

Northern 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 northern Tasmania as part of a state-wide review of bus services. As part of the review process, a comprehensive program of public consultation was undertaken in April to June 2019. Feedback from the community was sought on proposed timetables and routes for the northern bus network including urban Launceston and towns and regions surrounding Launceston.

A total of 388 responses were received. Of these, 181 related to the Launceston urban network and 207 related to the towns and regions surrounding Launceston.

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

- Changes in Trevallyn and Riverside, in respect to removal of some deviations via Cormiston Rd, New World Avenue and Delungra Rd, and, the removal of direct access between the attractors on the Riverside corridor along the West Tamar Hwy and Trevallyn.
- Proposed route changes in Legana, including the removal of the Nobelius Dr loop.
- Proposed route changes in Hadspen, including the removal of the South Esk Dr deviation.
- Removal of the route via Vermont Rd, Launceston, which links Ravenswood and Mowbray.
- Concerns about changes to the timetable in Evandale.

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. For comments received in urban Launceston, State Growth consulted closely with Metro Tasmania.

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

- Creation of day-time shopping service which links Trevallyn to Riverside. The service will travel through Trevallyn, linking the attractors on the West Tamar Hwy to North Riverside. The service will also travel via Cormiston Rd. This service will operate as a 12 month trial to determine passenger demand.
- Creation of a day-time shopping service which links Waverley/Ravenswood to Mowbray shops via Vermont Rd. This service will operate as a 12 month trial to determine passenger demand.
- Extension of some Legana services to operate on Nobelius Dr. This will give Nobelius Dr residents four options a day to travel to and from Launceston during weekdays.
- Adjustments to timings of services from Legana and West Tamar towns to cater for workers.
- Adjustments to the Evandale timetable to cater for users going shopping or for appointments. This change allows Evandale residents to spend more time in Launceston in the middle of the day.

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.

It is anticipated that the new network will be implemented in January 2020.

Background

State Growth is reviewing general access bus routes and timetables in northern Tasmania as part of a state-wide review of bus services. These are services that any member of the public can catch. The review of student only services is being conducted through a separate process.

It is important that bus services reflect the needs of local communities and provide access to jobs, education and other services.

The proposed changes to the general access network cover urban Launceston and the towns and regions that surround it. This includes the West Tamar, George Town, northern midlands, north east and east coast (from St Helens to Coles Bay). It covers the areas operated by Manions' Coaches, Lee's Coaches, Sainty's Coaches, Tassielink, Calow's Coaches and Metro Tasmania.

Areas such as Mole Creek, Deloraine and Westbury will be reviewed as part of the north west services and will undergo public consultation in September and October 2019.

In high demand areas, services will increase, including the frequency and span of hours. Many areas will see the introduction of weekend services, particularly on Sundays.

In some cases, there may be a requirement 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.

Launceston

State Growth has incorporated the recommendations and feedback from Metro's Launceston urban network review and consultation process in 2016, to propose a new urban network of services for Launceston. This includes:

- Easy to understand, more direct routes, using roads which are safe and suitable for accessible vehicles.
- More consistent departure times to reduce the need to consult a timetable.
- A new high frequency cross-city route linking the university with Kings Meadows shops via Mowbray shops, Invermay, Inveresk, city, hospital and six ways.
- Rescheduled timetables to better reflect current traffic conditions, improve reliability and minimise transfer times.

Towns and regions surrounding Launceston

State Growth is also reviewing bus routes and timetables in towns and regions surrounding Launceston.

These proposed changes will generally deliver better connections and more services from major towns and regions to Launceston in line with the Tasmanian Government's service standards.

Key improvements include:

- Increased services to major towns including Legana, Exeter, George Town, Perth and Bridport.
- Improved links for regional communities in the West Tamar, north east, east coast and northern midlands areas.
- New Sunday services to improve community connections, seven days a week.

- Increased capacity and frequency on Launceston’s key urban corridors of Mowbray and Kings Meadows by integrating the George Town, Cressy / Longford and Perth / Evandale services.
- Improved frequency for the Riverside service, particularly on the weekend. This will be achieved by routing Manions’ Coaches Legana services to travel through Riverside, resulting in reduced duplication.

Consultation process

Consultation prior to 2019

Over the past two years, 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.

Additionally, Metro conducted extensive public and stakeholder consultation in 2016, which underpinned the formation of a draft Launceston urban network. This urban network was included with the consultation on State Growth’s proposed northern bus network in May-June 2019.

Metro’s community consultation in 2016 included:

- 16 000 leaflets into letter boxes.
- 4 000 leaflets distributed in buses and at roadshows.
- 11 public roadshows, attended by around 2 000 people.
- 145 surveys completed online.
- Nearly 7 000 people reached via Metro’s Facebook and Twitter pages.
- Meetings with 41 representatives from community groups and local stakeholders.
- 118 surveys received by mail.

Consultation in May-June 2019

A comprehensive program of consultation was undertaken in the first half of 2019. The consultation period ran for two months, from 15 April to 14 June 2019, and sought the community’s feedback on the proposed northern bus network, including urban Launceston and towns and regions surrounding Launceston.

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. This plan included:

- Public notices and newspapers adverts (Examiner and Valley Voice).
- Radio adverts (HOFM, LAFM and 75D Scottsdale).
- Bus posters.
- Making councils aware of the consultation process, including:
 - Glamorgan Spring Bay.

- Break O Day.
- George Town.
- West Tamar.
- Northern Midlands.
- Launceston.
- Dorset.
- Meander Valley.
- Each council was invited to meet for a detailed briefing which some councils accepted.
- Facebook/web posts by participating councils.
- 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 10 State members of parliament in Bass and Lyons to inform them of the consultation.
- Six fact sheets developed for areas where changes were anticipated to have the greatest change. This included distributing fact sheets to 10 178 households, as follows:
 - Derby, Winnaleah, Legerwood, Ringarooma, Branxholm (893).
 - Cressy (430).
 - Vermont Road, Mowbray/Ravenswood (1 916).
 - Hadspen (954).
 - Trevallyn and Riverside (4 552).
 - Legana (1 433).
- Shopping centre public information sessions took place at Riverside for Riverside and Trevallyn residents.
- 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.
 - Targeted consultation in May 2019 with schools on associated changes to dedicated school services operating within urban Launceston (carried out by Metro).

Results of consultation

The closing date for public comments was 14 June 2019.

A total of 388 responses were received. Of these, 181 related to the Launceston urban network and 207 related to the towns and regions surrounding Launceston.

254 responses came from areas where fact sheets had been delivered to households, 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: Feedback received on northern regional bus network - towns and regions surrounding Launceston

