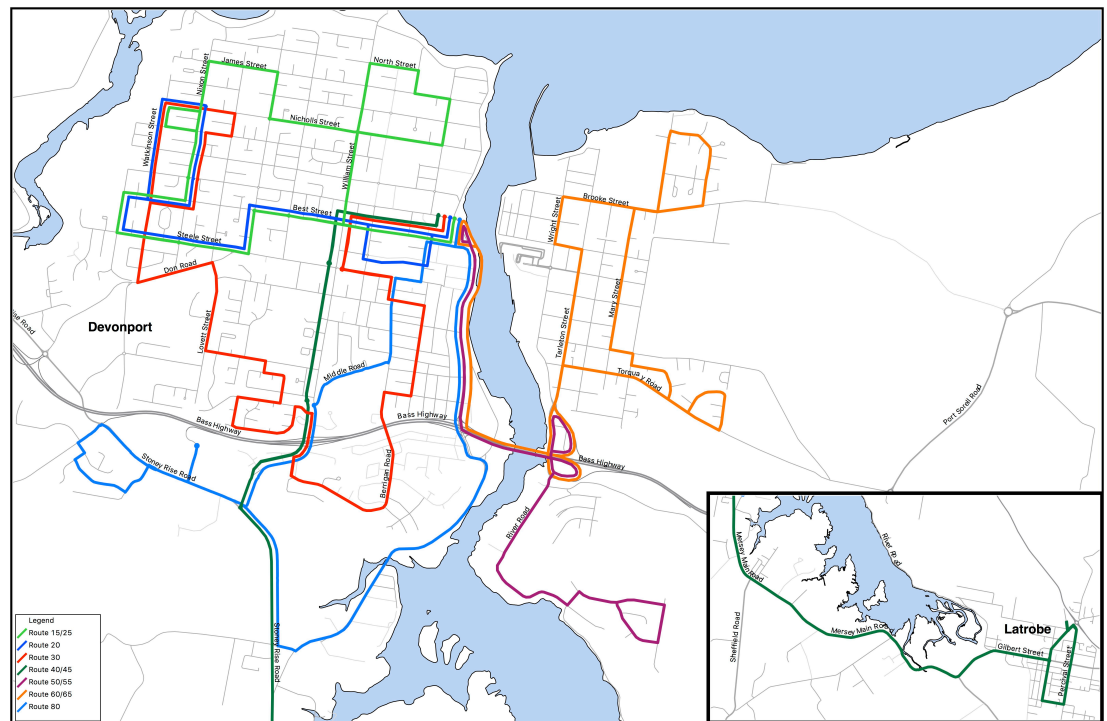
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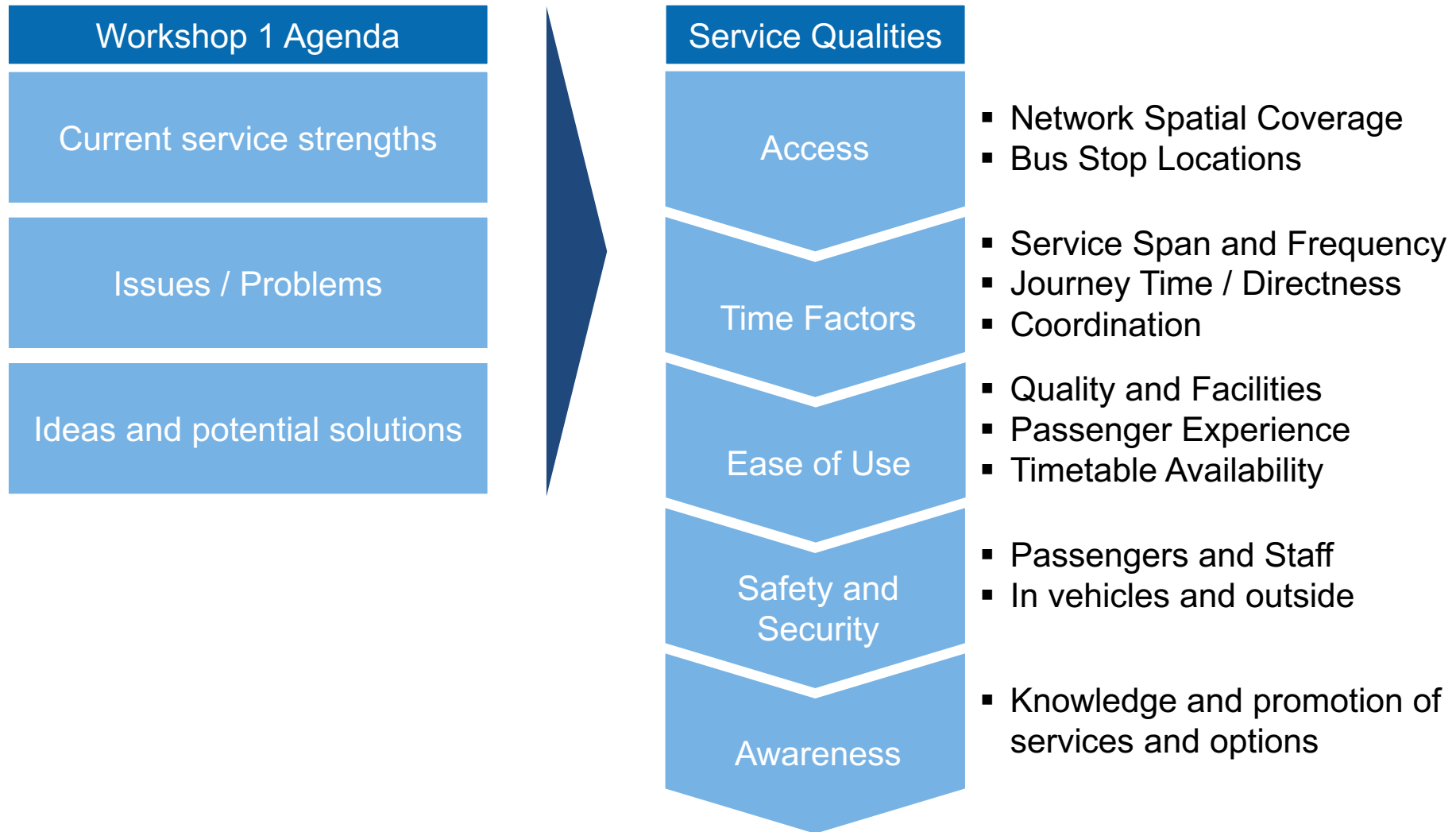
Study Area – Devonport

- 12 Urban Bus Routes
- Activity Centres
 - Devonport CBD
 - Latrobe
 - East Devonport
 - Don College
 - TAFE
 - Schools
 - Four Ways
 - Homemaker Centre

