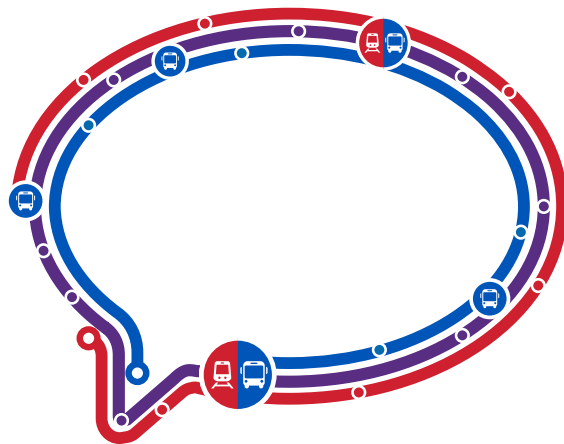


A NEW BUS NETWORK FOR CANBERRA



Phase 2 Community Consultation Feedback

18 June - 12 August 2018



**CANBERRA
IS BETTER
CONNECTED**



TTC Transport
Canberra

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EXECUTIVE SUMMARY

This Consultation Report synthesises feedback from our second community consultation on the proposed new bus network which ran from 18 June 2018 to 12 August 2018.

The purpose of this second phase of consultation on the network was to seek feedback on how people will use the network. The feedback gathered in this consultation phase will help us determine how we can best support more Canberrans to use the city's bus services and improve their overall experience when using and connecting to public transport.

In addition to feedback on how Canberrans will use the network, we also received feedback on proposed changes to the network. While specific route feedback was not the purpose of this consultation, this feedback is very useful as we continue to refine the network. Since the consultation period closed our network planners have continued to amend the network based on feedback and the next version of the network will be different from that presented during this consultation period. Ongoing revision and update of the bus network is a standard part of ongoing operation.

The new proposed bus network has been designed to offer more integrated public transport services and includes:

- a connected network of ten Rapid routes, including light rail
- proposed local services to connect people within their district and to Rapid services
- more trips with greater frequency
- same weekday and weekend services with extended hours to meet the needs of our growing city.

Targeted community conversations provided feedback on improvements and initiatives to help Canberrans use our bus services into the future.



Our staff had more than 1600 conversations with a wide range of community members and key stakeholders, including:

- the general community at shopping centres
- weekday and weekend commuters at bus interchanges
- school principals and peak bodies for schools
- parents of school children
- residents of several retirement villages
- Community Council organised public meetings
- disability groups
- university students and youth groups.

In addition to these conversations, around 9,700 Canberrans completed a survey providing further feedback on the new network.

Most feedback was from existing bus users whose individual journeys might change. These patrons have been trying to understand what the proposed changes would mean for them and have provided suggestions on the local routes and stops that they would prefer in the new network.

The conversations, survey responses, emails, phone calls and written feedback we received during the consultation period will inform and influence aspects of the design of the final bus network.



FEEDBACK AT A GLANCE

The feedback from the community was extensive and in some cases very detailed. It will take some time to work through the detailed feedback, particularly where it related to specific local routes, bus-stops and other network amenities.

From an analysis of the high-volume of comments, feedback and suggestions from the community, five key overarching themes emerge from the data and face-to-face engagement.

THEMES

1 Specific route feedback

We think you should change our local route in some way.

2 Xpresso services

We don't like the removal of across town, direct or 'single seat' journeys such as Xpresso services. This will significantly disrupt my life and make my travel times longer.

3 Network infrastructure

We want to feel safe, be protected from the weather, not have to walk too far and be able to find our way easily at interchanges, bus stops and connection points.

4 Implementation

The new network needs to deliver on the promises of increased frequency and must run on time if it wants to attract more people to use buses.

5 Frequency

We really like the sound of buses coming more often, some of the new routes and longer service hours, in the evening and on weekends.

Within these themes were many suggestions, as detailed throughout this report. Common suggestions included a digital journey planner, improved signage, better lighting and footpaths at bus stops and recharging stations.

These suggestions, in addition to specific route feedback, are being considered as the network design and operational plans are finalised.

We also received feedback directly related to the proposed services to schools within the new network.

SCHOOL BUS SERVICE THEMES

1 Interchanges

We don't like that our children now have to change buses to get to school.

2 Safety

We are concerned about the safety of our children on buses and at interchanges.

3 High school student feedback

We are concerned about younger children and about catching multiple buses and using interchanges.

4 Infrastructure

We are concerned about the proposed route, arrival and departure zones around our school.

5 Information

We want more information on practical details and timetable information, so we can plan for it.

CONTEXT

Public transport is about the lives of people and the choices they make - how they move around the city, where they decide to live, the places they go to socialise and even where they work.

It is about the people that live in Canberra today and the people that will live in Canberra tomorrow as it grows towards 500 000 residents.

Canberra has low public transport usage compared to other major cities and a major motivation for changing the bus network is to attract more people onto our buses. A well-designed public transport system will give individuals greater transport choice, as well as keep our city liveable and productive. Improving our public transport will help secure Canberra's status as one of the world's most liveable cities.

During this current consultation and previous public engagements, the people of Canberra have clearly given the message that people want buses to come more often, to be more reliable, to run for longer hours, seven days a week and for their journeys to be as rapid as possible.

In late 2017 when we spoke to Canberrans about buses in our first phase of consultation we clearly heard the messages that people want quicker trip times and more direct routes, more frequent and reliable services and longer service hours - mornings, evenings and on weekend - and that there is strong demand for an online smart-phone journey planner.

This gave us a clear starting point for designing an entire bus system that could deliver more buses, more often for more people and make it attractive for significantly more Canberrans to use public transport.

In a city that spans a large area and has a relatively low average density, there is an obvious challenge. How do you organise buses to move far and wide and often within a workable operational budget?



Data, including estimated population growth and patronage data was key to this design work. After extensive data analysis and with reference to successful examples in comparable cities, Transport Canberra proposed an approach that involves a fundamental change in the public transport system for the city, undertaking the first major root and branch redesign of the network since 1999.

Essentially moving from a criss-crossing design of long, circuitous routes to a spine of rapid routes which travellers link into using shorter, straighter, more direct routes.

This type of proposal is not just tweaking at the edges, it is a total re-design from the ground up; in other words, a fundamental change. We have seen this type of network re-design be delivered in cities such as Auckland with great success.

With this scale of fundamental change come impacts on the everyday lives of many people.

In any change of this size there will be changes to many, some of those will be beneficial changes, while others will see less benefits in the new network. The scale of the feedback points to the number of people that anticipate being affected by the proposed changes.

We cannot all have a bus to our doorstep so there is a need to be guided by policy and principles. The guiding principle throughout has remained the vision of establishing a public transport service that offers frequency and reliability to sustainably meet the current and projected future travel needs of as many Canberrans as possible.

WHO DID WE HEAR FROM?

As we are building a network for current and future public transport users it was important that we provide opportunity for everyone to comment. The response to the request for feedback on the new network proposals was significant and many people and organisations invested time in providing feedback.

We spoke to almost 13,000 people and received more than 10,500 pieces of feedback in the 8-week consultation period. By estimating that people spent an average of 8 minutes giving feedback, the average time to complete the online survey, this adds up to around 38 working weeks' worth of time that was invested by the public to give their feedback.