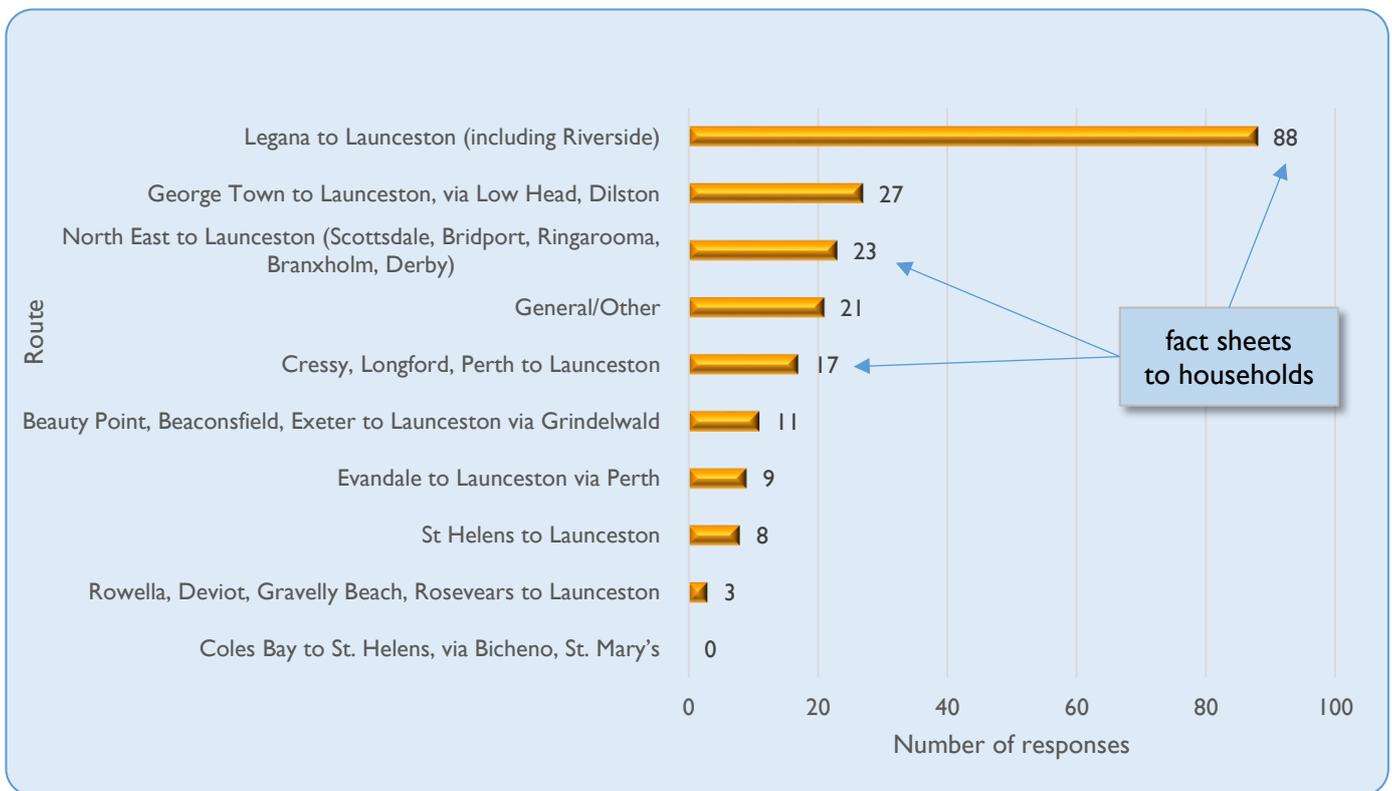
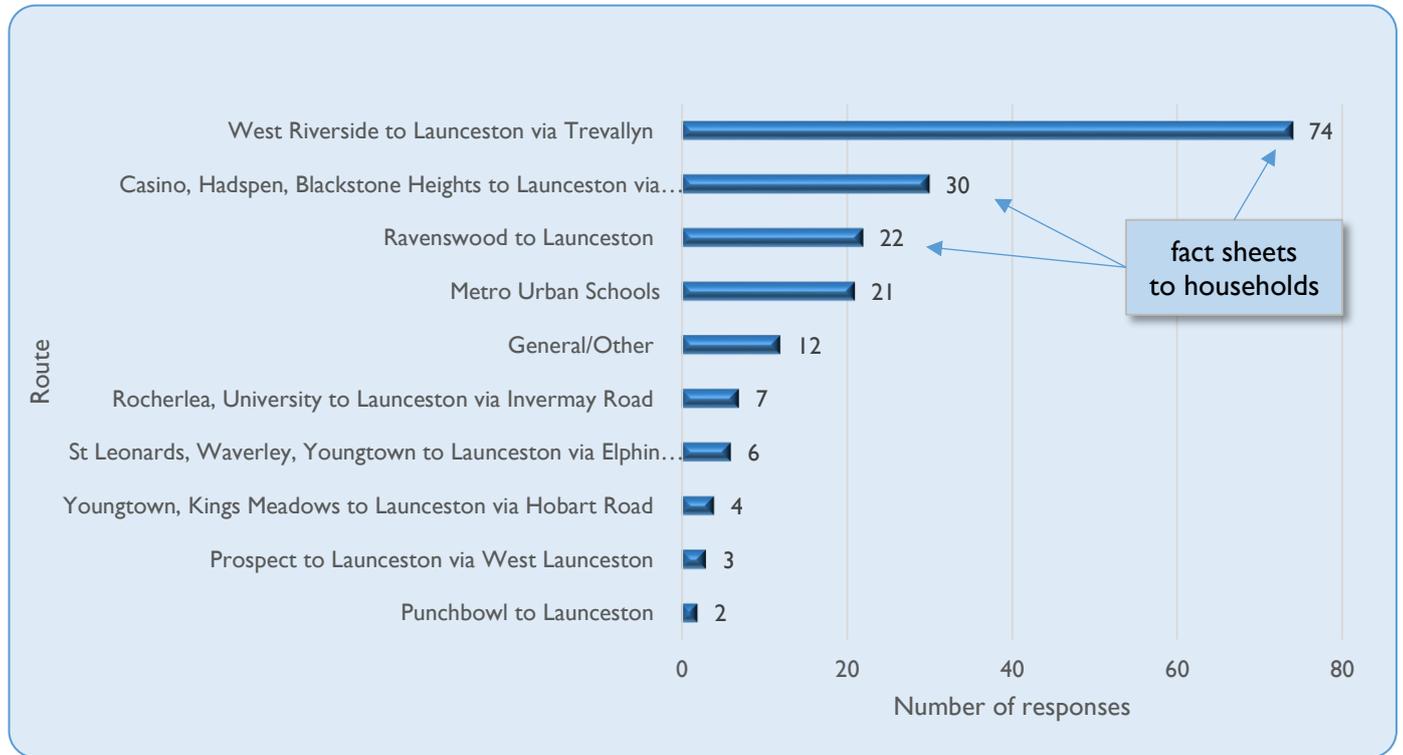


Figure 2: Feedback received on Launceston urban network



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 urban Launceston network and northern regional network surrounding Launceston 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 and Metro. Positive comments have not been captured in this report as they did not require a response.

Urban Launceston

Trevallyn to Launceston

Number of responses: 74

Key issues raised:

The majority of concerns that were raised in respect of Trevallyn were changes to the route. Some of these issues are common to changes proposed to the Riverside corridor, which runs along the West Tamar Hwy.

The key concerns were:

- Removal of Cormiston Rd loop (North Riverside).
- Services no longer operating via New World Avenue / Reatta Rd loop and Gorge Rd / Fairthorne Rd / Anderson Rd / Denman Rd / Delungra Road loop.
- No longer direct access to the Riverside shopping centre or the Windsor community precinct from Trevallyn

Summary of issues and our response:

| Key Points | Our response |
|--|--|
| Frequency and temporal span of services | |
| <p>The new route does not provide better frequency and should cover a wider area of Trevallyn.</p> | <p>Overall the frequency of services to Trevallyn will slightly increase:</p> <ul style="list-style-type: none"> - Weekdays services will increase from 32 trips per weekday to 35 trips. - Saturday services will increase from 24 to 26. - Sunday services will stay the same at eight services. <p>The route has been changed to provide a more direct service which reduces travel time by around five to six minutes.</p> <p>It is also proposed to add in some additional day-time shopping services (inter-peak) on top of the frequency listed above which link Trevallyn through to Riverside.</p> |
| <p>Buses should start earlier and finish later.</p> | <p>Under the new timetable, the first bus from Trevallyn to Launceston on weekdays will leave at 6:44AM - this is earlier than the current timetable, which is 7:25PM.</p> <p>The last service will leave Launceston at 8:10PM. Under the current timetable it is 8:40PM. Although the proposed time is not later than the current last service time, it still does provide Trevallyn residents with an option after 8PM, which provides options to meet most people's transport needs.</p> |

| Connections to Launceston urban services | |
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| <p>If the 7:13AM service was earlier I could make my connection to Rocherlea.</p> | <p>There is an option to catch route 787 from Beaconsfield at the Riverside shopping centre at 7:12AM and transfer to a Rocherlea service in Launceston at 7:28AM and arrive at George Town Rd / Lilydale Rd at 7:43AM.</p> |
| <p>Students need to travel from Trevallyn to the northern suburbs (schools and UTAS) and there is no connecting services.</p> | <p>Students travelling from Trevallyn to the Mowbray corridor will need to catch a Trevallyn service (route 150) and then interchange at the Launceston CBD and catch a Mowbray turn- up-and-go service.</p> <p>Route 150 arrives at 8:16AM and 8:31AM at the CBD, students can then catch either the school service (route 893) to Launceston Grammar departing from the city at 8:33AM or catch route 110 from the CBD at 8:38AM</p> |
| Removal of deviations | |
| <p>Removal of New World Avenue/Reatta Rd loop and Gorge Rd / Fairthorne Rd / Anderson Rd / Denman Rd / Delungra Rd loop.</p> <p><i>“It is very steep from the Veulalee Ave Pitt Ave corner. It is unreasonable to expect children and older people to walk from there up to the top of New World Ave and beyond. It is slippery in the wet.”</i></p> | <p>The Trevallyn route will no longer travel the loop around Reatta Rd and New World Ave, or the loop around Gorge Rd, Fairthorne Rd, Denman Rd and Delungra Rd, as very few people are catching the bus on these loops and these deviations all add extra travel time to the route. These loops are currently only serviced infrequently.</p> <p>The Reatta Rd / New World Ave loop averages around three passenger boardings per day. This route takes about five minutes per trip.</p> <p>The Fairthorne Rd / Delungra Rd loop has fewer than two passenger boardings per day and takes about six minutes per trip.</p> <p>The principles of the new network centre on directness, route consistency and frequency. Research shows that people are prepared to walk further for a service that is more frequent and faster. Servicing these loops infrequently creates route inconsistency.</p> <p>Each individual bus stop along Pitt Ave and Gorge Rd has a higher number of boardings than the combined boardings of both loops. This illustrates that people favour frequency over infrequent deviations and that they are prepared to walk further to more frequent routes.</p> <p>These route changes mean that Trevallyn will have a more direct route to and from Launceston, reducing travel time by up to five to six minutes.</p> <p>To support a bus service, research shows that there needs to be a dwelling density of at least 15 dwellings a hectare, as well as regular bus users.</p> |

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| | <p>The dwelling density for New World Ave / Reatta Rd loop is between 10-15 dwellings a hectare, so it is on the threshold of satisfying this guideline. The density of the Fairthorne Rd/Delungra Rd loop varies between 5-10 and 10-15 dwellings a hectare, so parts of the area are very marginal for public transport provision.</p> <p>Passengers will need to walk further as a result of these deviations being removed. It is acknowledged that due to the terrain in Trevallyn, passengers will have to walk up steep terrain.</p> <p>The walking distance from the nearest stop on Pitt Ave to New World Avenue is around eight minutes, though some people will have to walk longer (up to 15 minutes). There is a trade-off between accessibility and providing more frequent services, so people will need to walk further.</p> <p>The walking time from Fairthorne Rd / Delungra Rd loop to Gorge Rd, depending on where you live, varies from five to 12 minutes. This is considered acceptable.</p> |
| <p>Removal of Cormiston Rd loop.</p> <p><i>“It is imperative that the Cormiston Rd service be maintained because of the number of elderly people living in retirement villages or aged care facilities along this road.”</i></p> | <p>The Legana route which will service North Riverside will travel directly along the West Tamar Hwy and will no longer deviate via Cormiston Rd and Ecclestone Rd – there is not enough demand to justify servicing this loop on a regular basis.</p> <p>However, State Growth and Metro are considering putting in some additional services via Trevallyn which allows Trevallyn to be connected to the Riverside shopping centre and North Riverside. Cormiston Rd could be serviced as part of this new proposed route as it assists with the bus turnaround to go back to the Riverside shops.</p> <p>This would be day time shopping service which operates three times a day around the Cormiston Rd loop. This service would be a 12 month trial to determine if there is adequate patronage on the route. The level of frequency around Cormiston Rd would be similar to current.</p> <p>Current patronage indicates that very few people are catching the bus on Cormiston Rd (an average of four passengers per day) and the deviation is adding extra travel time to the journey – approximately five minutes.</p> <p>Although the land around Cormiston Rd and Ecclestone Rd is zoned residential, the land use development pattern is low density.</p> <p>Research shows that in order for an area to justify a bus service, it needs to have a dwelling density of at least 15 dwellings per hectare and regular bus uses.</p> |