Current Devonport Urban Bus Network

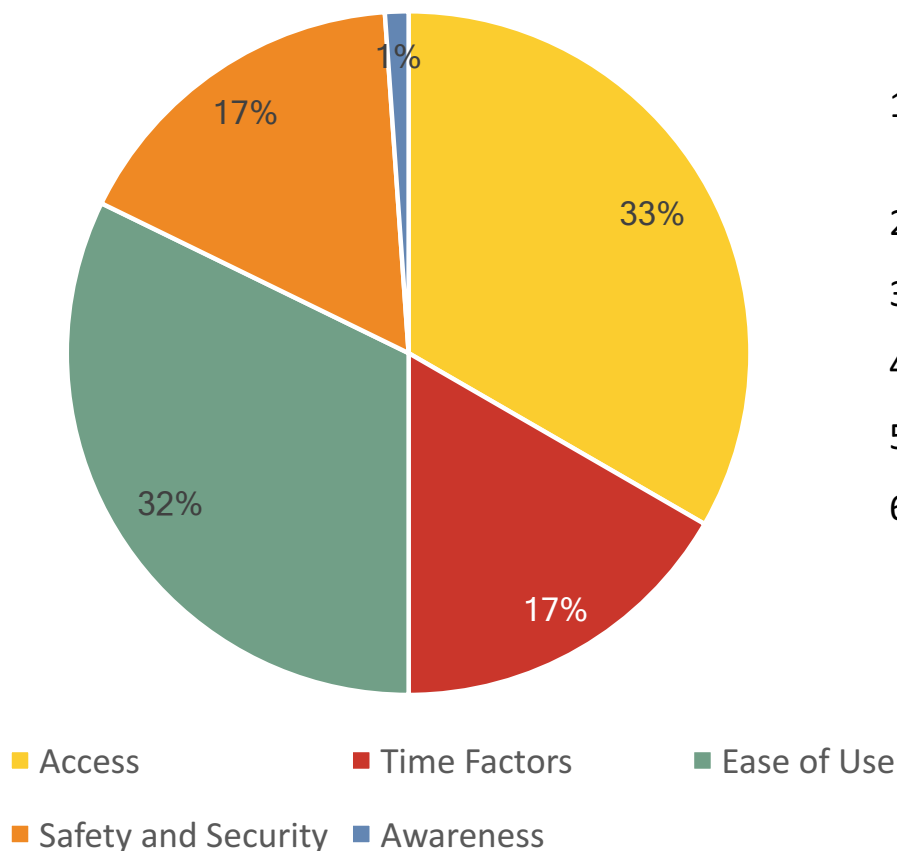


Members of the public provided around 220 comments at the first Devonport workshop



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

Devonport Responses

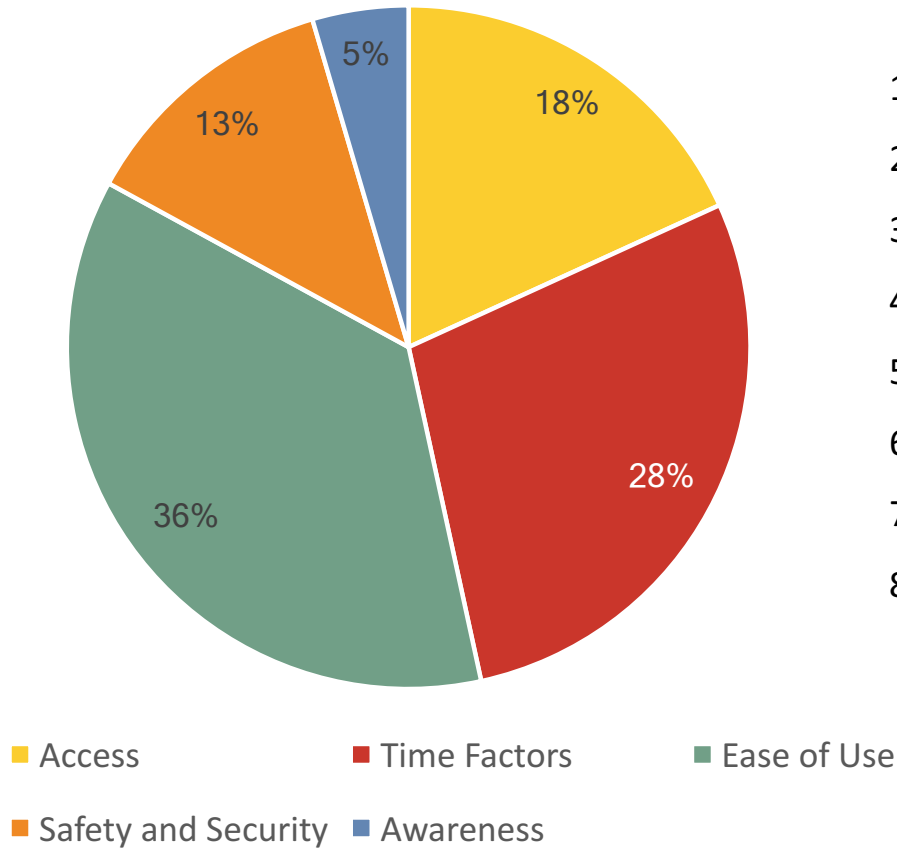


Summary of Round 1 Community Workshops Current Strengths

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

The biggest issues included service span, journey times and infrastructure

Devonport Responses

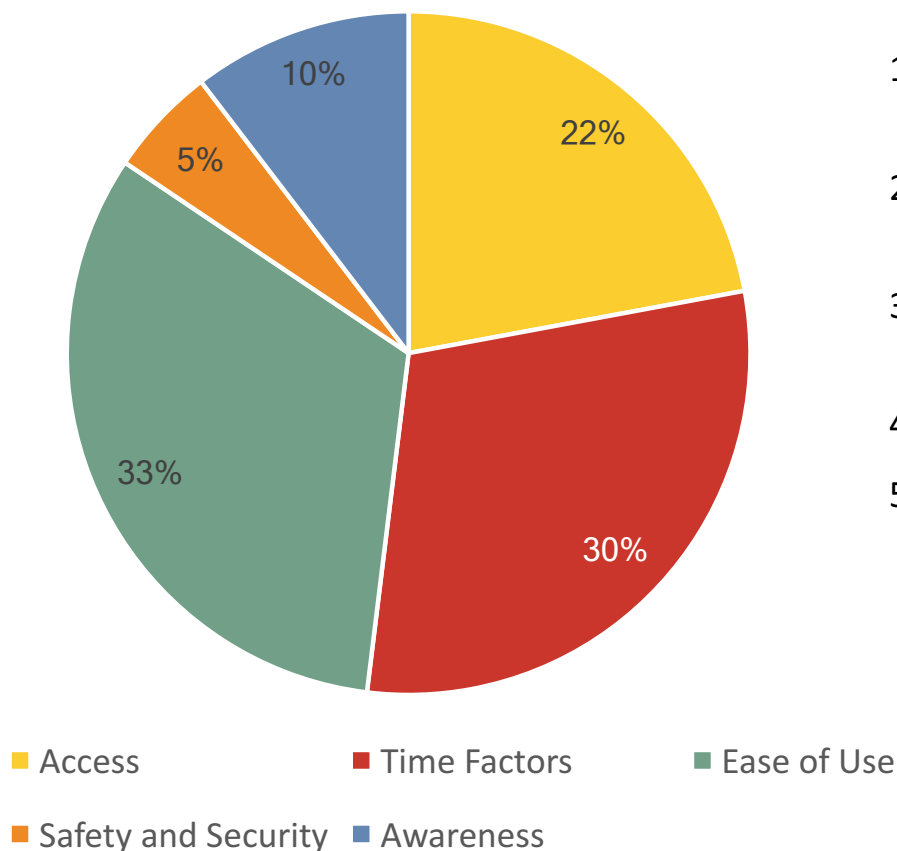


Summary of Round 1 Community Workshops
Current Issues

1. Operating hours / time span
2. Journey times / directness / multiple deviations
3. Bus stops
4. Information
5. Pricing
6. Bus Connections / links
7. Accessibility for all customers
8. Customer behaviour (on and off buses)