In much of the feedback people referred to the personal everyday impact of the proposed network,

this applied to both the concerns they have and the benefits they perceive.

The online Yoursay survey and the dedicated email inbox were the largest channels by which existing bus users provided feedback. Other keys stakeholders such as parents, schools and peak bodies were reached by meetings.

We also got out and spoke directly to more than 1,100 members of the community at 21 roadshows held across Canberra.

Those that could be become bus users in the future gave feedback at the roadshows and would also have been represented in the randomly selected phone survey.

	EXISTING USERS	POTENTIAL BUS USERS	SCHOOLS	PARENTS	AFFECTED USER GROUPS	PEAK BODIES
SURVEYS						
Yoursay – General network	✓					
Yoursay – School network				✓		
Omnibus Phone	✓	✓	✓	✓	✓	✓
CONVERSATIONS & MEETINGS						
Roadshows	✓	✓		✓		
Focus groups	✓	✓		✓		
Stakeholder meetings			✓		✓	✓
Community Council - Public Meetings	✓	✓		✓	✓	
EMAILS & PHONE CALLS						
Questions & comments	✓		✓	✓		
Submissions					✓	✓
Access Canberra	✓		✓	✓	✓	

To ensure that as many people as possible knew about consultation activity a wide range of marketing and communication activities occurred to encourage feedback:

- Media activities
- Social media campaign
- Collateral on the buses and at government shopfronts
- YourSay website
- Information in ACT Government Access Canberra Newsletter
- Information distributed to all ACT schools



WHAT DID WE ASK?

Designing a bus network is very complex and making a change to the direction of a route, or to timings can have a significant impact across the entire network.

Therefore, it was important to gather feedback from the community before the detail of the network was finalised. This consultation presented the community with a proposed network, frequency and format that responded to the feedback from Stage 1, without a detailed timetable. This was challenging as it was asked people to imagine their journeys with indicative frequencies rather than a timetable. However, it was important so that it provided an opportunity for input from the community before the network is finalised.

Feedback was gathered by asking open questions, focussing conversations on how people imagined they would use the network, what they thought would work or not work for them and how their journey could be improved.

Supporting information was prepared to help people to do this 'imagining' in order to give feedback. As an example, 140 special maps and fact sheets were prepared, one for every school in Canberra. Large network maps were provided at the roadshows to allow the community to discuss their journey directly with staff capturing feedback at these roadshows.

Throughout the consultation, we remained responsive to feedback in the process, adjusting and re-drawing maps, creating additional FAQs and presentations to present the ideas as clearly and legibly as possible.

HOW WE GATHERED FEEDBACK

Here are the numbers:

CONSULTATION CHANNEL	NUMBERS WE SPOKE TO
Survey on www.yoursay.act.gov.au	9,735 survey responses
Community Council meetings	350 attendees at 7 meetings
Email comments and submissions	504 emails + 16 submissions
Pop up roadshows	1,165 conversations at 21 roadshows with 334 recorded feedback
Access Canberra	99 phone calls
Focus groups	19 parents of school children at 2 focus groups
Omnibus survey	1,000 surveys completed
Stakeholder meetings	25 meetings with stakeholder groups
TOTAL	12,913 conversations 11,722 items of feedback
Social media reach	295,581
Website hits	13,892

We wanted to genuinely listen and understand the suggestions and concerns of Canberrans about the planned network. To achieve this we worked hard to have face-to-face conversations on the streets of Canberra, as well as in focus groups, meetings with stakeholder representatives and by providing lots of opportunity to provide free-text responses in the online survey.

As a result, we have very rich feedback data which includes quantifiable data about the benefits and concerns of Canberran's with respect to the proposed network, as well as large numbers of very specific feedback about local routes, location of bus stops and frequency. This information is too detailed and extensive to be captured in this report, however is being analysed as part of considering the final network and associated timetable.



POP UP ROADSHOWS

Our consultation staff hosted 21 roadshows across Canberra and had more than 1,100 individual conversations. These staff were lay-people, rather than transport professionals, who were there to actively listen to the views of the community and ensure they were appropriately recorded, without

seeking to challenge community views, or seek to defend the proposed network.

We went to bus stations and non-interchange locations to gather feedback from current bus users as well as non-users.

ROADSHOW LOCATION	NUMBER OF PEOPLE SPOKEN TO	PIECES OF FEEDBACK RECORDED	DATE
City bus station	264	54	21-22 June 2018
Dickson shops	89	34	23 June 2018
Kingston Library	40	22	28 June 2018
Manuka Terrace	30	9	29 June 2018
Old Bus Depot Markets	30	19	1 July 2018
Belconnen Library	55	19	5 July 2018
Belconnen Fresh Food Markets	71	26	7 July 2018
Tuggeranong Bus Station	60	23	12-13 July 2018
Tuggeranong Library	25	17	14 July 2018
Woden Station	70	18	19 July 2018
Cooleman Court	78	13	20 July 2018
Woden Library	44	12	21 July 2018
Gungahlin Bus Station	32	10	26 July 2018
Gungahlin Village	41	11	27 July 2018
Gungahlin Marketplace	84	9	28 July 2018
University of Canberra	34	14	30 July 2018
Canberra Institute of Technology - Reid	53	11	31 July 2018
Belconnen Bus Interchange	35	10	6 July /3 August 2018
ANU	30	3	9 August 2018
TOTAL	1165	334	



PUBLIC MEETINGS

We talked with around 350 community members during public Community Council meetings across seven regions of Canberra. At these meetings a range

of views were shared and once again face to face conversations took place about the proposed network and people shared their hopes and concerns.

MEETING	APPROX. ATTENDEES	DATE
Inner North Community Council	30	20 June 2018
Weston Creek Community Council	40	27 June 2018
Tuggeranong Community Council	80	3 July 2018
Woden Community Council	60	4 July 2018
Inner South Community Council	70	10 July 2018
Gungahlin Community Council	25	11 July 2018
Belconnen Community Council	45	17 July 2018
TOTAL	350	

FOCUS GROUPS



We also ran focus groups with parents of children attending ACT schools, some of whose children used buses and some did not, with a mix of public and private schools. We've heard from and have been talking with members of the community about how we can ensure that kids are safe on public transport to and from school.



SURVEYS

More than 9,700 people completed our online survey on yoursay.act.gov.au with a mixture of closed and open questions. More than 3,600 parents and students provided specific feedback in relation to school bus routes as part of this survey.

An omnibus telephone survey of 1,000 Canberrans collected quantitative data about their public transport habits and preferences for what would encourage them to catch buses more often.



INFORMATIVE CONSULTATION MATERIAL

Extensive information with clear and simple messaging was made available to the public to assist in the gathering of accurate feedback and views, including:

- general information and responses to frequently asked questions (FAQs)
- whole of network maps showing local services and the Rapid network
- regional fact sheets and network maps showing more detail about services in different parts of Canberra
- 138 individual school fact sheets for each school in the ACT, showing the school and regular bus services available and key interchange points for students.