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| | <p>Land closer to West Tamar Hwy (around Fort St) has a dwelling density of around 10-15 dwellings a hectare. The walking distance to the West Tamar Hwy is generally within 400m or a five minute walk, both which are considered acceptable.</p> <p>As Corminston Rd travels further west (away from the West Tamar Hwy), the dwelling density decreases from 5- 10 dwellings a hectare to less than 5 dwellings a hectare. Based on this data, it is not viable to support such a low density area with public transport. Further, the proposed 25 lot subdivision on Corminston Rd would not provide the necessary density increase to justify a public transport service.</p> <p>The age profile of Riverside, for persons aged 65 and over, is slightly lower at 18.8 per cent as compared with the rest of Tasmania at 19.5 per cent.</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 those who do not have access to a car or on low incomes. Therefore, being aged is not considered a key driver of public transport use. People in older age groups are very low users of public transport as they usually have alternatives, such as community transport.</p> |
| No services to West Riverside Rowsphorn Rd. | <p>The Rowsphorn Rd area is a very low density residential area with an average of less than five dwellings a hectare. It is also zoned low density.</p> <p>Areas such as this are not usually able to sustain regular general access bus services as they often have very few people that regularly utilise these services.</p> <p>Research shows that in order to support a bus service there needs to be a dwelling density of at least 15 dwellings a hectare, as well as regular bus users.</p> |
| Would prefer that buses do not go via Riverside Dr. Have problems leaving the property, as Riverside Dr is too narrow. | Riverside Dr provides important coverage to West Riverside passengers. Residents will have to wait until the bus passes before they can safely leave their property. The delay to residents is expected to be minimal. |
| Access between Riverside and Trevallyn | |
| The Riverside shopping centre has only services once an hour in the afternoon and the timetable of the Legana and Trevallyn services should be off-set. | <p>Legana services operate hourly along the West Tamar Hwy. Trevallyn services operate every half an hour along Penrith St.</p> <p>Some of the afternoon services to Launceston from Legana and Trevallyn operate close together. It is difficult to change the timing of these services particularly as we</p> |

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| | <p>want to ensure there is a regular clock face timetable for Legana services.</p> <p>State Growth and Metro are considering putting in some additional services via Trevallyn which allows Trevallyn to be connected to the Riverside shopping centre and North Riverside. This would provide additional services in the early afternoon to the Riverside shops.</p> |
| <p>The nearest stop to the Riverside shopping centre is 400 metres away.</p> <p><i>“My mother can no longer drive. Her community shopping centre, supermarket and hairdresser are at Riverside shopping centre. The proposed route stops 400 metres from the shopping centre. While not being far it is the incline that will stop her from being able to use the bus.”</i></p> | <p>It is not feasible to extend the route so that it is closer to the Riverside shopping centre due to road infrastructure constraints.</p> <p>The nearest stop to the shopping centre on the proposed Trevallyn route is located on Penrith St – a distance of 375m.</p> <p>There is not a suitable spot for the bus to turnaround to enable the shopping centre to be serviced.</p> <p>This is because it is not appropriate for the bus to turnaround in the shopping centre car park. A risk assessment has also been undertaken and it is difficult for the bus to turnaround using Riverside Drive between West Tamar Hwy and Penrith St. The risk assessment indicated that this part of the route was unsuitable for buses unless infrastructure changes were made. State Growth will need to discuss any changes with the West Tamar Council who is the responsible road owner on this section to determine if this could be a future option.</p> <p>However, in the interim, State Growth and Metro are considering putting in some additional services via Trevallyn which allows Trevallyn to be connected to the Riverside shopping centre and North Riverside.</p> <p>These services would operate during the day-time shopping hours (known as the inter-peak) there would be three services from Trevallyn to the Riverside shops during weekdays and three services from Riverside shops to Trevallyn.</p> <p>This service would be a 12 month trial to determine if there is adequate patronage and demand for services from Trevallyn to the Riverside shops and North Riverside.</p> <p>The current demand for Trevallyn residents to access the Riverside shopping centre is low. The total boardings from the shopping centre on the current route 80 (inwards) is an average of six per day. This is for 13 services, which means that the majority of current services would not have passengers boarding at this location.</p> |

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| | <p>It is assumed that a proportion of these boardings are going to the Launceston CBD and not back to home to Trevallyn.</p> |
| <p>No longer access from Trevallyn to Riverside, including the Windsor community precinct.</p> | <p>To extend the Trevallyn route to service North Riverside for all services would mean that either all services travel via North Riverside (along the West Tamar Hwy) which would duplicate existing Legana services – a key feature of the new network is to avoid duplication as it is an inefficient use of resources.</p> <p>Extending the route to North Riverside would add an extra 5.5km to the trip (around eight minutes) or just under an extra 100km per weekday, which is a significant cost.</p> <p>It is difficult to obtain accurate destination data for Trevallyn outward services to determine if the Riverside corridor is a key attractor for Trevallyn residents.</p> <p>Outward boardings through Trevallyn are 16 per day. About half of these are during the AM peak period, with the majority being students going to school.</p> <p>Daytime inter-peak services through Trevallyn average around one passenger boarding per service, per day.</p> <p>The average number of passengers boarding the inward Windsor community precinct stop are around nine per day. It is assumed that a proportion of these boardings are going to the CBD and not back to Trevallyn.</p> <p>However, in the interim State Growth and Metro are considering putting in some additional services via Trevallyn which allows Trevallyn to be connected to the Riverside shopping centre and North Riverside.</p> <p>These services would operate during day-time shopping hours. There would be three services from Trevallyn to the Riverside shops during weekday and three services from Riverside shops to Trevallyn.</p> <p>This service would be a 12 month trial to determine if there is adequate patronage and demand for services from Trevallyn to the West Tamar attractors and North Riverside.</p> |
| <p>How will Trevallyn students get to Riverside High School if there is no general access service to Riverside?</p> | <p>There will be student only services from Trevallyn to Riverside High School.</p> <p>In the AM, these services will be the 845 and 847 and in the PM 860, 862 and 864.</p> |

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| | The services have been renumbered and times altered to arrive slightly later than the current services. |
| Bus operations | |
| The bus frequently breaks down. | Metro are currently upgrading their bus fleet with 100 new buses - this will ensure that the average fleet age will decrease and improve vehicle reliability. |
| The bus does not run to time, either early or late. | <p>Metro Tasmania is required to ensure that the bus departs at the correct time at certain bus stops (timing points) on a route, i.e. it does not depart early. On time running on the current network exceeds benchmarks.</p> <p>The proposed Launceston network has been retimed to take into account current conditions, so buses should run to time in the new network.</p> |

Rocherlea, University to Launceston via Invermay Road (Mowbray corridor)

Number of responses: 7

Key issues raised:

The key issue raised along the Mowbray corridor was the removal of the current route 25/35 which links Mowbray to Ravenswood along Vermont Rd and the need to link Launceston's northern suburbs to Ravenswood and Waverley. This issue is discussed under the Ravenswood section.

Other issues were that there should be more frequency of services to the university in Newnham.

Summary of issues and our response:

| Key points | Our response |
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| Temporal span of services | |
| Would prefer the current 6:40AM service from Launceston to Rocherlea to stay at this time rather than leave at 6:49AM so I can arrive at work on time for 7AM start. | <p>The current 6:40AM service has very low patronage with on average less than one passenger boarding per day.</p> <p>The proposed departure time at 6:49AM means that services from Rocherlea would need to leave earlier which would create a 30 minute service gap in the timetable. The other option is for the bus to wait at Rocherlea before it does its next run which creates an inefficient use of resources.</p> <p>It is difficult to justify moving the 6:49AM service to start earlier as the current patronage is very low and would create a service gap in the timetable.</p> |
| Frequency of services | |
| Would like more weekend services in Newnham. | The proposed timetable provides services every two hours for weekends which is considered suitable for this area based on assessed levels of demand. |
| <p>Increase frequency of buses from university to the city.</p> <p><i>“Increase frequency of buses from university to the city instead of decreasing them from 15 minutes a bus to 30 minutes a bus. Although the university is moving soon, students without a car now rely heavily on buses to travel from university to city and vice versa.”</i></p> | <p>Services along George Town Rd near the university have a high level of frequency (generally 10 minute frequency in the AM / PM peak). A higher frequency service is available on George Town Rd.</p> <p>Current services, which divert via the university have, on average, 14 passengers an hour during the day (on the four services).</p> <p>Based on this, two services an hour is consistent with expected demand. The new route 110 to the university will also be improved as it allows through travel between Kings Meadows to the university which will also save transfer time at the CBD.</p> <p>There is also a need to balance the deviation of buses from Alanvale and Mayfield into the university which has been</p> |

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| | <p>unpopular with passengers from these areas as it adds extra travel time to their trip.</p> |
| <p>The CBD campus of TAFE will be closing in early 2020, with approximately 1200 students relocating to the Alanvale campus.</p> | <p>Students and staff attending Alanvale TAFE will be able to catch route 117 or services to Rocherlea and George Town which stop on George Town Road.</p> <p>As this section of the corridor has good frequency, together with Alanvale services (services every half an hour in the peak), capacity on buses is not expected to be an issue.</p> <p>Metro and State Growth will closely monitor capacity and respond accordingly.</p> |
| <p>Connections to other areas</p> | |
| <p>There is no longer any connection between the Redline Deloraine bus which arrives at Launceston at 8:30AM and services to Alanvale TAFE by 9:00AM</p> | <p>Under proposed changes, the service from Mole Creek which arrives in Launceston at 8:30AM will become a student only service in April 2020. The alternative option for Deloraine passengers will be to catch the Devonport to Launceston service which will arrive at 8:45AM in the CBD at the latest. Depending on the number of people using the bus, it could arrive five to 10 minutes earlier.</p> <p>It is not feasible to change the timing of this service to an earlier time, as it has connections to other services, such as the north west express.</p> <p>Route 115 leaves the CBD at 8:48AM and arrives just after 9:00AM on George Town Rd, which requires a very short walk to TAFE.</p> |

Ravenswood to Launceston

Number of responses: 22

Key issues raised:

The key issues raised by the community was the proposal that bus services no longer run along Vermont Rd linking Ravenswood to the Mowbray corridor. These changes were proposed as the Vermont Rd area has a low population density and the number of people catching the bus along this section is very low.