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

Devonport Responses



Summary of Round 1 Community Workshops
Service Improvement Suggestions

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

Another 4 written submissions raised a number of issues and opportunities

- Submissions closed in early April

Submitters Included:

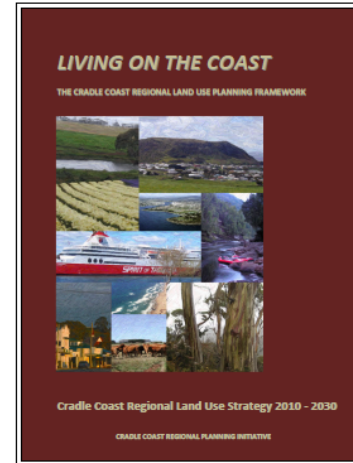
- Local Residents
- Merseylink

Suggestions

- Improve bus stop facilities (quality of signage)
- Increase span of hours (evenings and weekends)
- Improve connectivity (bus to airport)
- Improve ticketing (common ticketing)
- Specific route modifications to improve safety and journey times

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

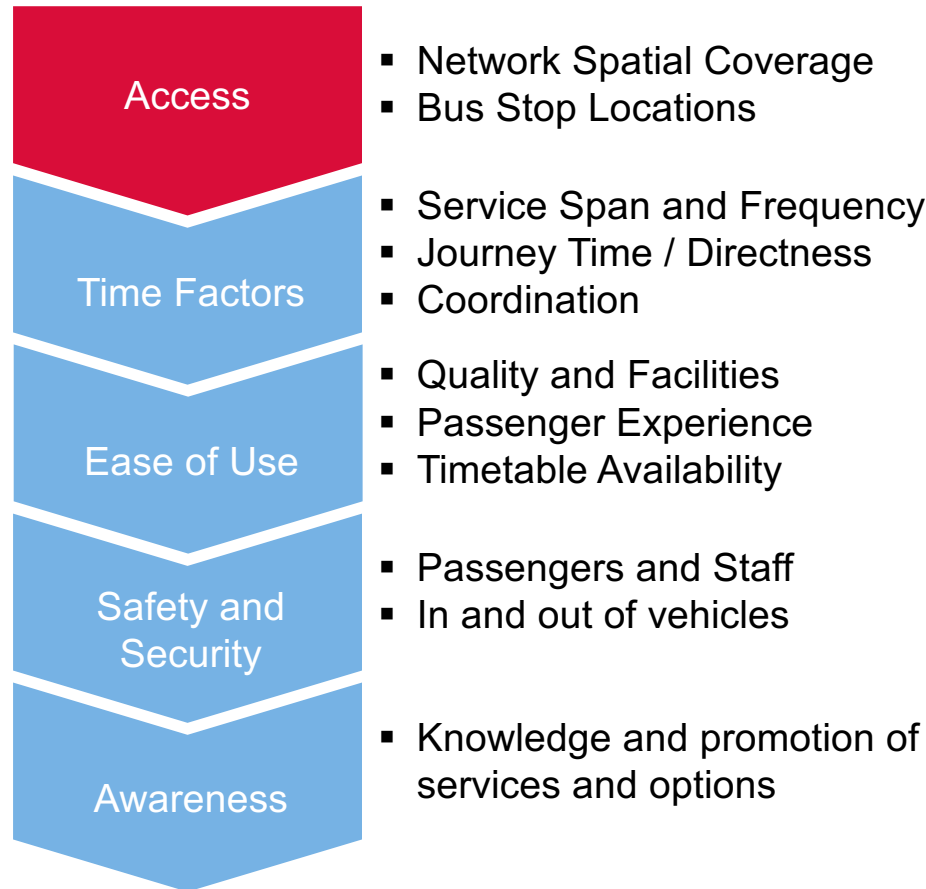
- The draft network is designed to be consistent with these documents, particularly:
 - Align with the Living City design and the focus on the CBD
 - Makes allowance for potential regional services (e.g. from Sheffield) within the general access network



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



Access is the highest priority for the Network Review

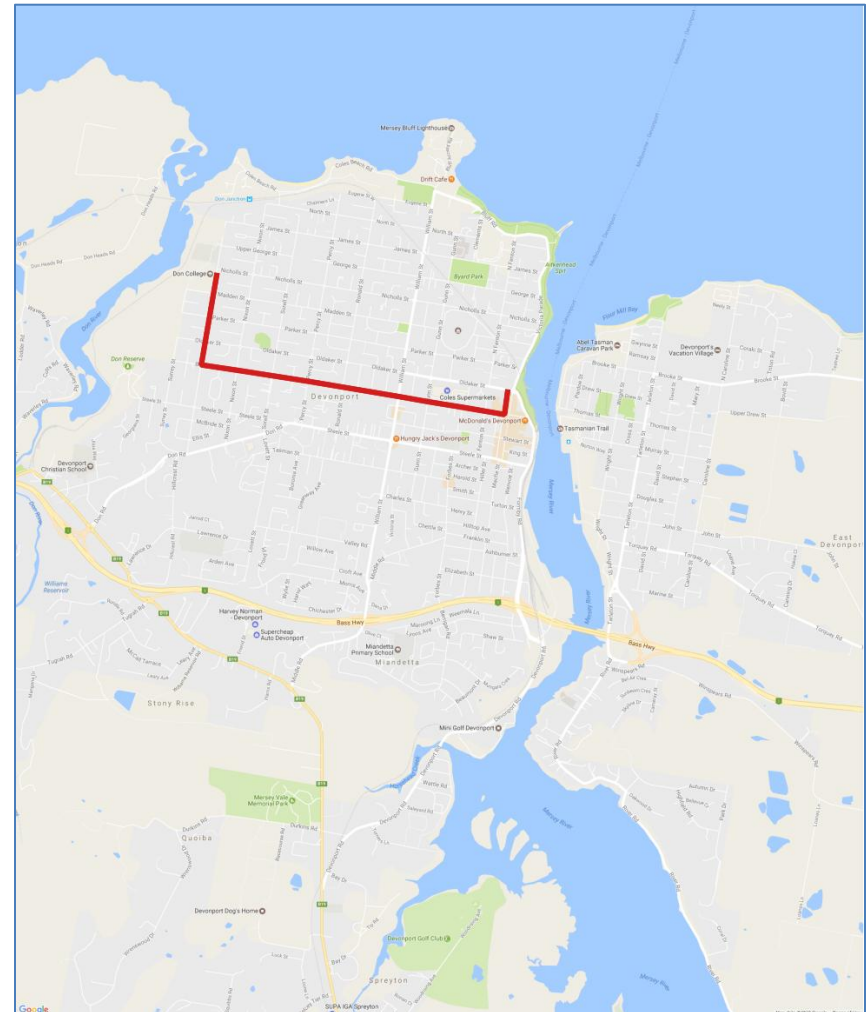
- No-one can catch a service that doesn't exist
- Core Principles
 - 500m buffer covers 90% of residents (easy walk)
 - A simple network is easier to understand
 - People like direct services
 - Services should operate in both directions (not one-way) if possible
 - Clock-face timetable is easiest to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