STAKEHOLDERS

Our staff met with many interested parties, including:

- school principals, peak bodies for schools and the School Transport Liaison Committee
- residents of retirement villages
- public meetings of Community Councils and the Land Planning Committee
- disability groups, such as Guide Dogs ACT/NSW and Blind Citizens Australia
- other interested stakeholders, such as the Property Council and the Youth Coalition of the ACT.

STAKEHOLDER	DATE MET
SCHOOLS AND EDUCATION STAKEHOLDERS	
ACT Council of Parents and Citizens Association	27-Jul-18
Association of Independent Schools	13-Jun-18
Association of Parents and Friends of ACT Schools	12-Jul-18
Brindabella Christian College	27-Jul-18
Catholic Education Office	22-Jun-18
Catholic Education Office and Catholic School Principals	07-Aug-18
Hawker College	23-Jul-18
Kaleen High School	2 Jul 18
Marist College	27-Jul-18
Melba Copland High School	24-Jul-18
Merici College	02-Aug-18
School Transport Liaison Committee	05-Jul-18
COMMUNITY AND BUSINESS STAKEHOLDERS	
ACT Council of Social Service (ACT COSS)	01-Aug-18
ACT Indigenous Elected Body	11-Jul-18
Bimberi Youth Justice Centre	30-Jul-18
Capital Airport Group	08-Aug-18
Community Council Chairs (at EPSDD Environment and Planning Forum)	21-Jun-18
Department of Defence (Campbell Park)	26-Jul-18
Goodwin Lifestyle Centre Crace	07-Aug-18
Guide Dogs NSW/ACT (Vision Australia, Canberra Blind Society and ACT Blind Citizens invited via Guide Dogs Australia)	31-Jul-18
People With Disabilities ACT	17-May-18
Weston Creek Committee members	25-Jun-18
Pedal Power	02-Jul-18
The Grove Ngunnawal Retirement Village	13-Jul-18
Youth Coalition of the ACT	20-Jul-18
Property Council of Australia - ACT	25-Jul-18
COTA	26-Jul-18
Canberra Business Chamber	26-Jul-18
Goodwin Village Monash	27-Jul-18
Girraween Retirement Village	27-Jul-18
Goodwin Village Tuggeranong	27-Jul-18
Old Narrabundah Community Council	30-Jul-18



WHAT WE HEARD

KEY FEEDBACK THEMES

The key themes from Canberrans were consistent across all forms of feedback.

Loss of single seat journeys and removal of Xpresso services

- concern about the hassle and time of changing buses and felt that this was a disincentive to using the bus network
- a strong concern that the loss of Xpresso services will mean people will need to leave home earlier and get home later to travel to work
- worries about waiting times at interchanges and cynicism about the ability of services to run on time, making connections messy and unpredictable.

Frequency and rapid routes will improve many journeys and some new local routes are popular

- welcomed the increased frequency of the services and the extension of services on the weekends

Implementation of the new hub and spoke network design

- worries about multiple bus changes meaning the new system will take more time and therefore not be as useable
- concern about the design of 'hubs' meaning that some people have to change buses to get into nearby town centres (ie: going into Bruce if you live in West Belconnen and change) rather than more direct routes
- the importance of buses running on time and as scheduled was highlighted as essential to smooth operation of interchanges and the new network.

Changes to the bus network need to be accompanied by improvements to network infrastructure

- worried those with limited mobility and vulnerable people in our community will be negatively impacted by changes to the network
- concerns about walking longer distances to a bus stop adding more time to their overall travel time
- many suggestions about improving the infrastructure of the network including specific location for bus stops, shelters and lighting.

Changes to school services

- worried about safety of children travelling on general buses and needing to change buses at interchanges
- concern about the loss of 'single seat journeys' for children and associated longer travel times
- concerns about the infrastructure at schools and interchanges to support child safety
- the importance of getting detailed timetables to allow parents to plan their child's route for 2019.



REGIONAL INSIGHTS

GUNGAHLIN



Concerns included:

- having to walk further to bus stops
- removal or reduction of direct routes, single seat journeys and rapid buses to Belconnen
- service changes for Crace
- longer travel times
- connections with light rail and the ability of light rail to cope with huge numbers
- road and bus station congestion
- inadequate infrastructure eg. shelter needed to support increased patronage.

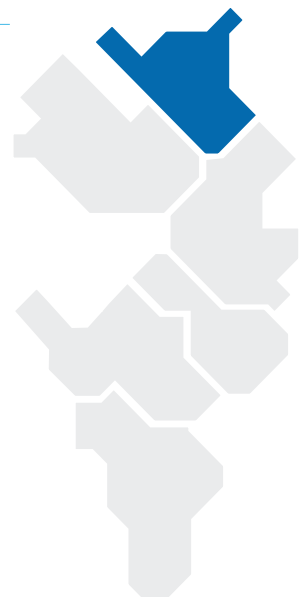
Benefits included:

- direct routes to Belconnen
- improved transport options, frequency and connectivity with the introduction of light rail
- light rail will make travelling to city much easier.

Suggestions not relating to routes included:*

- improved interchange safety measures are needed
- buses should be more frequent
- footpaths in interchanges and at bus stops need improving
- better signage is needed at Gungahlin interchange
- new technologies for fare paying and future possibility of interconnectivity with other Australian states.

* Route specific suggestions are being assessed by the Transport Canberra network planning team



Submissions were received from the following groups with particular interest in Gungahlin:

ORGANISATION	KEY ISSUES RAISED
Goodwin Aged Care – The Central at Crace	<ul style="list-style-type: none"> Concerned regarding the removal of R54 which takes residents directly to Belconnen. The alternative will mean residents need to travel first to Gungahlin and change buses; or walk to Gundaroo Drive to catch the R8. Concerned that the proposed new route arrangements are not suited to elderly people, who rely on public transport to avoid social isolation Concerned that the changes will adversely impact residents of The Central at Crace
Cockington Green	<ul style="list-style-type: none"> Supports the continuation of an efficient service to support the Gold Creek Precinct. Concerned about the removal of a direct route from Belconnen to the Gold Creek Village precinct. Suggests a direct return service to the Gold Creek precinct is needed, originating in both the City and Belconnen



“Route 21-22 for Throsby looks great. We moved up from Batemans Bay to Canberra for the services including transport. Light rail and new route looks great.”

– Lee, spoke to us at Manuka Terrace on 29 June.



“I have an intellectually disabled son who catches the bus from Gungahlin to Barton. Now he will need to change in city. Not happy.”

– Frank, spoke to us at Gungahlin Village on 27 July.



“Coming from Sydney I love the network in Canberra. I have low vision and it works well for me. The new frequency will get people on the light rail”

– Anonymous, talked with us at Gungahlin bus station 26 July 2018



“I am not happy to hear about the changes again to the school bus services because I live in Amaroo. The problem of the school bus network not going though Amaroo will put me in a situation in which I will have no choice to have my dad to drive and pick up from school. 100 or more school students trusting action bus services will be let down due to the school bus services not going though suburbs.”