The main concerns were that people from Waverley and Ravenswood wanted a direct route to connect them to the Mowbray shops. Passengers living in these areas do have the option to catch a frequent bus into the CBD and then transferring to a Mowbray turn-up-and-go service.

The other issue raised with the removal of Vermont Rd services was that residents and students, living on Vermont Rd, would need to walk further to a bus stop, either on Invermay Rd, or to Henry St/Lambert St.

Summary of issues and our response:

| Key points | Our response |
|--|--|
| Vermont Rd services | |
| <p>Concern over removal of Vermont Rd route because of the connection between Ravenswood and Mowbray for students and shoppers.</p> <p><i>“By removing the Vermont Rd route you will be stranding a lot of children who use it for school. And for myself the nearest bus stop will be 2km.”</i></p> <p><i>“We need to connect up St Leonards, Waverley, Ravenswood, Mowbray, Newnham, Mayfield and Rocherlea to help the areas of most disadvantage.”</i></p> | <p>It is proposed to no longer run a regular bus service along Vermont Rd as it has a low population and very few passengers are catching the bus along this section. On average, there are less than seven passengers a day catching the bus on Vermont Rd.</p> <p>After discussion with community representatives we are looking at an option to provide a trial connector service between Waverly via Ravenswood and the Mowbray shopping precinct. This service would travel along Vermont Rd during day-time shopping hours.</p> <p>Students travelling from Ravenswood to schools on the Mowbray corridor will need to travel from Ravenswood on route 120 and transfer in Launceston CBD onto a turn-up-and-go service (route 110) and vice versa in the afternoon.</p> <p>The number of students boarding services on Vermont Rd itself is low. For the current 7:39AM service there is an average of two to three students and for the 8:20AM service there is an average of three to four students. As the numbers are low, this does not warrant a separate student-only service or the continuation of an AM peak service.</p> |

| Timetable changes | |
|--|---|
| Timing of route 121 from Waverley to CBD via Ravenswood, would prefer later time of 8:15AM to 8:25AM over proposed time of 6:46AM. | <p>The 6:46AM (route 121) early morning trip is a 'hybrid' giving Waverley and Ravenswood residents both access to an early CBD service.</p> <p>On their own, neither area can justify a dedicated early morning bus as there is not enough demand.</p> <p>Waverley residents do have other options to get to the CBD via route 130 which leaves Waverley at 8:12AM. This route travels via Elphin Rd.</p> <p>Previous consultation feedback indicated that Waverley residents preferred a route via Elphin Rd rather than via Ravenswood.</p> |
| Request that the 10:15AM Ravenswood to Launceston outward service be kept at the same time, as it provides a connection from George Town. | It is difficult to cater for everyone's different work start and finish times. The best option is to catch the 7:18AM service from George Town, arriving in Launceston at 8:22AM and transfer onto Ravenswood services at either at 8:45AM, 9:00AM or 9:30AM. |
| Temporal span and frequency of services | |
| Need more frequency for Ravenswood. | <p>Overall the weekday frequency of services to Ravenswood will slightly increase to 42 services, an increase of two services each weekday.</p> <p>Route 120 will operate every half hour during the weekday morning and afternoon peak periods, and hourly during the rest of the day. This level of service is considered sufficient given the population and socio-economic characteristics of Ravenswood.</p> |
| <p>Need more weekend services, including services which do the full Ravenswood loop.</p> <p><i>"I would like to see a bus service that could get people to work in town before 9am on both Saturday and Sunday."</i></p> | <p>Ravenswood is proposed to be serviced by route 120 and 121 on Saturday and route 121 on Sundays. As route 121 is from Waverly, it does not go north of Prossers Forest Rd.</p> <p>The spread of hours and service levels under the new network are similar to the current network. The proposed levels of service provide more sufficient capacity relative to the demand.</p> <p>The first Saturday services gets passengers into town at 8:57AM. The Sunday service does not get people into town until 10:06AM as the number of services on Sunday are less frequent.</p> |

Prospect to Launceston via West Launceston

Number of responses: 3

Key issues raised:

There were no common themes raised by the community in respect of West Launceston and Summerhill services due to the low number of comments received.

Summary of issues and our response:

| Key points | Our response |
|---|--|
| West Launceston services | |
| <p>The afternoon timetable for route 165/167 should be based on a standard clockface timetable.</p> <p><i>“I cannot see how these changes can benefit anyone that works and leaves at standard times like 5pm, 5.30pm or 6pm as the service changes state pickup at 4.44, 5.44. A more practical time would be 10 minutes after the hour or half hour.”</i></p> | <p>We do aim to achieve a standard clockface timetable to make it easier for passengers. Unfortunately, we need to balance this against having a cost effective bus network which needs to maximise the time that the bus is in service.</p> <p>For this reason, West Launceston services are not able to have a regular clockface timetable. The intent is to try and meet a range of work finishing times.</p> |

Casino, Hadspen, Blackstone Heights to Launceston

Number of responses: 30

Key issues raised:

The main area of concern raised by Hadspen residents was the removal of the deviation via South Esk Dr. These concerns were mainly in relation to having to walk further to bus stops. The high number of responses in relation to this issue is partly because State Growth delivered flyers of the service changes to Hadspen residents.

Blackstone Heights residents also had some concerns regarding changes to the timetable in the morning, which means that they need to spend longer in town.

Residents in Chris St / Mace St in Prospect were also concerned about having to walk further to the bus stops on Westbury Rd as a result of removing the deviation via Chris St.

Summary of issues and our response:

| Key points | Our response |
|---|---|
| Blackstone Heights services | |
| Request for later evening services (6:30-10:30PM) to Blackstone Heights. | The last service to Blackstone Heights is 6:10PM, which is considered sufficient based on the current population and low density of the area. |
| Request an outward service to Blackstone Heights before 12PM. <i>“When I travel to the city I take the 76 at 9:25 and come home on the 66 at 11:30. Under the proposed changes I would be forced to spend an extra hour and a half waiting.”</i> | There is an outward morning service to Blackstone Heights at 9:09AM with the next service being 1:09PM. The service level and timings are considered sufficient given the current population and low density at Blackstone Heights. The focus for the morning timetable is to get Blackstone Heights residents to Launceston, with four morning services before 12PM. |
| Services will no longer deviate via Glover Ave, Blackstone Heights. | The deviation via Glover Ave is being removed to improve directness and travel times for Blackstone Heights services. The route adds approximately two minutes to the travel time and the average patronage on Glover Ave is less than two people per day. A new bus stop is proposed on Panorama Rd to service Glover Avenue. This will lessen the walking distance to stops, which will be on average around five minutes. |

| Normanstone Rd services | |
|---|---|
| <p>No longer services via Normanstone Rd to Prospect (current route 74/64).</p> <p><i>“As I do not have a drivers licence and am a regular user of Metro buses how am I meant to get to appointments etc at Prospect.”</i></p> | <p>Bus services from Prospect are being redirected to travel along the Westbury Rd to improve directness and travel times. Bus stops at either end of Normanstone Rd are within walking distance (less than five minutes) of services on Hobart Rd and Westbury Rd, both of which have improved service frequency.</p> <p>The pair of stops in the middle of Normanstone Rd involve a 500m walk to services, which is considered acceptable (around a five minute walk). The boardings of each of these stops is on average two passengers per day.</p> <p>For passengers living along Mulgrave St or Meredith Cres, they can catch a turn-up-and-go service on Wellington St/Hobart Rd and interchange in the CBD to catch a Westbury Rd service if they need to travel to Prospect.</p> |
| Prospect – Chris St/Mace St services | |
| <p>No longer a service via Mace / Chris St loop, Prospect (current route 76).</p> <p><i>“I would like the bus to come into Chris St more times throughout the day it is hard for me to walk from my home to Prospect Market place up hill.”</i></p> | <p>It is proposed to no longer service Mace St / Chris St loop.</p> <p>The current route 76 only operates infrequently (around five times per weekday).</p> <p>The principles of the new network centre on directness, route consistency and frequency. Research shows that people are prepared to walk further for a service that is more frequent and faster.</p> <p>High frequency services will operate along Westbury Rd, and options are available from Prospect Marketplace for services via Westbury Rd or via West Launceston.</p> <p>The deviation around Chris St adds extra travel time to the trip – approximately four minutes.</p> <p>The single morning peak service has on average around seven boardings per day in the loop – 85 per cent of these boardings are students.</p> <p>These passengers can catch a route 165 service which will be extended in the morning peak to service Chris St / Mace St The service starts at 8:38AM and travels via West Launceston and Summerdale Primary School into the city. The service is aimed primarily at students.</p> <p>The 9:45AM service has less than two passengers boarding per day in the loop – showing low demand during the inter-peak.</p> <p>The dwelling density for Chris St / Mace St loop varies between 5-10 and 10-15 dwellings a hectare, so parts of the area are marginal for public transport provision.</p> |