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

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

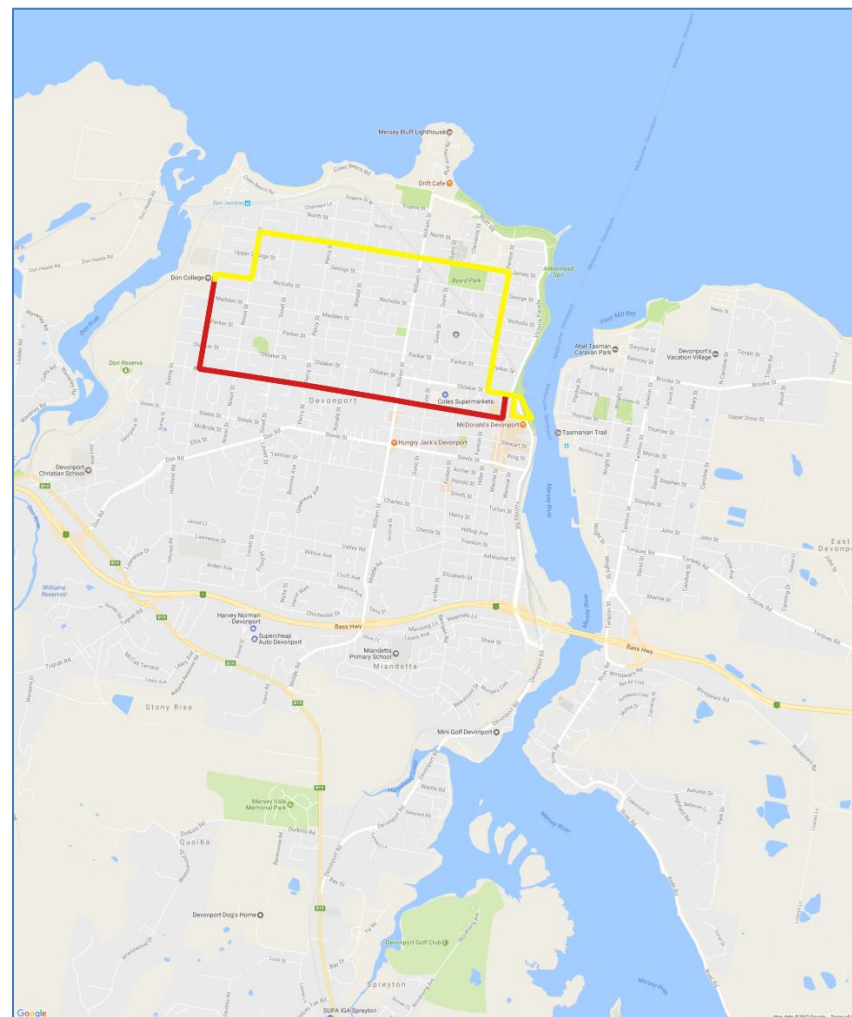
Draft Network – Devonport – Route ‘A’

- Create a new direct route between the two largest attractors on the network (Interchange and Don College)
- Suggest Best Street to maximise access to CBD attractors and 4-Ways



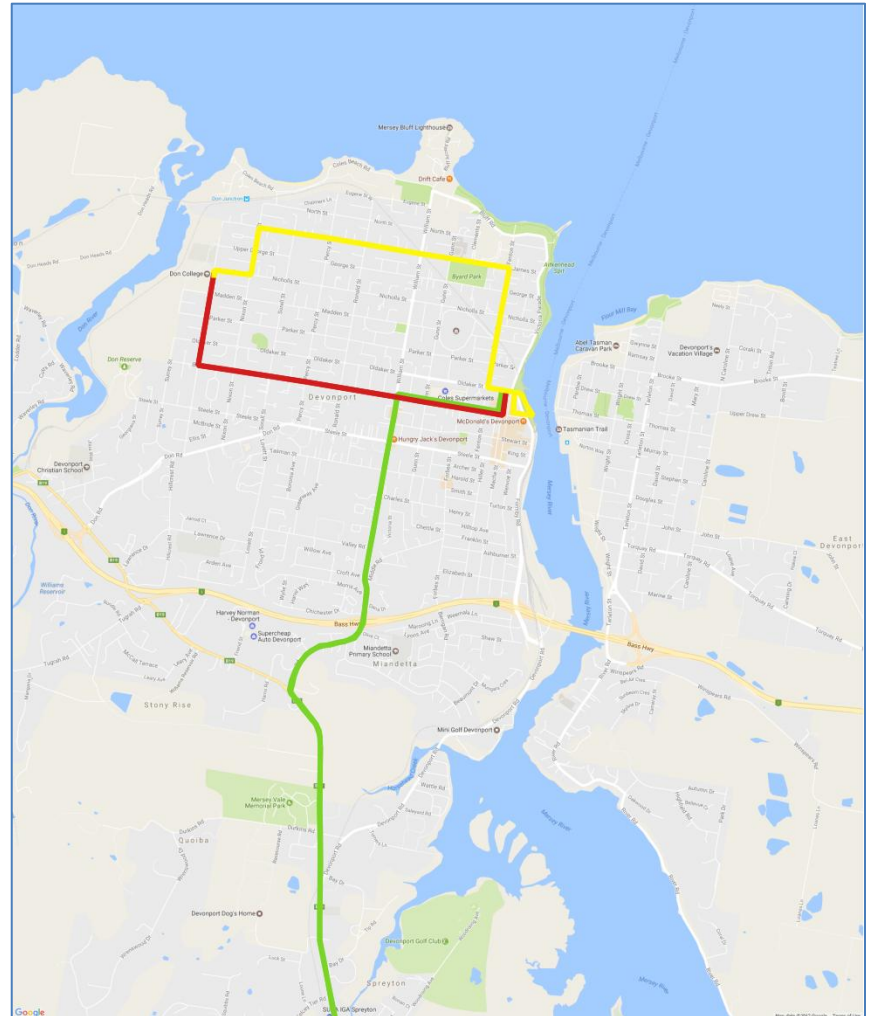
Draft Network – Devonport – Route ‘B’

- Create a secondary route between the two largest attractors on the network focussed on covering northern areas of Devonport
- Designed to be more direct (than current 15/25)
- Faster journey times
- Increased efficiency