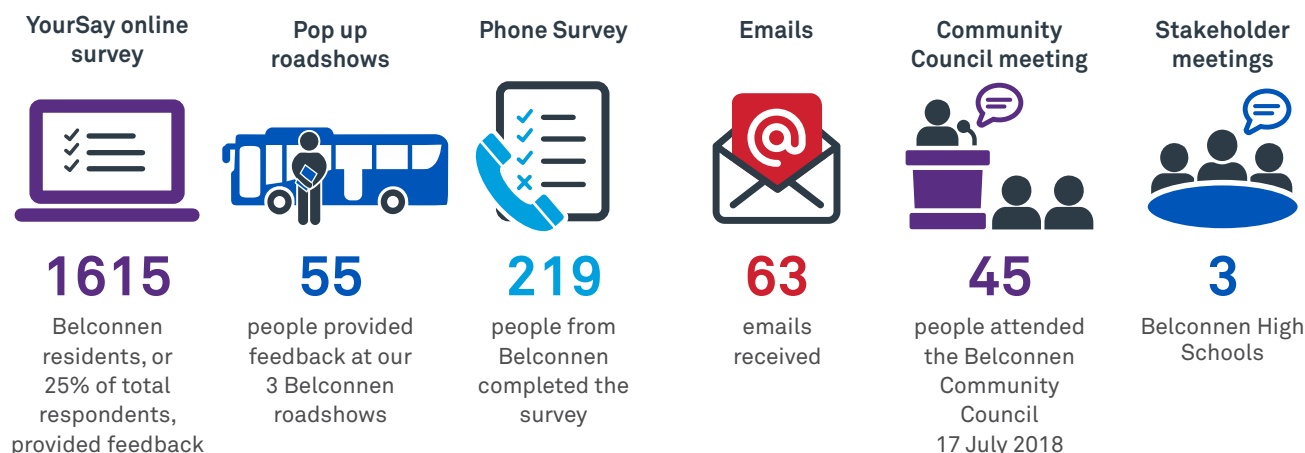
– Email; Student, John Paul College, Gungahlin



“There is no bus route from either Palmerston or Crace to Belconnen other than black rapid on Gundaroo Drive. Incredibly dangerous road to cross and a long distance to walk especially in the dark, with poor lighting and speeding vehicles”

– YourSay Survey response

BELCONNEN



Concerns included:

- longer travel times
- no bus stop at Belconnen markets
- lack of services for Latham, especially Macrossan Cres
- removal of Xpressos, route 315 and route 44
- services to Fairbairn for people with disabilities
- loss of single seat journeys and changes at interchanges
- longer wait time for buses in bad weather and for limited mobility users
- long walking distances to bus stops especially at night
- travel concerns for specific locations, including John James hospital, Calvary hospital, ANU and ADFA
- inadequate footpaths at bus stops and interchanges
- lack of coverage in Melba, Lawson, Page, Giralang and Evatt.

Benefits included:

- benefits identified include buses coming more often, especially during off peak times and increased environmental benefits.

Suggestions not relating to routes included:*

- utilise My Way cards across Canberra and outside ACT
- journey planner (online and app)
- more park and ride areas to take advantage of new routes
- improved signage and wayfinding on buses, interchanges and bus stops
- additional stops on arterial roads where rapids intersect
- buses should be more frequent
- improved seating on buses and interchanges.

* Route specific suggestions are being assessed by the Transport Canberra network planning team



Submissions were received from the following groups with particular interest in Belconnen:

ORGANISATION	KEY ISSUES RAISED
Friends of Hawker Village Inc	<ul style="list-style-type: none"> Concerned that the proposed bus network will make public transport options worse for the Hawker Village and its catchment suburbs. Particular concerns relate to the removal of buses from Belconnen Way between Haydon Drive and Kingsford Smith Drive; the removal of Erldunda Circuit from the new Route 44; The removal of the direct route to Kippax; The infrequency of evening and weekend Belconnen services (hourly); the lack of any direct route to Jamison Centre; bus access to Hawker Primary School
Henry Retirement Village	<ul style="list-style-type: none"> Concerned about the removal of the route that runs along Fullagar Crescent, Higgins. This route would service the soon-to-be built retirement village. It is argued that the removal of this route will adversely impact the future aged residents of The Henry



"Will you please explain why you propose to delete the bus route #45 along Kingsford Smith Drive in Melba !!!! This will drastically effect our children getting to school along with at least a dozen other kids. By doing this you have pretty much avoided Melba completely !!!!"

- Liesl, Melba (via email)



"Two rapid services (R2 and R3) operating every minutes during peak periods is unlikely to meet the current demand for bus services along this route."

- YourSay Survey response



"Park and Drive (Kippax-Civic, Woden on Rapids). More straightforward, better. Beats paying \$11 a day."

- Kristeen, Holt, spoke with us at Belconnen on 7 July



"For Calvary hospital, there is no longer a bus travelling through the hospital. The nearest stops are several hundred metres away. For the Canberra hospital, there is no bus from the city which travels along Hospital Rd. Aged visitors to the hospitals and/or people using the bus to get to the Emergency Department of these hospitals will be definitely and adversely affected by the proposed changes."

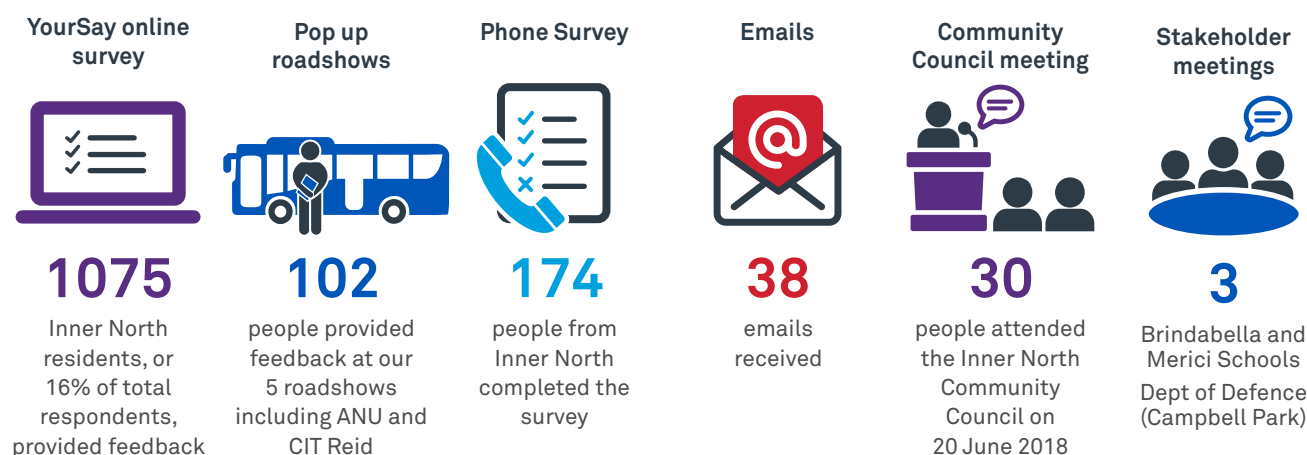
- YourSay Survey response



"I don't want to have to change at Belconnen. Don't want to walk. Don't want to be standing on buses, bus rapids will be full. Concerned about safety waiting. Do not feel safe in Civic. Not ok to wait around in cold. On whole feel that ACTION does a great job."