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| | <p>The walking distance from Westbury Rd to the area varies between 400m to 1km (five to 12 minutes walk) – with residents living in the south eastern section of Chris St (bordering the Bass Hwy) having to walk the furthest. However, the majority of residents will be within an acceptable walking distance.</p> |
| <p>Hadspen services</p> | |
| <p>Can bus stops be added in on Meander Valley Rd to service Travellers Rest?</p> | <p>State Growth and Metro have looked at the feasibility of installing a set of bus stops on Meander Valley Rd to service Travellers Rest.</p> <p>Due to the low population and density together with the walking distance required for passengers to access the stops (with no footpaths, steep grades and safety concerns) it is not considered feasible to install bus stops at this location.</p> |
| <p>Removal of South Esk Drive and Bowdens Rd, Hadspen.</p> <p>Suggestions to have only some services via South Esk Dr or service a shorter loop of South Esk Dr/ Bowdens Rd.</p> <p><i>“I do not approve of taking South Esk Dr out of the route on the school runs. While it doesn’t affect me at all, I know that there are a lot of kids who use that route. Also, some are quite young and asking them to walk 600m or more to the stop is not really safe or appropriate.”</i></p> | <p>The current route via South Esk Dr and Bowdens Rd adds around five minutes travel time for Hadspen bus users not living on or near these roads.</p> <p>It is proposed to remove this deviation due to low numbers of passengers catching the bus. On average, there are only five passengers a day using the service in this area.</p> <p>This means that some residents living on the north eastern part of South Esk Drive may need to walk further to the nearest bus stop, but most residents in this area will still have a bus stop within 600 metres of their homes. This is around a five to eight minute walk and considered acceptable.</p> <p>New bus stops are planned to be installed on Main St near Meander Valley Rd to reduce the walking distance. These will be:</p> <ul style="list-style-type: none"> - Inward, Main St past Bowdens Rd. - Outward, Main St behind the caravan park. <p>The advantages of a faster and more direct service will benefit the large majority of passengers using the service in Hadspen.</p> |

| | |
|---|---|
| Needs to be more weekend services to Hadspen. | <p>The number of Saturday services will remain at the current level (10 services).</p> <p>Eight new Sunday services will be introduced.</p> <p>The number of weekend services has been determined based on the current population and expected demand.</p> |
| Believes there should be no Hadspen Sunday services. | It is important to provide public transport on weekends for those people that do not have access to a car or choose not to drive. |
| <p>Request for later evening services to Hadspen</p> <p><i>“It would be nice if the bus service to Hadspen continued to run an hour later or so than it will under the draft timetable that has been proposed.”</i></p> | The last weekday service to Hadspen leaves the CBD at 6:10PM, which is considered appropriate based on Hadspen’s population and expected demand. |
| Sunday services should service Rutherglen Rd, Hadspen. | Sunday services will follow the same route as Saturday services to maintain consistency in route design, which is a critical element in increasing the attractiveness of bus services |
| Pedestrian safety | |
| Concern about safety of pedestrian access along Westbury Rd with changes to bus network. | <p>Westbury Rd will have a half hour frequency during peak travel times during weekdays and hourly during the rest of the day.</p> <p>Pedestrian use is not expected to increase significantly because of changes to the bus network along Westbury Rd.</p> <p>As this is a council road, it falls outside State Growth’s areas of responsibility. However, State Growth can work with council and Metro to identify pedestrian safety issues at key bus stop locations along the corridor.</p> |

Youngtown, Kings Meadows to Launceston via Hobart Rd

Number of responses: 4

Key issues raised:

There were very few public comments on this corridor, most of the comments were based on questions regarding frequency.

Summary of issues and our response:

| Key points | Our response |
|--|---|
| Frequency and service levels | |
| <p>Turn up and go connections between Kings Meadows and Mowbray.</p> <p><i>“A turn up and go implemented in Kings Meadows will make vital changes to the public transport system in Launceston. As someone who has basically lived in every suburb of Launceston and doesn't drive, I have to work across town. With only one connection, it is very stressful.”</i></p> | <p>The new turn-up-and-go corridor (route 110) from Kings Meadows to university, will operate every 30 minutes from approximately 7:00AM to 6:30PM on weekdays.</p> |
| <p>There needs to be provision for Sunday services.</p> | <p>There are Sunday services available between Launceston and Youngtown on the Kings Meadows corridor. The frequency of Sunday services will increase significantly.</p> |
| Pedestrian safety | |
| <p>Concern about safety of pedestrian access along Wellington St/Hobart Rd with changes to bus network and need for improved pedestrian signals.</p> | <p>The Kings Meadows corridor will have a half hour frequency on weekdays.</p> <p>Pedestrian use is not expected to increase significantly because of changes to the bus network along Wellington St and Hobart Rd.</p> <p>As this is a council road, it falls outside State Growth's areas of responsibility. However, State Growth can work with council and Metro to identify pedestrian safety issues at key bus stop locations and crossing points along the corridor.</p> |

St Leonards, Waverley, Youngtown to Launceston via Elphin Road

Number of responses: 6

Key issues raised:

Some residents expressed a concern over the change in route through Norwood which currently travels along Charlton St. The proposed route will travel via Opossum Rd which provides a more direct route.

The other area of concern was less frequency from St Leonards via Norwood through the northern section of Penquite Rd / Johnston Rd.

Summary of issues and our response:

| Key points | Our response |
|---|--|
| Route changes | |
| Access to Punchbowl Primary School / Scotch Oakburn College from Redwood Cr, Youngtown. | <p>There is a through service (route 145 and 140) from Redwood Cres (Poplar Pde) via Penquite Rd which services Scotch Oakburn College.</p> <p>The new timetable will contain trip notes to make this clearer for passengers.</p> <p>In the current network, there is no current bus service to Punchbowl Primary School. This will continue in the new network. Passengers will need to walk from Penquite Rd to the primary school which is approximately 400m from the school.</p> |
| Concern over the length of the morning trip from St Leonards to Launceston, believes it goes via Youngtown. | Services from St Leonards do not go via Youngtown, travel is via Waverley or Norwood. |
| <p>Concern that the route 140 will no longer travel via Charlton St, Norwood.</p> <p><i>“Removing the Charlton St route and changing it to Opossum Road removes the bus route from the more heavily populated area of Norwood, making access difficult for the many people who currently use this bus service.”</i></p> | <p>The principles of the new network centre on directness. The deviation via Charlton St adds time and length to the Norwood route, this is approximately two minutes.</p> <p>Analysis of patronage shows that the total boardings of all Charlton St stops is less than the one stop in Opossum Rd (opposite Carr Villa memorial park) which is on average nine per day.</p> <p>New bus stops are proposed for the top of Opossum Rd to service this part of Norwood.</p> <p>Walking distance to Opossum Rd from Charlton St is around five to six minutes (between 400 and 500m), which is considered acceptable.</p> <p>Deviating via Charlton St is not supported.</p> |

| Frequency changes | |
|---|--|
| <p>Concern over frequency and timetable changes for route 140 and connections from Norwood to the Northern suburbs.</p> | <p>The Mowbray corridor has a high frequency service, with buses on average every 10 minutes.</p> <p>Route 140 (Norwood) operates approximately every 30 minutes so there may be a wait depending on the incoming service selected.</p> <p>For travel as far as Newstead shops, route 130 (Waverley) may also be an option.</p> |
| <p>Route 131 has limited services from St Leonards via Norwood.</p> <p><i>“130 service out to St Leonards should do a loop past Norwood same as the 131 service.”</i></p> | <p>The current general access boardings on Penquite Rd beyond Norwood Ave are less than three passengers per day and is biased to the morning peak.</p> <p>The provision of limited services during the AM peak has been provided as there is a need for student travel from St Leonards to Queechy High School.</p> <p>A higher level of service is not warranted based on current and expected patronage.</p> |
| <p>No services on weekends to St Leonards.</p> | <p>St Leonards does not have the population or the population density to support Sunday services.</p> |
| <p>Concern about safety of pedestrian access along St Leonards Rd with changes to bus network.</p> | <p>St Leonards Rd will have a half hour frequency during peak travel times during weekdays and hourly during the rest of the day.</p> <p>Pedestrian use is not expected to increase significantly because of changes to the bus network along St Leonards Rd.</p> <p>A review of the crash history over the last five years indicated that there are no pedestrian hotspots along this section. The road has 60km/h and 70km/h speed limits and is wide with parking lanes and footpaths.</p> <p>As this is a State Road, State Growth can work with Council and Metro to identify pedestrian safety issues at key bus stop locations.</p> |

Punchbowl to Launceston

Number of responses: 2

Key issues raised:

The public comments received for Punchbowl to Launceston included support of proposed Saturday service changes and requests for Sunday services.

Summary of issues and our response:

| Key points | Our response |
|------------------------------|---|
| Request for Sunday services. | Punchbowl and the areas around Talbot Rd and Abbott St have relatively low populations, which reduces potential demand and makes Sunday services unviable. The route is also within proximity to the Launceston CBD and other bus routes along the Kings Meadows turn-up and-go corridor (Hobart Rd) and route 140 along Elphin Rd / Penquite Rd, all of which have Sunday services. |

Launceston urban schools

Consultation process:

Metro wrote individually to each school that they provide urban services to.

As part of this they outlining the proposed changes, and invited the schools to provide comment. Face to face meetings were held with representatives of the major schools. Several schools responded, with some services being adjusted to take into account changing requirements or to address service deficiencies that were identified.

Metro will communicate the new schools services to the community well before the end of the school year.

Towns and regions surrounding Launceston

Legana to Launceston

Number of responses: 88

Key issues raised:

The majority of concerns that were raised were in respect of the removal of the Nobelius Dr loop in Legana. People's concerns were that they would need to walk further to access stops on Freshwater Rd and that there are no footpaths or street lighting along Nobelius Dr which makes walking further difficult.