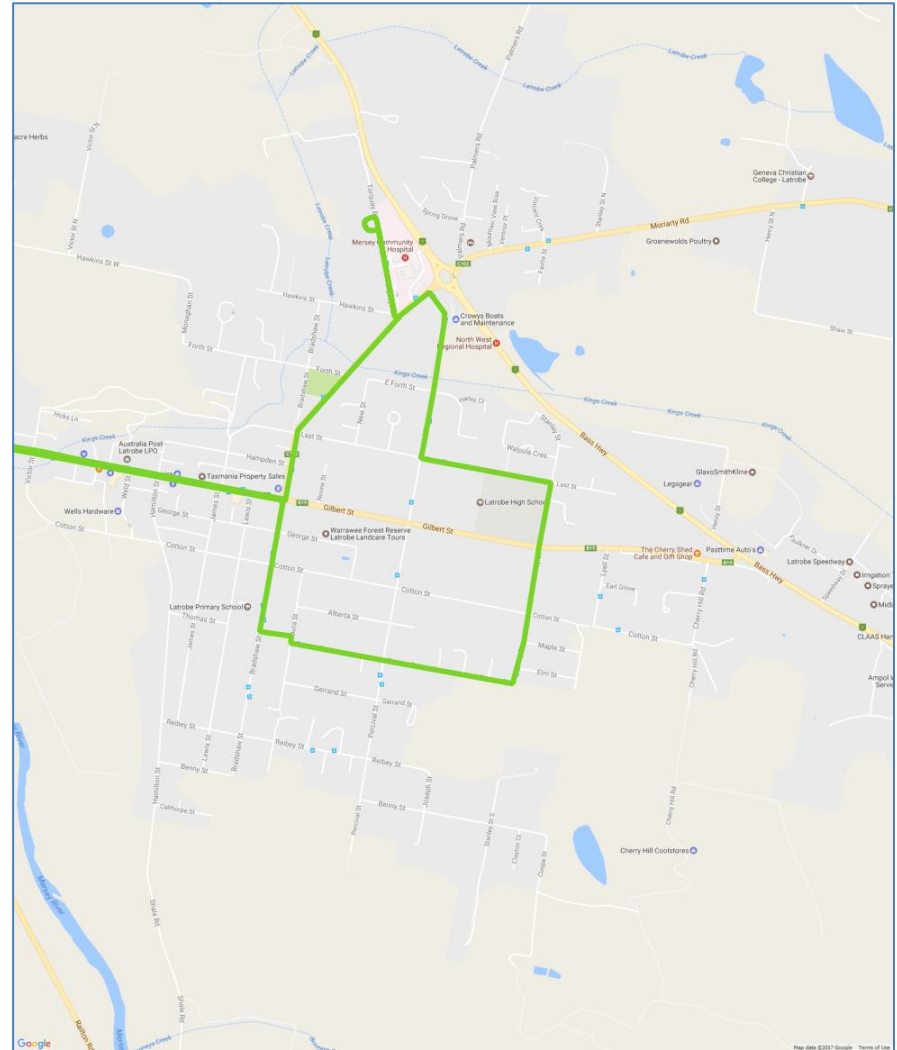
Draft Network – Devonport – Route ‘C’

- Provide connection between Latrobe and Devonport
- Retain route through Spreyton (limited benefit in running express on Bass Highway)
- Improve coverage of eastern Latrobe through redesigned / extended loop
- Potential for better co-ordination of timetables with Hospital Link services (for more even spread of services from Latrobe to Devonport)



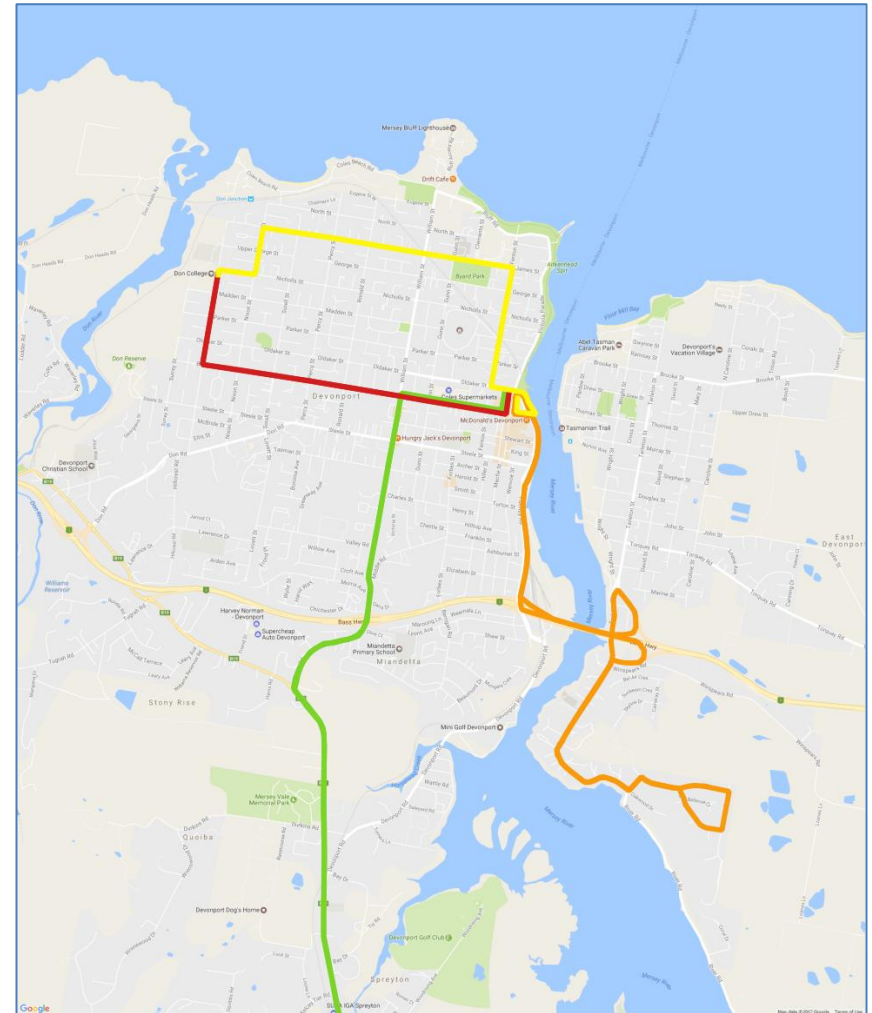
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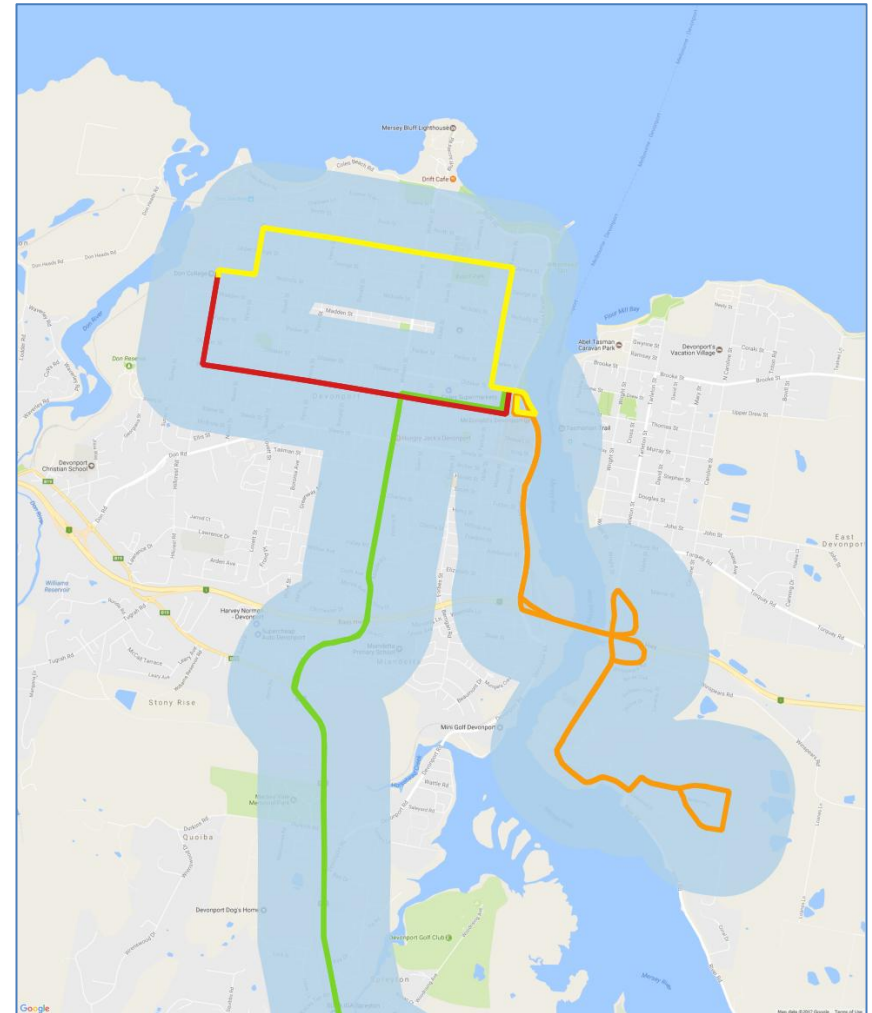
Draft Network – Devonport – Route ‘D’