- Fiona, spoke to us at Belconnen Fresh Food Market on 7 July

INNER NORTH



Concerns included:

- longer travel times
- cancellation of the route going to Campbell Park
- Some residents aren't happy about the new need to interchange at the City Bus Station
- loss of the Number 3 which travels through ANU and the route travelling down Daley Road (Acton)

Benefits included:

- residents are in favour of increased frequency and more direct rapid routes
- Positive feedback about routes linking Inner North with Belconnen, Majura Park and the Capital Region Farmers Market at Epic

Suggestions not relating to routes included:*

- footpaths need to be improved at bus stops and interchanges to ensure they are safe
- more bus shelters
- buses should be more frequent
- commuters would like to see bus numbers displayed more clearly on the rear of the bus
- allow dogs on buses (to travel with pets)
- more bus stops along routes
- ensure fares remain fair to encourage more people to use the new network
- improved interchange safety measures are needed

* Route specific suggestions are being assessed by the Transport Canberra network planning team



Submissions were received from the following groups with particular interest in the Inner North:

ORGANISATION	KEY ISSUES RAISED
Girrahween Lodge Braddon	<ul style="list-style-type: none"> Worried about the loss of the local services going to the city and Belconnen (Route 7) Maintain that losing the Route 7 is made worse by losing the city loop 101. Suggest that this leaves a hole in the system Concerned that the loss of Route 7 will lead to isolation for residents
University of NSW (ADFA)	<ul style="list-style-type: none"> Concerned about the removal of the Route 10 which many students use to travel from the city to ADFA Students are concerned that the proposed network will increase their travel time
National Zoo and Aquarium	<ul style="list-style-type: none"> Strong concern over the removal of the tourist loop 81 which services the zoo, as well as the Australian National Botanic Gardens and the National Arboretum



"In general I am very impressed with the new network. Well done!! Could you please consider using Challis St instead of Badham St for buses accessing Dickson Interchange from Antill St? This would avoid 2 very busy pedestrian crossings, and therefore improve the timing on these buses."

- Anonymous, Dickson (via email)



"New system doesn't cater for ANU residents on the Western side otherwise the new system looks great. No bus to Arboretum or Botanic gardens?"

- Agnes, spoke to us at City Bus Interchange on 21 June



"Long term best thing. More people will use buses. Will help more people get around."

- Laura. Talked with us at the City Bus Interchange on 21 June.



"The proposed route change omits the stop of the current #10 bus at Campbell Park Offices. There are no stops close to the junctions of Fairbairn Avenue and Northcott Drive. It is not safe to walk down Northcott Drive from Campbell Park Offices to Fairbairn avenue. There is no foot path, at places there is no room to walk except on the road and there is no lighting."

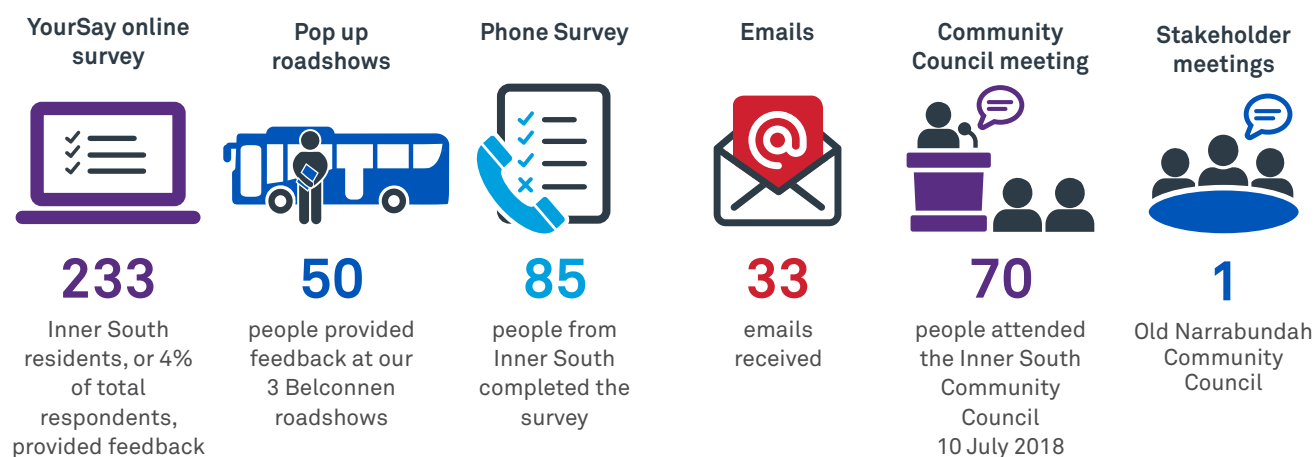
- YourSay Survey response



"There appears to be little recognition that the suburb also has two schools and two higher education institutions that also put pressure on the services to and from Watson. The requirement to walk a long distance to a bus stop and then change at the Dickson interchange makes catching public transport an even more unattractive option."

- YourSay Survey response

INNER SOUTH



Concerns included:

- routes do not provide adequate access to Forrest, Barton and Parkes
- removal of stops means longer to walk which is difficult for the elderly and less mobile
- local route changes may mean longer travel times and are not adequate for local travel needs to Manuka and John James
- routes are not adequate for some work locations in the Parliamentary Triangle, Campbell Park and the ANU
- safety at Kingston depot, ANU Campus and in Parkes.

Benefits included:

- frequency and better travel to work
- weekend services and timetables are beneficial
- access to Russell and Barton for work
- cross town rapids to Woden, Belconnen and Civic.

Suggestions not relating to routes included:*

- ensuring timetables on all the bus stops for non-digital users
- wording of 'Rapids' misleading
- more shelter at Sydney Ave bus stops
- there should be airport luggage room on R3 buses to airport
- better bus pass options for families
- dedicated bus lanes between hubs to improve service
- interest expressed in Stage 2 light rail and electric buses and how bus network will link in with light rail
- improve footpaths and bus shelters
- increase frequency of service

* Route specific suggestions are being assessed by the Transport Canberra network planning team



Submissions were received from the following groups with particular interest in the Inner South:

ORGANISATION	KEY ISSUES RAISED
The Grange Deakin	<ul style="list-style-type: none"> Concern regarding the removal of the routes that link Deakin with Woden and Civic (Routes 2, 3 and 1) Concern that the proposed routes 57 and 58 to service Deakin will not run along King Edward Terrace, providing access to Canberra's cultural institutions
Therapeutic Goods Administration & Geoscience Australia	<ul style="list-style-type: none"> Concerned about the removal of bus stops on and around the streets where the TGA and Geoscience buildings are located (Cnr Jerrabomberra Avenue/ Hindmarsh Drive and Narrabundah Lane) Concerned the changes will have an impact on 1,200 employees across the two organisations, as well as visitors to the Geoscience Australia building.



"No buses stop near St. Claire's or St Eddy's. It is an unsafe and long walk for lots of students to cross Canberra Ave to get to school...I personally like the proposed network"

– Kathy, spoke with us at Tuggeranong Bus Station on 12 July



"Happy with more Rapids servicing Wentworth Ave."