Other key issues were that Riverside residents were concerned that urban fares would increase with the change in operator to Manions' Coaches and that they would no longer be able to use their greencard or transfer to other services for free in Launceston.

Summary of issues and our response:

| Key points | Our response |
|---|--|
| Removal of deviations | |
| <p>Removal of Nobelius Dr loop.</p> <p><i>“Taking Nobelius Drive off of the route is a bad idea, as people will have to walk further to reach the nearest bus stop and they have the risk of getting run over.”</i></p> | <p>Nobelius Dr in Legana has low patronage - on average there are 11 passengers per weekday, equating to one passenger on each service.</p> <p>This section of the route also adds around 10 minutes to the travel time in Legana, which makes the service unattractive for most Legana residents, as it is not competitive with car travel time.</p> <p>Based on a more detailed breakdown of patronage data, there is some demand at Nobelius Dr at weekday peak times. Therefore it is proposed to divert four services per weekday via this loop. This proposal gives Nobelius Dr residents options for an inward morning peak service and a mid-morning service for shopping and appointments.</p> <p>The outward service gives options for students and adults returning mid-afternoon and also an option for workers after 5:30PM.</p> <p>In terms of cost effective use of resources it is proposed to divert services at the following times:</p> <ul style="list-style-type: none"> - 7:47AM inward, arriving in Launceston at 8:23AM. - 9:28AM inward, arriving in Launceston at 10:02AM - 3:40PM outward service, arriving at Nobelius Dr at 4:08PM (school days only). - 5:40PM outward service, arriving at Nobelius Dr at 6:09PM. |

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| | It is not proposed to service the Nobelius Dr on weekends, due to the low levels of demand and impact of the of loop on total travel time for the service. |
| The Windsor community precinct does not have a bus stop and should be serviced. | The nearest bus stop is on the West Tamar Hwy and is within walking distance to the centre (around 350m). Deviating into the centre would add extra travel time to the trip for other passengers and is not supported. |
| Request that services travel via Forest Rd in Riverside. | The current service only goes via Forest Rd on the outward trip. Passengers currently have to walk to the West Tamar Hwy to catch an inward bus (going towards Launceston). Changing the route so that all services will travel along the West Tamar Hwy should not create any additional requirements to cross the West Tamar Hwy. The reason why the route is changing is that Forest Rd is very narrow and difficult for buses to negotiate. State Growth will be looking at a corridor study for the West Tamar Hwy through Riverside and part of this will look at how pedestrian connectivity can be improved across the highway. |
| There needs to be a better connection from Launceston to Tailrace Park / centre, such as a loop. | There is not enough demand at the Tailrace Park and centre to justify a loop service. State Growth will be looking at a corridor study for the West Tamar Hwy through Riverside and part of this will look at how pedestrian connectivity can be improved across the highway. |
| Change in operator through Riverside | |
| Prefer that the Legana and also the Riverside route be operated by Metro. | The type of service through Legana and Riverside will still be an urban style service. Based on this it should not matter who operates the service. Manions' Coaches will be purchasing new buses as part of the Legana / Riverside route. Under Australian Government legislation, 90% of general access buses need to be DDA compliant. By 2022, 100% of general access services will need to be DDA compliant. All drivers need to adhere to a driver behaviour code of conduct. |
| Suggest that Metro should service Legana to Launceston and that passengers interchange at Legana if they want to travel through Legana and northwards to West Tamar towns. | Although the concept of interchanging works well in bigger population centres such as Sydney and Melbourne (and even in Hobart), smaller areas like Legana do not have the retail or service attractors to make an interchange work well. |

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| <p>Concern about any changes to fares through Riverside and change in ticketing.</p> <p><i>“Will I be able to use the Metro ticket on the Manions buses?”</i></p> | <p>Passengers travelling in the Launceston urban area, for example Riverside, will pay the published Metro fare for that route regardless of the operator.</p> <p>State Growth is in the process of assessing all potential ticketing issues and solutions by looking at how the ticketing systems offered by the different bus operators are able to talk to each other.</p> <p>We are aiming for a solution that is as simple as possible for when the new network is implemented.</p> |
| <p>Bus stop infrastructure</p> | |
| <p>Request that timetables are provided at bus stops and shelters.</p> | <p>Timetables will be provided at key stops.</p> <p>State Growth can work with Manions’ Coaches and West Tamar Council to determine if there is a need for more bus shelters in Legana along Freshwater Rd.</p> |
| <p>Frequency and temporal span</p> | |
| <p>There should be more frequent services in the AM/PM peak for workers and students.</p> | <p>The proposed changes will deliver more frequency in the peak periods. On the Riverside corridor, services in the AM peak are generally every half hour.</p> <p>The population density in Legana, or along the Riverside corridor, does not justify a higher level of frequency.</p> |
| <p>Request that 5:10PM service leaves at 5:15PM for workers.</p> | <p>Generally 5:10PM is suitable for most workers that finish at 5:00PM. There is a later service at 5:40PM to accommodate people that cannot make the 5:10PM service.</p> |
| <p>Request that there needs to a Sunday service which gets into Launceston by 10:00AM.</p> | <p>The earliest bus on a Sunday from Legana leaves at 9:30AM from Legana and gets to Launceston at 10:02AM.</p> <p>The timetable is designed to operate hourly on a Sunday with a consistent clockface timetable. Moving this service earlier means that the bus would need to layover for an additional 10 minutes in the morning, once it gets to the CBD, otherwise the clockface timetable will be negatively affected.</p> <p>It is recognised that moving the service earlier will enable workers to get to Launceston before 10:00AM. Moving the service to start 10 minutes earlier is supported.</p> |
| <p>Concern that Riverside passengers will need to stand if Legana buses are full.</p> | <p>Our analysis of passenger data indicates there will be enough capacity on buses through the Riverside corridor.</p> <p>State Growth will closely monitor capacity along the corridor and respond accordingly.</p> |
| <p>More evening services on Friday and Saturdays.</p> | <p>The last service leaving Launceston is 7:10PM on both Friday and Saturday. The timing of this service is considered sufficient, given expected passenger demand.</p> |

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| <p>The AM timetable through Riverside does not suit students.</p> | <p>There will be two Metro services travelling between Launceston (via Margaret St) and Riverside High School in the morning along the West Tamar Hwy. These are routes 849 and 843, which arrive at Riverside High School between 8:30 to 8:35AM.</p> |
| <p>Students attending Launceston College will be late for class as the Riverside service arrives at 8:50AM.</p> | <p>There are several options for Launceston College students in the morning.</p> <p>Students can either catch:</p> <ul style="list-style-type: none"> - 7:39AM service from Legana which arrives at 8:15AM in the CBD. - Legana students can also catch the Manions' Coaches student only services. - Students from Riverside can catch the Metro school bus. This bus will leave Riverside at approximately 8:00AM. <p>We have altered the time of the 8:30AM service from North Riverside, to start 10 minutes early so that it arrives at 8:40AM at Brisbane St. This change will give students more options.</p> |
| <p>People do not need public transport on weekends, especially Sunday.</p> | <p>It is important to provide public transport on weekends for those people that do not have access to a car or choose not to drive.</p> |

Rowella, Deviot, Gravelly Beach, Rosevears to Launceston

Number of responses: 3

Key issues raised:

The public comments received for Rowella, Deviot, Gravelly Beach, Rosevears to Launceston were in relation to worker travel requirements, later evening services and services during school holidays on both weekdays and weekends.

Summary of issues and our response:

| Key points | Our response |
|--|--|
| Timing and services and frequency | |
| Workers (working 9AM-5PM) need a later service to get home. | The 5:40PM outward service to Rowella is designed for workers that finish between 5:00PM and 5:30PM. A later service to Rowella is not justified based on population and expected demand. This service gets to Rowella at 6:15PM |
| More weekday and weekend services for school holidays needed. <i>“It is very disappointing that Rosevears will be left off the map on a Saturday and not have a regular service on a weekday like it is now.”</i> | Areas along this route, such as Rowella and Rosevears, have very low population density and most demand is from student travel. This means the route is unable to sustain weekend services or extra services during school holidays based on current and expected demand. There are three weekday services proposed during school holidays, which is considered suitable for the area’s population. There is currently only a daily return on Saturday to Rosevears. |
| Batman Bridge stop | |
| There needs to be a stop at the Batman Bridge. | There is an existing stop on the corner of Deviot Rd and Batman Hwy, near the Batman Bridge. It is not viable to deviate the service across the bridge to the east Tamar. |

Beauty Point, Beaconsfield, Exeter to Launceston (via Grindelwald)

Number of responses: 11

Key issues raised:

The public comments received for Beauty Point, Beaconsfield, Exeter to Launceston (via Grindelwald) related to early morning worker services, later evening services, weekend services and request for services at specific times.

There were positive comments about provision of Sunday services.