- Current route has low patronage
- Limited road network options
- Population density justifies continued coverage
- Existing route is direct & efficient
- No change to Route 55



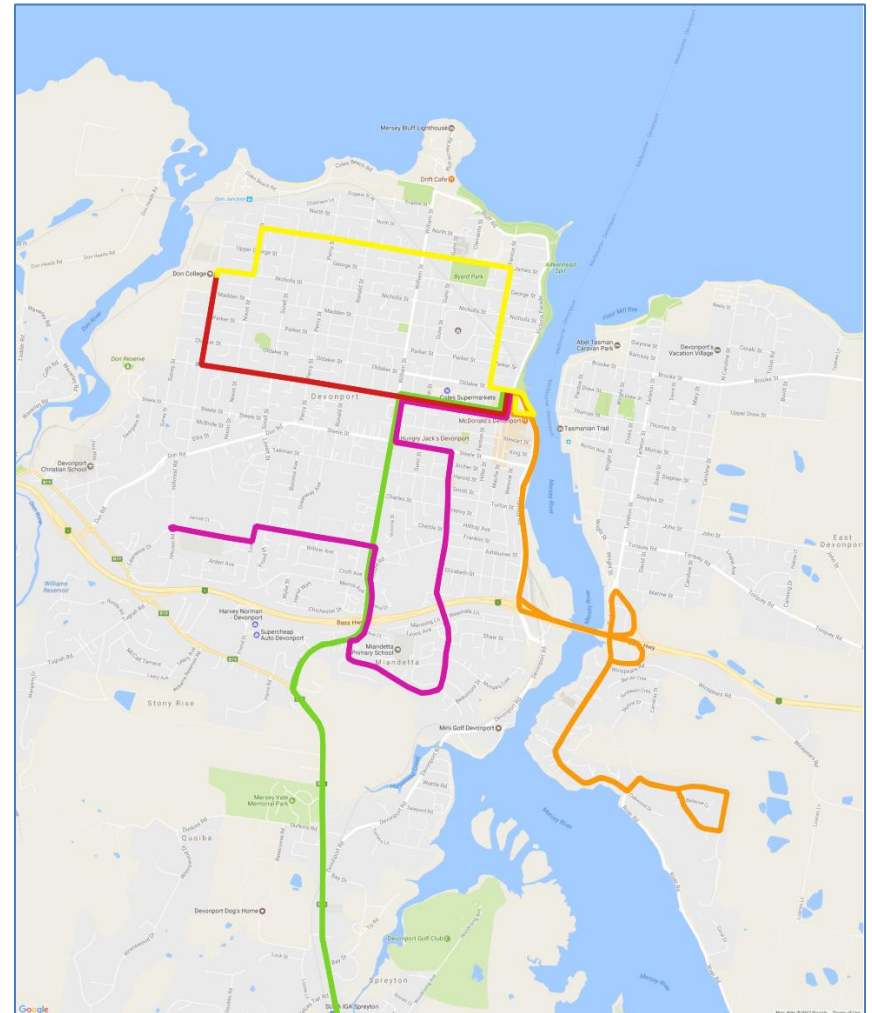
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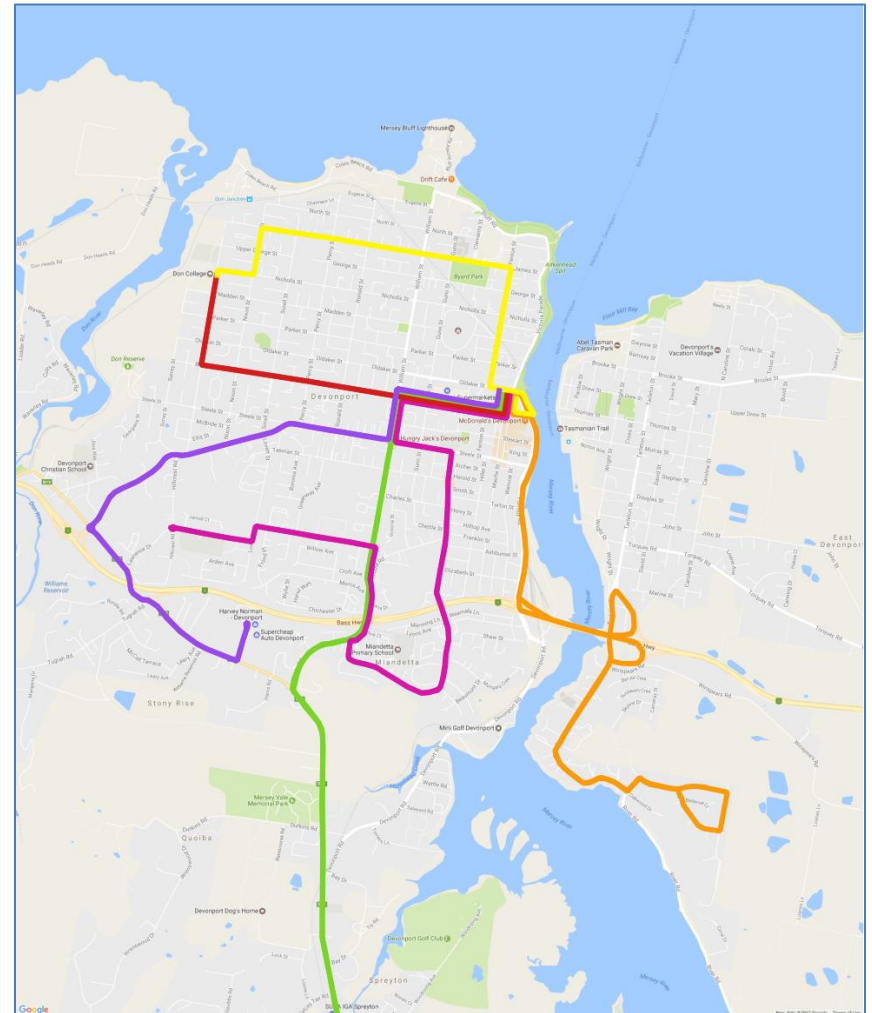
Draft Network – Devonport – Route ‘E’