– Michael, Manuka. Spoke to us at Kingston Library on 28 June



"No bus going via Forrest Primary nor other key Forrest areas. Not happy."

– Marjorie, spoke with us at Old Bus Depot Markets



"We are very concerned at the complete removal of access to bus transport from bus stops 2925 and 3263. My arguments for the retention of the Gold Route (2 and 3) via National Circuit to remain. Federation Mall has no employees or residents. King Edward Terrace accesses the Treasury Building and the National Library, both of which would be covered through the National Circuit route."

– Susan, Forrest (by email)



"Travelling south of Woden through Stirling, Warramanga, Fisher, Chapman and all of Kambah is not improved and might be worse. There is no bus that stops outside Fyshwick Market. Given that Majura park is geographically closer than Woden, why is it still so hard to get there by bus from inner south?"

– YourSay Survey response

WODEN, WESTON CREEK AND MOLONGLO



Concerns included:

- local buses going to Cooleman Court instead of Woden
- loss of single seat journeys
- longer travel times and removal of Xpressos
- already parking problems in the area
- Woden interchange considered unsafe and uncomfortable
- access to bus stops on arterial roads
- waiting for buses in inclement weather at bus stops and interchanges
- specific concerns were raised for Duffy, Curtin, Hughes, Hume, Garran and Waramanga
- accessible routes for elderly
- concern that Cooleman Court does not have adequate infrastructure to be a bus station.

Benefits included:

- identified benefits include rapids to city from Cooleman Court
- creating skilled public transport users of the future
- Benefit of new Rapids.

Suggestions not relating to routes included:*

- should be a bus stop closer to Woden Westfield
- journey planner (online and app)
- new 70 route should come every 15 minutes in peak
- more frequent local buses during peak times
- preference for more local Weston Creek services to connect directly to Woden
- more park and rides
- need later bus services
- need kiss and ride bay at Cooleman Court
- retain some Xpressos for those with limited access to Rapid corridors
- improved interchange safety measures and shelter are needed.



* Route specific suggestions are being assessed by the Transport Canberra network planning team

Submissions were received from the following groups with particular interest in Woden, Weston Creek and Molonglo:

ORGANISATION	KEY ISSUES RAISED
Weston Creek Community Council	<ul style="list-style-type: none"> Concerned about the use of the Weston Group Centre as the starting point for two rapid services, due to a lack of Park and Ride parking spaces Strongly concerned about the use of Cooleman Court as an interchange without proper infrastructure. Suggests that significant work needs to be done to make it a viable location for such a volume of bus services. Concerned about the removal of Xpresso services and would like to see them maintained Supports the move to provide Molonglo with its own rapid route. Council would like to see this route also servicing Denman Prospect Significant concern regarding the changes to the school bus system, in particular the need for children to interchange at Cooleman Court
Woden Community Council	<ul style="list-style-type: none"> Concerned regarding the increase in travel times due to the loss of services and increased requirement to change buses Concerned about the cessation of Xpresso services, and suggests they are maintained to employment hubs during peak hour Concerned that travellers from Weston Creek will need to catch two buses to reach work in Woden



“How do you expect young kids to travel on public buses? Please get timetable out as soon as possible. It’s a disaster waiting to happen. Multiple schools potentially travelling on the 76 and 79.”

– Susie, spoke to us at Woden Library on 21 July



“I think it’s an overdue step in the right direction. Accessibility and frequency is key. Weston has two express services, great. It becomes more than my daily commute. Access to city to friends by bus.”

– Tony, spoke to us at Cooleman Court, 20 July.”



“Rapids need to run later in the night past 11pm. Evening events are a nightmare to attend.”

– Elizabeth, spoke with us at Woden Library on 21 July



“No direct service between Cooleman Court and Woden, the stop through Lyons seems inefficient for a minor centre and given most people will have to exchange to another bus at Cooleman court it is not really a rapid service. Also unclear about where the stop will be at Cooleman Court and whether buses will be efficient in navigating (182 is currently poor vs efficient).”

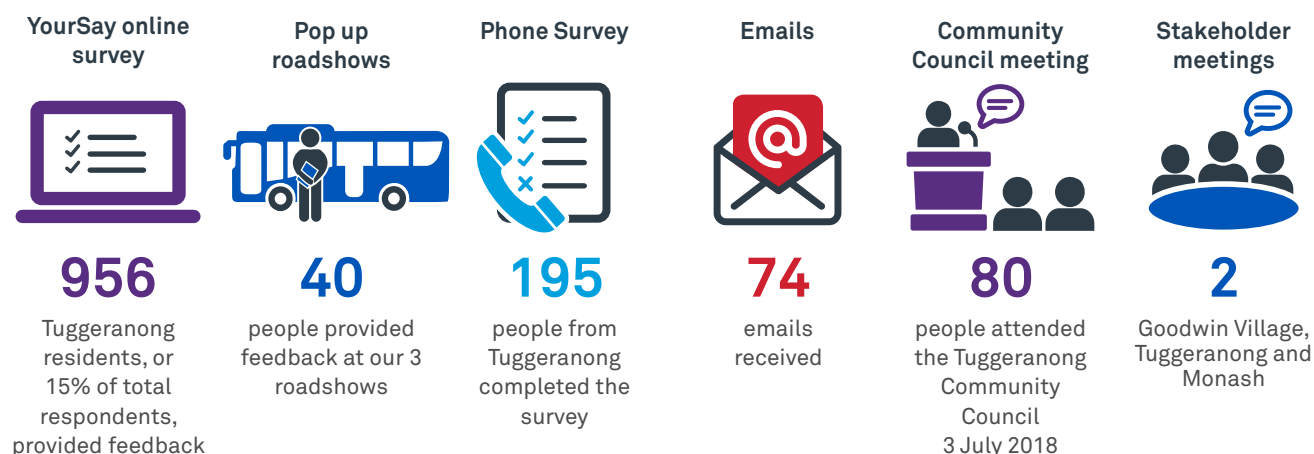
– YourSay Survey response



“I am concerned there will no longer be the 720 bus route. Rates in Woden are already high and to remove a service that is always full and promotes people leaving their cars at home doesn’t make any sense. Your new routes add at least 10 to 15 minutes travel time and I will be driving once they are implemented.”

– Nicola (via email)

TUGGERANONG



Concerns included:

- residents expressed a widespread disapproval of the removal of Xpressos
- removal of direct routes making their commute to work longer
- more transfers for each trip waiting for buses in inclement weather
- no route to Campbell Park under the proposal
- removal of bus stops will mean they need to walk further to access public transport raising some safety concerns;

Benefits included:

- buses coming more often
- regular access to the city

Suggestions not relating to routes included:*

- direct Tuggeranong to Belconnen service
- journey planner (online and app)
- increase interchange safety, customer service and lighting suggestions
- mobile recharge stations for MyWay at major interchanges
- buses running longer during weekend evenings
- more park and rides
- direct Tuggeranong to Belconnen service
- provide timetables sooner
- more shelters

* Route specific suggestions are being assessed by the Transport Canberra network planning team



Submissions were received from the following group with particular interest in Tuggeranong:

ORGANISATION	KEY ISSUES RAISED
Tuggeranong Community Council	<ul style="list-style-type: none"> • Concern regarding the removal of Xpresso buses, resulting in longer trip times due to interchanging • Concern regarding the cessation of dedicated school services, meaning students will need to catch multiple buses and will not have adequate supervision when boarding the bus after school • Maintains that Tuggeranong is especially disadvantaged due to its geographical distance from interchanges across the ACT.