Summary of issues and our response:

| Key points | Our response |
|---|---|
| Timing of services | |
| No services from the Beauty Point, Beaconsfield or Exeter arriving in Launceston before 7AM. | There is not enough forecast demand or population in this corridor to justify services arriving in Launceston before 7:00AM. The timetable has been designed to have a service that arrives before 8:00AM and another before 9:00AM, which is a standard expectation for this level of population and demand. Morning peak weekday services arrive in Launceston at 7:25AM, 8:10AM, 8:30AM and 8:50AM. |
| Can the 7:10AM service from Beauty Point leave at 7:00AM for an 8:00AM start? <i>“Is it possible to start the route at 7:00AM instead of 7:10AM...I need to be in Launceston as close to 8AM. I work right near the bus stop.”</i> | Changing the timetable of the service to start 10 minutes earlier will make this service less attractive for passengers, particularly students. This could encourage more passengers to use the 7:30AM service which is likely to affect its capacity. Moving the timetable to 7:00AM is not supported. |
| Need a later service from Launceston in the evening. <i>“Would it be possible to have an evening service? It would be lovely to be able to see a show or go for a meal in town without having to drive.”</i> | The latest service to Beauty Point departs at 5:20PM and arrives at 6:15PM and the latest service to Beaconsfield departs at 6:20PM, arriving at 7:10PM. These times align with the area’s population and expected demand, therefore, later services cannot be supported at this time. |
| There needs to be higher frequency especially between 9:30AM and 12:00PM. | Services have been designed based on population and expected demand. The 7:10AM and 7:30AM services from Beauty Point are designed to accommodate workers and students, while the service departing at 9:30AM is aimed at people travelling for shopping and appointment purposes. This level of service has been designed to reflect the area’s population and expected demand. |
| Weekend services | |
| More weekend services required from Beauty Point. | The number of services to Beauty Point on Saturdays is proposed to be six services. This is the same as the current |

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| | <p>service level. This service level has been designed to reflect the area's population and expected demand.</p> <p>There will be six new Sunday services, currently there are no Sunday services.</p> |
| Route changes | |
| <p>Rosevears will no longer be serviced as part of this route.</p> | <p>Rosevears will no longer be serviced via the Beauty Point / Beaconsfield and Exeter route, however it will be serviced from the Rowella route.</p> <p>This route change will not affect Rosevears residents and it will result in quicker travel times for Beauty Point / Beaconsfield and Exeter residents.</p> |
| <p>Not all buses should go through Grindelwald</p> <p><i>“Not all buses should go through Grindelwald, some people just want a direct route, the best thing is to add more times and more coverage, have buses that go straight through and buses that go along roads like Frankford and Winkleigh.”</i></p> | <p>There are some services from Exeter in the weekday morning peak which will not go via Grindelwald. These services essentially provide an express service in the morning. There is also an afternoon service from Launceston at 3PM that will not go via Grindelwald.</p> <p>It is proposed that Grindelwald will get around 14 services per weekday. This level has been determined, based on the area's population and expected demand.</p> <p>Unfortunately, there is insufficient population and expected demand along Frankford Rd or at Winkleigh to support a regular general access bus service.</p> |
| <p>Can fares be cheaper?</p> <p><i>“I think tickets need to be cheaper or subsidised for full fee paying adults if it is to be considered viable to decrease the amount of traffic on the road.”</i></p> | <p>State Growth is conducting a state-wide review of fares. It is proposed that the fares review will make it more equitable and fairer for people living in regional areas such as the West Tamar.</p> |

George Town to Launceston

Number of responses: 27

Key issues raised:

The public comments received for George Town to Launceston services included requests for timetable changes and route changes. Generally the feedback was positive as George Town will have more weekday and weekend services.

Summary of issues and our response:

| Key points | Our response |
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| Frequency of services | |
| Not enough span of hours on weekends. | <p>The service level on weekends is increasing. On Saturdays services will increase from four to six services and there will be six new Sunday services.</p> <p>The service levels on weekends have been determined taking into consideration the population of George Town and expected demand.</p> |
| Request that there be a Launceston to Low Head weekend service. | <p>Low Head residents have a daily return service to Launceston on the weekends.</p> <p>The primary need on weekends is to ensure that Low Head residents can get to Launceston and back home, rather than getting Launceston residents to Low Head.</p> |
| CBD stop locations | |
| Why change Launceston CBD stop locations? | George Town services will start and finish at St John St, as opposed to Brisbane St. This means that northern suburbs services will all depart and finish at the same stops, which is more convenient for all passengers. |
| Route extensions | |
| Route should be extended to Beechford and Lefroy. | The population of Beechford and Lefroy is too low to support a regular general access service. Extending the service to these towns, would mean that Low Head is not able to be serviced or there would be a reduction of services to George Town. |
| Route should extend to water tower in George Town. | It is not feasible to extend the route to the water tower (Agnes St) as the route needs to extend to Low Head and the quickest route to Low Head is via Anne St (East Tamar Hwy). |
| Timetable changes | |
| The 7:18AM inward service is too early for college students. The 4:03PM outward service | The 7:18AM departure from George Town arrives in Launceston at 8:22AM, and provides for Launceston and Newstead College start times (both start at 8:50AM). This |

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| <p>is too early for students doing after school activities.</p> | <p>time gives students enough time to walk to college or transfer onto another service.</p> <p>The 4:03PM service is aimed at students who finish college at 3:30PM. The next service (5:43PM) is aimed at workers and for those who want to stay longer in Launceston after school.</p> <p>Current and expected levels of demand do not warrant an additional service between 4:00PM and 5:30PM.</p> |
| <p>Request that there should be an 8:00AM and 9:30AM inward service.</p> | <p>Early morning services are primarily designed to get workers into the Launceston CBD by 9:00AM. A service around 8:00AM would not be able to get people to work by 9:00AM.</p> <p>The 8:47AM and 10:46AM services are designed for people who want to go shopping or need to go to appointments. Moving the 8:47AM service to 9:30AM would create a sizeable gap in the morning timetable, disadvantaging other passengers.</p> |
| <p>Request that 5:33PM outward service stays at 5:45PM.</p> | <p>As the George Town service plays an important role in the Mowbray 'turn up and go' corridor, there is a need to ensure that changing the timing of this service does not leave a gap in the timetable.</p> <p>The 5:33PM service can be moved to depart at 5:43PM in order to not leave too large a gap before the next service.</p> |
| <p>Fare cost</p> | |
| <p>Fares are expensive.</p> | <p>State Growth is conducting a state-wide review of fares. It is proposed that the fares review will make it more equitable and fairer for people living in regional areas, such as George Town.</p> |

Cressy, Longford and Perth to Launceston

Number of responses: 17

Key issues raised:

The public comments received for Cressy and Longford to Launceston services were broad and included requests for additional services during peak times, changes to service times in the middle of the day, afternoon and evenings, and requests relating to services to particular schools.

Summary of issues and our response:

| Key points | Our response |
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| Frequency and timetable changes | |
| Concern regarding the removal of the inward service to Launceston arriving at 4:35PM. | The demand for services from Cressy to Launceston at this time is low. There will be a service arriving at Launceston at 4:02PM which can be used as an alternative. |
| There is too long a gap for services departing Launceston for Longford / Cressy between 4.05PM and 5.39PM. <i>“The removal of the 4.40 pm bus will have an impact on those who work and study in Launceston and does not provide a second timely bus home in the afternoon. This will also greatly impact families of students who often miss the 4pm bus because of traffic congestion coming into Launceston, particularly those coming from Mowbray, are unable to reach Cornwall Square by 4pm.”</i> | The service departing Launceston at 4:05PM is tailored for students, while the 5:39PM service is aimed at workers that finish between 5:00-5:30PM. Additional services between these times would be expected to be poorly patronised, given the choices available and based on Longford / Cressy’s population. There are frequent Mowbray turn up and go services leaving at 3:35PM and 3:45PM from Mowbray which get into St Johns St stops by 4:00PM. This is an adequate transfer time given that the Cressy/Longford services will now depart from the same stop as the Mowbray arrivals. |
| Service timings are not suitable for workers in the morning and afternoon. | There are three morning services arriving in Launceston at 7:30AM, 8:18AM and 8:35AM, and three services departing Launceston at 4:05PM, 5:39PM and 6:42PM. This service level aligns with Longford’s population and expected demand. |
| Need later evening outward service to Cressy. | The latest service arrives at Cressy at 6:36PM which aligns with Cressy’s population and expected demand. It is not cost effective to extend the 7:22PM Longford service out to Cressy because the cost of extending the service outweighs the expected demand. |
| Requests the 7:00AM service from Longford to remain as per current timetable. | The service will depart only 10 minutes earlier at 6:50AM and is aimed at getting workers into Launceston earlier. |
| Prefer an earlier AM service from Cressy. | The earliest bus from Cressy departs at 7:20AM, this is considered sufficient given the expected level of demand. |
| Request an inward afternoon bus from Cressy to Launceston for sport. | An inward service from Cressy to Launceston will depart at 3:05PM, this time is considered suitable given Cressy |

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| | District High School finishes at 2:50PM and the bus stop is located near the school. |
| Request that the 1:00PM outward bus from Launceston be extended through to Cressy <i>“I would like for the 1pm bus that goes from Launceston to Longford to be extended to Cressy, so that college students like myself can catch an earlier bus that takes them to Cressy.”</i> | There have been some revisions to the proposed timetable to create a later outward service to Evandale, this means that there will be a 12:05PM and 2:05PM outward service to Cressy. |
| Access to schools | |
| How do students get to Newstead College from Cressy? | Newstead College students will need to catch the 7:20AM bus from Cressy and transfer at Longford onto a student only bus at 7:40AM. This bus will take students to Newstead College. |
| How do students get to Launceston College? | The 7:20AM inward and the 3:15PM outward service to and from Cressy will be altered so that the route goes via Launceston College The timing of the 3:15PM bus which leaves from Riverside schools will be changed to 3:20PM so that it reaches Launceston College at 3:35PM. |
| Bus stops | |
| Why will the Arthur St, Perth bus stops be removed? | The route through Perth has been simplified to travel along Main St, this will improve travel time for Cressy/Longford and Perth passengers. There will be new stops on Main St as simplification of the route will mean that the general access service will no longer stop on Arthur St. Student only services will continue to stop on Arthur St. The new stops will be on Main St near the junction of Phillip St. |
| Can Devon Hills have a bus stop? | Some services will travel via the old Midland Hwy (Haggerston Rd) to and from Launceston. This means that the recently upgraded bus stops on this section of the road will continue to be used for Devon Hills passengers (the stops are located near the Devon Hills Rd intersection). The bus will not divert into Devon Hills as this would add extra travel time to the trip. |
| Route changes | |
| Why does the service need to go through Kings Meadows adding to the travel time of the trip? <i>“The absence of a more direct route to Longford that does not go through Kings Meadows and</i> | Cressy / Longford services will supplement the Kings Meadows corridor and play a key role in increasing capacity on the new ‘turn-up-and go’ corridor during peak times and also filling gaps in the corridor during evenings. Kings Meadows is also an important attractor as it is a |

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| <p><i>Youngtown is most likely why there would be no reason to catch a bus because it means enduring a very long, indirect route home.”</i></p> | <p>major shopping centre and the closest hub for Longford / Cressy residents.</p> <p>Even though services will travel via the Kings Meadows corridor, the travel time of the route will be reduced as services will no longer travel through Evandale and the route through Perth will be simplified. This change will save up to 15 minutes for Cressy / Longford residents.</p> <p>There is an express service at 7:20AM from Cressy to Launceston, which does not travel via Kings Meadows, which is suitable for workers.</p> |
| <p>Request that some Longford services still travel via Evandale.</p> | <p>Services will no longer travel via Evandale as this section of the trip adds 15 minutes to the journey for Cressy / Longford passengers.</p> <p>Evandale will now be serviced by the Evandale to Perth route.</p> |

Evandale, Perth to Launceston

Number of responses: 9 and a petition from Evandale residents

Key issues raised:

The public comments received for Evandale, Perth to Launceston services related to the travel needs to both workers and non-workers in terms of the timetable of the service.