- Provides coverage in Miandetta & South Devonport
- Retain links to 4-ways & TAFE
- More direct link to CBD (than current)
- Faster journey times
- Increased efficiency



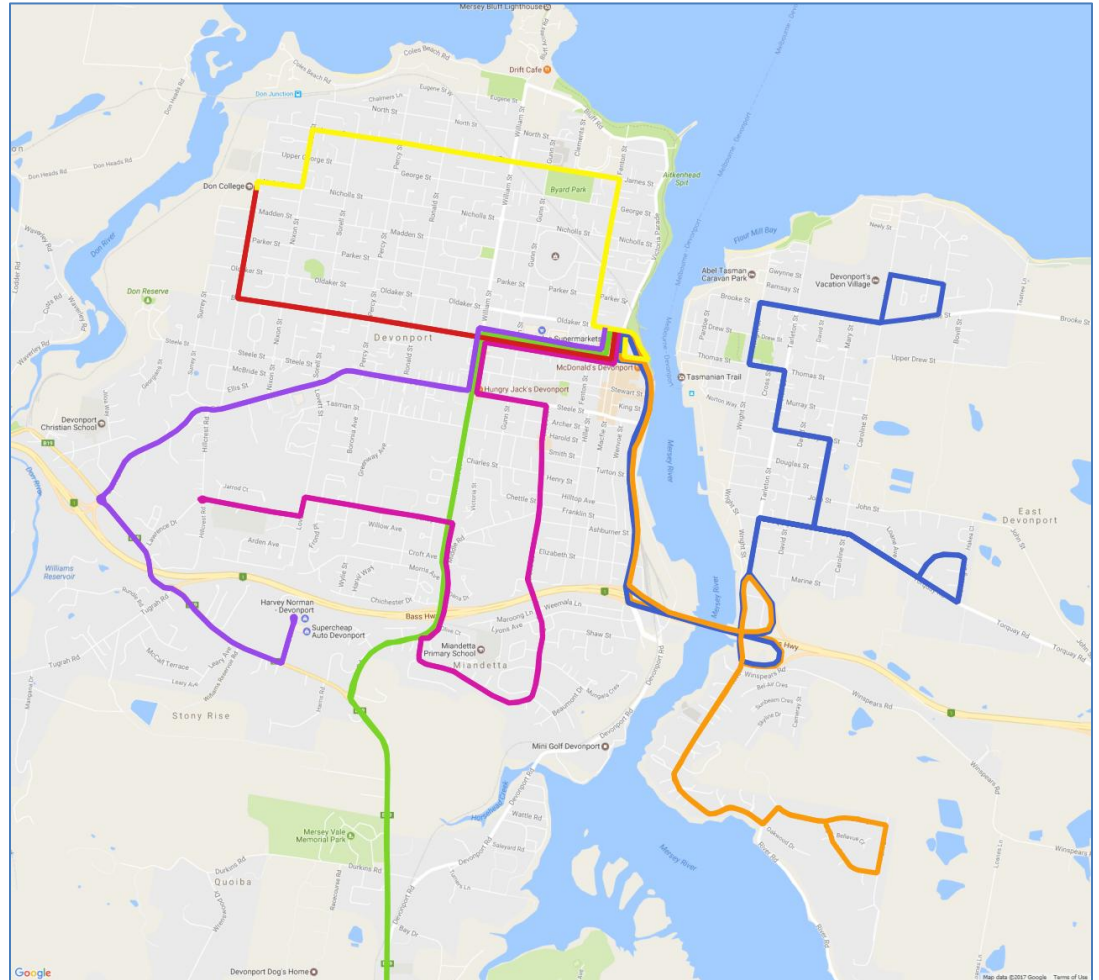
Draft Network – Devonport – Route ‘F’

- Coverage of Stony Rise & Don Road
- Population density justifies coverage
- Faster journey times to CBD
- Strengthens Don Road corridor



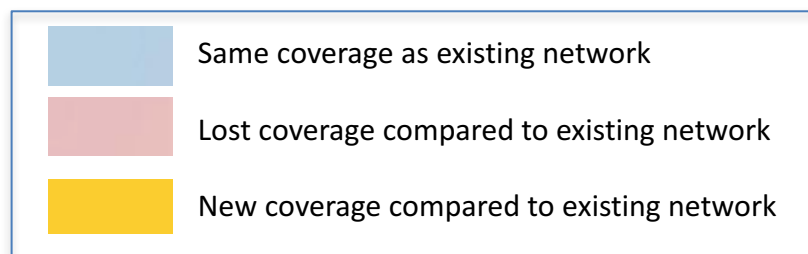
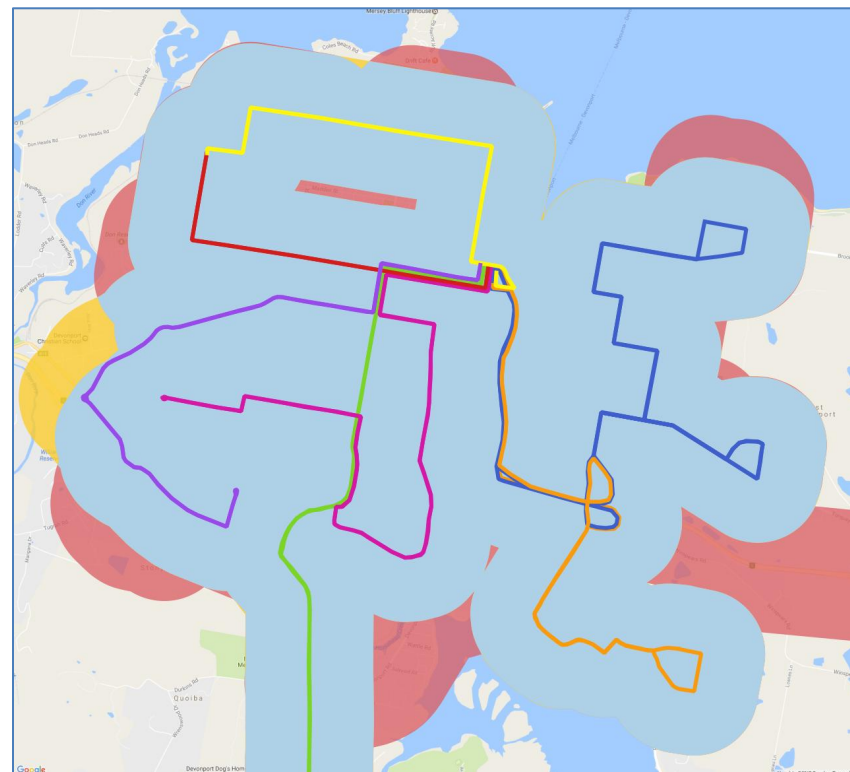
Draft Network – Devonport – Route ‘G’