“No buses from Tuggeranong go via Russell. Inter town buses have too many stops. There should be direct town to town services with no stops (I. e. Tuggeranong to Woden to City etc) to enable those who need to change the quickest trip.”

– YourSay Survey response



“I will be a minute walk from the R5 and I have another Route available as well. That will be a big improvement on week days and a huge improvement on weekends.”

– YourSay Survey response



“My daughter travels to Alfred Deakin School from Monash. Do you expect her to walk 2kms to catch bus and then change twice? We really need more information on schools.”

– Nick, spoke with us at the Tuggeranong Library on 14 July.



“This new system where I have to change to get into the city, I will just get into my car. We need more Xpressos not less.”

– Sean, spoke to us at Tuggeranong Library on 14 July



“I’m not quite sure why the largest suburb in Canberra has dropped off the map of new Rapid routes – if you are aiming to get residents of Kambah back into their cars for the morning commute, then this is the way to do it!”

– Maarit, Tuggeranong (via email)



USER INSIGHTS



There were some particular bus user groups that provided us with feedback during the consultation period.

Commuters



4027

Regular commuters provided us with feedback

Elderly



406

Elderly bus users provided feedback

Students



774

Students from across tertiary, secondary and primary school provided feedback

Parents



2838

Parents of students provided us with feedback



GENERAL COMMUTERS

Regular users of public transport were highly engaged with the new bus network consultation.

Feedback was sought from commuters via the online survey, as well as the regional roadshows, emails, Community Council meetings and formal stakeholder submissions.

General commuters were one of the largest contributors of feedback during the consultation process and therefore their feedback is reflected throughout this report.

The key themes raised by commuters during the consultations were:

- Xpresso users are concerned about the removal of the Xpresso services.
- There is concern amongst commuters about the loss of some direct routes, resulting in potentially longer commute times due to the need to interchange.
- Commuters are generally happy about the increased frequency of buses under the proposed new network, including into the evenings and on weekends.
- The new, frequent route from the city to the airport is considered to be a positive
- Some commuters have expressed concern about the need to walk further to a bus stop under the new network, which could be difficult for those with mobility issues



The online survey held via yoursay.com.au attracted 9,735

responses of which 4,027 (41%) identified as commuters. Amongst the survey respondents, 17% of respondents identified benefits in the proposed new network, while 84% expressed some level of concern about the new network.

A common benefit of the new network identified by survey respondents was around increased frequency, providing greater flexibility when using public transport.



“Direct services, improved frequencies, less circuitous random routing”

– YourSay Survey response



“The promised increase in services, especially at night and on weekends and public holidays will be brilliant”

– YourSay Survey response

While increased frequency was generally considered to be a benefit amongst commuters, many commuters expressed concern about the need to walk further to reach a bus stop.



“Walking to the new bus stop adds extra time to my commute to and from work.”

– YourSay Survey response



“I will now have a further 10-15 minute walk to the closest bus stop. I have trouble with my feet so this will increase the pain.”

– YourSay Survey response

Commuters also expressed their disapproval over the potential need to change buses more frequently.



“The schedule is quite disruptive and means using multiple buses through multiple stops (I have to now go to an interchange from Holt to get a Rapid). Not happy.”

– YourSay Survey response

The removal of the Xpresso services was another common theme, with commuters expressing their disapproval that the cessation of these “single seat” services would add time to their commute to and from work.



“Losing the Xpresso buses and increasing the amount of buses I need to catch just to get to and from work will just make me drive my car instead.”

– YourSay Survey response



“The removal of the Xpresso services leaves no direct bus route from the Scullin and Hawker areas of Belconnen Way to the City. The new routes are indirect and will take longer with the convenience of the old bus stops and routes lost.”

– YourSay Survey response

The above themes were also reflected across feedback commuters provided during the regional roadshows, emails, Community Council Meetings formal written stakeholder submissions.

Submissions that represented the views of commuters included a number of Community Councils and the Public Transport Association of Canberra. Feedback from the Community Councils has been noted in the region-based section of this report. The Public Transport Association offered its support for the network upgrade, including the removal of Xpresso services. The submission also recommended continued focus on short direct local routes, upgrades to bus shelters and signage, prioritisation of buses on Canberra roads, and the expansion of park and ride locations.



“An important aspect of the passenger experience is waiting for a bus or light rail. While the main interchanges are well lit with clear signage, suburban bus stops vary widely in quality and amenity. Where local routes and rapid routes connect in non-town centre locations, good quality bus stops must be provided.”

– Public Transport Association of Canberra Submission



OLDER CITIZENS

Older citizens had a strong voice in the consultation process, with feedback being received via the online survey, as well as

meetings or briefings with key stakeholders, including the Council of the Ageing and several local retirement villages. Feedback from older bus users was also recorded throughout the regional roadshows, and via formal stakeholder submissions.

The key themes raised by this group throughout the consultations were:

- Significant concerns about the need to walk further to access public transport, especially for those with mobility issues or vision impairment
- Concerns that the proposed changes may lead to a loss of independence, with elderly bus users finding it more difficult to access public transport
- Concerns about changes to routes affecting the convenience of regular journeys, for example to medical facilities
- Benefits of frequency of the new network and rapids.



Online survey

1038 (11%) respondents to the survey were

over the age of 65. The most frequent and negative concern raised by elderly respondents in the survey related to the need to walk further to access public transport.

There was also particular concern about accessing medical facilities and hospitals, sometimes for regular appointments.



"The new timetable will require three buses to get to Woden Hospital medical appointments instead of the direct route."

– YourSay Survey response



"I am old and cannot walk any great distance. I am very concerned that there appears to be no consideration for the ageing population, nor the need for intra-suburb travel at a slower pace."



"The R4/R5 will be ideal for my needs, enabling shorter travel times and more frequent service."

– YourSay Survey response

When considering benefits of the new network, some elderly bus users noted their approval of the increased frequency.

In addition to the online survey, feedback was received from aged bus users via email, formal stakeholder submissions and stakeholder briefings/meetings.

Feedback received via email was consistent with that gathered through the online survey, with concerns expressed about elderly people needing to walk further to access the bus.



“Please do not remove route no.3 bus service as there is no way for people in O’Connor on either side of MacArthur Avenue to get to Belconnen Mall, Calvary Hospital, CIT and also to travel to Canberra Hospital without having to catch two buses. As this is an older suburb with elderly people with mobility problems who need to access the hospitals regularly how are they expected to get there? The idea of a very long walk to Mouat Street or Barry Drive to connect to a rapid is impossible and ridiculous for elderly people.”

– Tony, via email

Stakeholder meetings/briefings were held with The Council for the Ageing (CoTA), and local retirement villages including The Grove Ngunnawal and The Central at Crace (Goodwin). Meanwhile formal submissions were received from Girahween Lodge (Braddon), The Grange (Deakin) and The Henry Retirement Village (Higgins).