- Coverage in East Devonport
- Retain direct links between Torquay Road area and Thomas Street (shops, schools)
- More efficient movements
- Potential for direct services from Torquay Road to CBD by utilising Port Sorell services



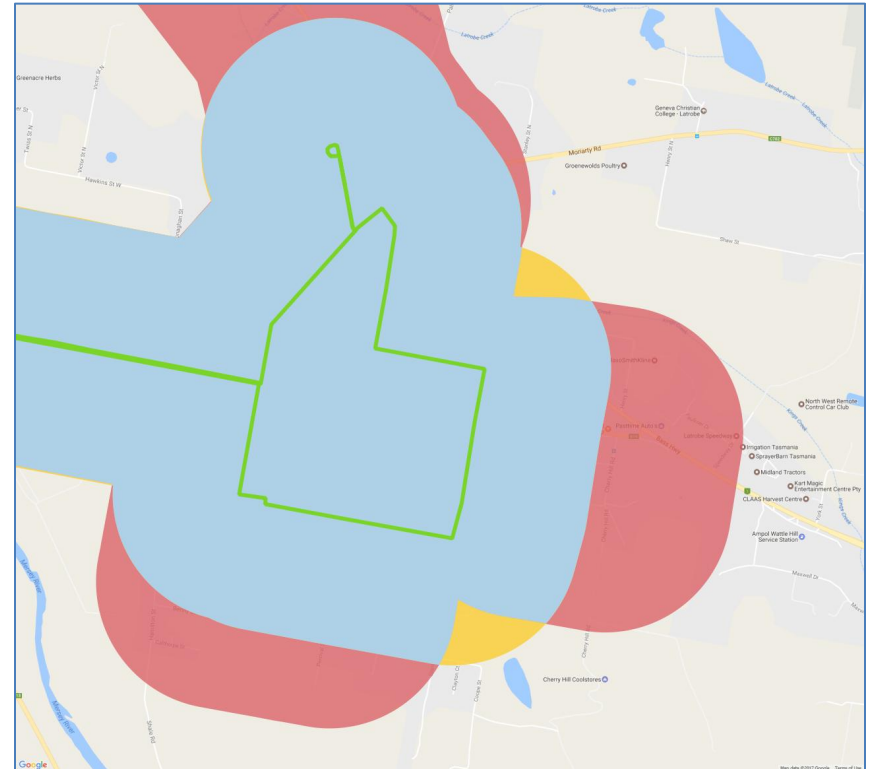
Draft Network - Devonport




- The vast majority of service coverage is retained
- Slight loss of coverage in Devonport Road area, Stony Rise and network edges
- Increase coverage on Don Rd & Devonport Christian School



Draft Network - Latrobe

- Improve coverage on regular services
- Coverage changes in many cases will be covered by school special services



- | | |
|---------------------------------------------------------------------------------------|--------------------------------------------|
|  | Same coverage as existing network |
|  | Lost coverage compared to existing network |
|  | New coverage compared to existing network |

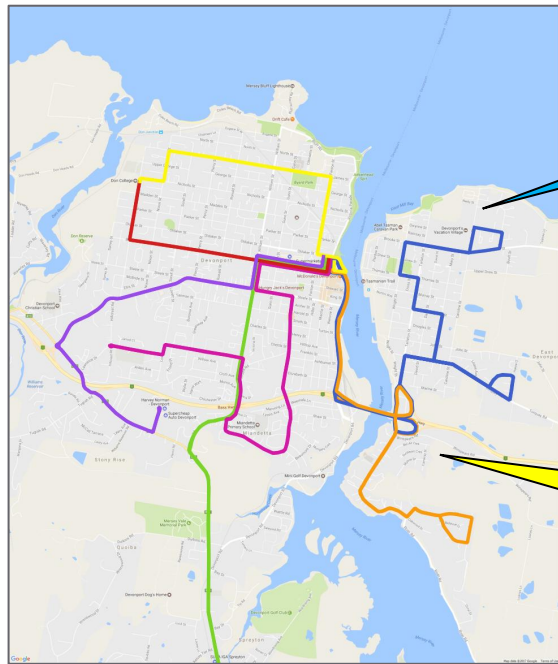
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At each table you have a number of ways to provide your thoughts and ideas about the proposed network



Blue Post-it Notes

Tell us what you like about:

- The network as a whole; or
- Specific Routes

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

Yellow Post-it Notes

Suggest any changes to:

- The network as a whole; or
- Specific Routes

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

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

You have

5

minutes

You have

1

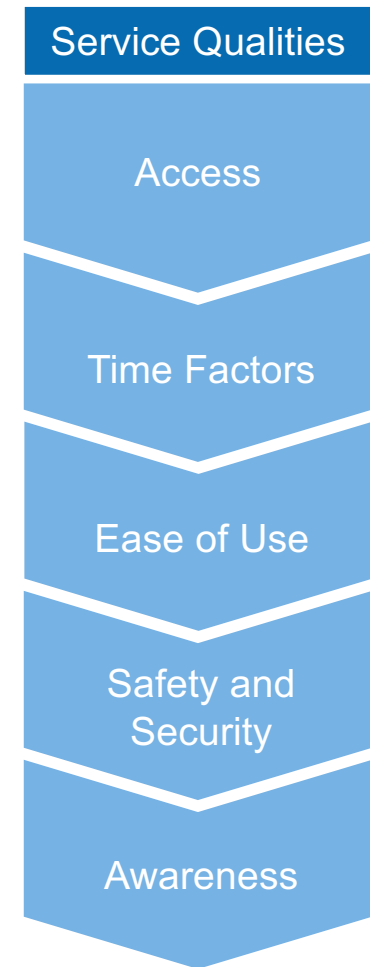
minute

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Next Steps

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



Thank you for sharing your time and views

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

Next Steps

- Any additional submissions can be made before 31st May 2017
 - Email submissions to project2018@stategrowth.tas.gov.au
 - For more information visit transport.tas.gov.au/project2018
- Or post to:
Department of State Growth
Devonport Bus Review
GPO Box 536
HOBART TAS 7001
- For all queries about the study, please contact Sarah Poortenaar on 03 6166 4473