While CoTA responded in a positive way to the approach being followed by Transport Canberra, they expressed particular concern about the need to ensure direct and clear information is made available to the elderly in Canberra.

When considering feedback from local retirement villages, the potential loss of independence for residents was a common theme. Those that gave feedback expressed determination and a desire to retain their independence as long as possible and consider access to public transport key in facilitating this.

Further detail on these stakeholder meetings and submissions are attached to this report.



STUDENTS AND YOUNG PEOPLE

Students, both school and tertiary, were well represented in the New Bus Network consultation process. Of the 9,735 residents who responded to the general online survey, 774 (8%) were public transport users who use the bus to travel to school. Further, 432 students—primary and secondary—answered additional questions specifically related to changes to the school bus system.

Feedback was also received from students—together with parents and education stakeholders—via the regional roadshows, emails, formal stakeholder submissions, focus groups, and during three separate pop-ups at individual university and vocational institutions.

The key themes raised by this group in the general consultations were around:

- Concerns regarding the need to interchange, with the potential to make travel times longer.
- Concerns about the loss of individual routes, such as school routes of the Number 3 which travels through ANU
- The benefits of increased frequency, especially at peak times
- The benefits of a 7-day network, including regular services on weekends and into the evenings



“Removing the bus coming down Daley Road (Acton) cuts off literally thousands of students from adequate public transport – putting us almost a kilometre from the nearest stop.”

– YourSay Survey response



“There is no longer a rapid bus that goes through Curtin meaning it will take me longer to get into the city. This means I will have to leave my house much earlier than I already do.”

Amongst the 774 students who responded to the general network survey, 24% identified benefits in the proposed new network, while 45% expressed concerns.

A common theme received from tertiary students was that the loss of some local routes would see them having to walk further to access public transport, on which they are reliant.

When considering individual routes, the proposed removal of the current Number 3—which runs through ANU—generated a significant amount of opposition. Similarly, the University of NSW (ADFA) expressed concern its submission about the proposed loss of Route 10.



“I like the idea of basing the new network around more frequent and direct rapid routes. The R9 and the R3 will be particularly useful for me. It’s great having a public bus to the airport and the extra frequency will really improve it. It’s also really handy having better weekend services.”



“I will benefit from the improved weekend and evening bus services. I often travel around Canberra in the evenings on weekends, so having access to buses around 10pm is helpful.”

– YourSay Survey response

In contrast to the concerns raised, positive feedback was consistent regarding the proposed move towards more frequent routes, including into the evenings and on weekends.

In addition to the online survey, feedback was received from students via the regional roadshows, emails, a formal stakeholder submission, and during three separate pop-ups at individual university and vocational institutions.

Three individual pop-ups, held at University of Canberra (International Student Open Day), the Canberra Institute of Technology (Winter Wonderland ‘O’ Week event), and the Australian National University (Village Market) attracted a significant amount of interest from students regarding the new bus network. 117 students were engaged across the three events, with feedback being largely supportive of the move towards a 7-day-network.

Additional feedback came from emails, where the common theme was the proposed removal of the Number 3, which currently runs through the ANU.



“Without bus number three, there seems to be no bus which goes through the ANU campus. Considering how big the campus is, this is a real problem.”

– YourSay Survey response



“There seems to be no bus that will go through ANU which will make it difficult for me to access classes with my disability.”

– YourSay Survey response



SCHOOL PARENTS

Further to the 774 students who filled out the general network survey, 432 students—primary and secondary—answered additional

questions specifically related to changes to the school bus system. This survey also attracted responses from 2,838 parents or guardians.

With regard to feedback specifically about changes to the school bus system, the key themes were:

- Concern regarding the safety of children travelling on the general bus network
- Concern regarding children needing to interchange, sometimes more than once, lengthening their commute to school
- The safety of students at interchanges particularly with increased congestion during school commute hours



“I will have to catch two buses and I don’t feel comfortable catching a public bus. That is why there should be school buses to make the students feel safe and not have random people on the bus that might make them feel unsafe, and I don’t like how I will have to wait out in the cold between buses.”

– Primary School Student YourSay Survey Response



“Our daughters are going to have to move to using the public bus network instead of school buses, increasing the risk of harassment and a significant increase in stress for them.” (parent)

– Parent YourSay Survey Response

Student safety, on the bus and at interchanges, was also a common theme heard via education stakeholder meetings and submissions.

Formal submissions were received from the Association of Independent Schools, the Association of Parent and Friends of ACT Schools Inc., Catholic Education and Canberra Girls Grammar School



“I am worried about strangers. I am worried about getting on the wrong bus or missing my connecting bus. I am worried about getting home too late to get to footy training.”

– High School Student YourSay Survey Response



“By removing dedicated school bus services, many students – some of them as young as five years old – will be forced to either connect at bus stations and/or catch local/rapid services which also transport adults. While Transport Canberra is seeking feedback from parents and students about how to make interchanging easier, we are concerned with making it ‘safer’.”



“The potential for congestion at interchanges at particular times of the day, especially in the morning with school students and commuters, is a concern. Not enough detail has been communicated to schools and their communities as to the process, systems and structures which will be put in place at these integral transition points to provide confidence that all commuters – adults and students – can feel supported and safe during this part of their journey.”

– Submission from Association of Parents and Friends of ACT Schools Inc.

Meetings/briefings were held with the following school education stakeholders. Details of the key feedback provided during each meeting can be seen in Appendix 1



STAKEHOLDER	DATE MET
Independent Schools Association	13-Jun-18
Catholic Schools Association	22-Jun-18
School Transport Liaison Committee	05-Jul-18
Association of Parents and Friends of ACT Schools	12-Jul-18
Kaleen High School	2-Jul-18
Hawker College	23-Jul-18
Melba High School	24-Jul-18
Brindabella Christian College	27-Jul-18
Parents and Citizens Association	27-Jul-18
Marist College	27-Jul-18
Merici College	02-Aug-18
Catholic Education	07-Aug-18


Focus groups with parents were also used to obtain feedback regarding the changes to the school bus system. Focus groups are an important method for gathering feedback during consultation periods as participants are drawn from a representative sample; other consultation methods are by their nature self-selected responses from those particularly interested in the bus network. The parents in the focus groups generally supported the new approach to student travel, provided that, concerns about safety and wellbeing are effectively addressed and clearly communicated.


During the consultation period, we also met with the School Transport Liaison Committee. The Committee includes representatives from the Education Directorate, Association of Independent Schools, Catholic Education Office and parents and friends' committees for public, Catholic and independent schools. The Committee provided useful feedback on the proposed changes, including about how to better inform Canberra schools and parents about the changes and seek further feedback.





WHAT'S NEXT

- 
- **More information**

We're continuing the conversation to make sure we're on the right track and delivering a modern and usable public transport system for all.
 - **New timetables available**

Detailed timetables of the new bus network will be released.
 - **Journey planner app launch**

The journey planner application will allow Canberrans to understand what travelling in the network would look like, allowing you to see how you can travel to work or visit friends on the bus, and allowing parents to plan for their child's school journey.
 - **Light rail**

The light rail arrives!
 - **New bus routes start**

The new bus network will begin operations.