Concerns were also raised about the route change with services now travelling via Perth on both the inward and outward trips.

A petition was also received from Evandale residents on the proposed changes after the public consultation period closed. These concerns have been incorporated into the summary of issues below.

Summary of issues and our response:

| Key points | Our response |
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| Service timings | |
| <p>Keep a service departing Evandale at 7:30AM for workers who start early.</p> <p><i>“I currently use the Evandale to Launceston service most mornings to arrive at work by 8am. With the new proposed changes I will be lucky to arrive just before 9am which is far from ideal.”</i></p> | <p>The timetable has a service leaving Evandale at 8:00AM and arriving in Launceston at 8:48AM to support the majority of people who start work at 9AM.</p> <p>It is not possible for this service to leave earlier as it is the same bus which leaves Longford at 6:50AM to go to Launceston and there would be low demand for making this service leave Longford half an hour earlier.</p> |
| <p>Travel times to suit non-work bus users (not too early to depart and not too late to return).</p> <p><i>“The new times will be highly inconvenient — surely not too much to ask that Evandale residents can get a bus at 9ish in the morning and return 3ish in the afternoon.”</i></p> | <p>Services have been designed to meet community needs based on demand. The 8:00AM service is to accommodate workers and for those that want to go into town early for shopping. The 11:00AM service is aimed to get residents into Launceston for shopping or appointments.</p> <p>A service departing between 9:00-10:00AM would leave a gap in the timetable for Cressy / Longford residents, as Evandale and Cressy / Longford all utilise the same buses. The 8:00AM time is suitable for both workers and people who want to go shopping or for appointments.</p> <p>We can move the 1:00PM service from Launceston to depart at 2:00PM so people have more time in Launceston for shopping and appointments, if they catch the 11:00AM inward service. This change would mean that the timetable for Evandale is changed as follows:</p> <ul style="list-style-type: none"> - 2:05PM outward service to Evandale. - 3:00PM inward service to Evandale. <p>This level of service is considered suitable for Evandale's population and the expected level of demand during the inter-peak period.</p> |

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| <p>Evandale has fewer services than Perth.</p> | <p>Perth has a greater population than Evandale and is located on the Midland Hwy, which provides it with an advantage of being serviced by buses coming from Longford / Cressy, St Helens and Hobart.</p> <p>Generally areas with higher populations, such as Perth, will receive more bus services than areas with lower populations.</p> |
| <p>Change in route</p> | |
| <p>Concern that the inward route will now travel via Perth.</p> | <p>Currently, Evandale is serviced via Evandale Main Rd with services going past the Launceston Airport. This means that all Perth, Longford and Cressy passengers have to travel via Evandale, which adds travel time for the majority of bus passengers (15 minutes for Cressy / Longford passengers).</p> <p>A more effective route is to service Evandale via Perth, with services travelling along Clarence St and Perth Mill Rd. This route change will add approximately five to eight minutes to travel time for Evandale passengers.</p> <p>This would also provide the eastern residential area of Perth access to the service, which captures a larger area of people over what is currently in place.</p> <p>Perth has a larger population than Evandale, and the Perth catchment is important to augment demand from Evandale in order to justify Evandale's proposed service frequency.</p> |
| <p>There will be no services to the Launceston Airport or Longford for Evandale residents.</p> | <p>The airport is already serviced by a commercial provider who is able to drop off passengers within the airport itself. It is understood that general access services cannot stop within the airport itself, meaning that passengers would have to walk around 500m to get to the airport terminal building with luggage.</p> <p>The cost of the airport commercial service is \$15 for adults and \$14 for concessions. The service is able to pick up and drop off passengers in the centre of Launceston including the casino and the university.</p> <p>It is difficult to plan public timetables around airport flight times. This means that passengers would have to wait for long periods to catch a flight or wait for a public bus when getting off a flight.</p> <p>Services from Longford will no longer travel via Evandale as this section of the trip adds 15 minutes to the journey for Cressy/Longford passengers.</p> <p>There is also very little demand for Cressy/Longford passengers to access Evandale and vice versa.</p> |

Frequency of services

Perth needs a metro style service, with more stops in Perth and Launceston.

Perth will be serviced by multiple routes, including the St Helens to Launceston, Launceston to Hobart and Cressy / Longford and Evandale services.

Perth will have a very good level of frequency as multiple routes go through it.

Changes to the route through Perth will mean that services will travel along Main Rd. To support this we will be constructing four new bus stops along this section to provide better access to residents.

As Longford / Cressy and Evandale services will travel along the Kings Meadows corridor, they will stop at existing Metro bus stops along Hobart Rd and Charles St. The bus will start and finish at St Johns St, meaning that passengers will be closer to the Launceston CBD.

St Helens to Launceston and Coles Bay to St Helens

Number of responses: 8

Key issues raised:

The public comments received for St Helens to Launceston services were primarily in relation to wanting to be dropped off at the Launceston Airport as it was the lower cost transport option than other options.

The other issue raised in relation to St Helens was whether Conara or Epping Forest was the best option on the Midland Highway for transferring between services from Hobart to St Helens. Passengers generally preferred Conara as there was a bus shelter there.

No public comments were received for Coles Bay to St Helens / St Marys services.

Summary of issues and our response:

| Key points | Our response |
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| <p>Services to Launceston airport</p> <p>The St Helens service needs to travel via the Launceston Airport.</p> <p><i>“Callows Coach will take me from Beaumaris to the Launceston Bus Transit Centre, I then have to get a shuttle bus back to Launceston Airport.</i></p> <p><i>The other option is to get off at Perth and catch a Taxi to the Airport.</i></p> <p><i>The same problem arises when people fly back into Launceston. They have to get a shuttle bus into the Launceston Bus Transit Centre to catch Callows Coach back to the East Coast.”</i></p> | <p>The airport is already serviced by a commercial provider who is able to drop off passengers within the airport itself. It is understood that general access services cannot stop within the airport itself, meaning that passengers would have to walk around 500m to get to the airport terminal building with luggage.</p> <p>The cost of the commercial service is \$15 for adults and \$14 for concessions. The service is able to pick up and drop off passengers in the centre of Launceston including the casino and the university.</p> <p>It is difficult to plan public timetables around airport flight times. This means that passengers would have to wait for long periods to catch a flight or wait for the St Helens bus to get home.</p> <p>The St Helens service does not currently travel via the Launceston Airport. If the service was diverted to the airport it would add extra travel time (approximately five minutes) to the trip which is already a long distance trip.</p> <p>It is highly undesirable to change the timing of the 6:15AM inward service from St Helens to Launceston or the 3:52PM outward service as these services primarily cater for students. As the services are long distance we do not want to add to the travel time of the trips or to force students to get up earlier or get home later.</p> <p>The patronage to and from the airport for east coast residents is expected to be very low.</p> |

Midland Hwy transfer point

Conara Junction is the preferred transfer point on the Midland Highway to get to and from Hobart and St Helens.

“There is absolutely no roadside weather shelter available at the Epping Forest changeover (Hobart to St Helens). Conara has a large bus shelter available.”

Based on the proposed timetable for the Launceston to Hobart service, Epping Forest provides the best connection for people to get to and from Hobart and St Helens.

We are looking at providing a new bus stop at Epping Forest, including a bus shelter, to create better passenger amenity and to improve stop safety. Passengers at Epping Forest will also be able to access the Caltex toilets and shop.

Derby, Scottsdale, Bridport to Launceston

Number of responses: 23

Key issues raised:

The main public comments received from Derby residents was regarding the increase in travel times for the service to go via Bridport and the reduction in frequency.

Other comments were raised in terms of transport for students and the request to service smaller communities such as Pioneer and Gladstone.

Positive comments were received in relation to the increase in service frequency to Bridport and the provision of weekend services to all communities.

Summary of issues and our response:

| Key points | Our response |
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| Routes and frequency changes for Derby | |
| <p>Longer travel time via Bridport for Ringarooma, Branxholm and Derby passengers.</p> <p><i>“What about a more direct return service Derby/Scottsdale/ Lilydale to Launceston a couple of days a week, leaving the other days for the Legerwood, Bridport etc service?”</i></p> | <p>Bridport has a higher demand for services and proposed changes to Ringarooma, Branxholm and Derby services help provide extra service to all of these centres cost effectively.</p> <p>The route will travel via Bridport and Pipers Brook. Although this increases travel time for Derby and Scottsdale residents it enables more services, including new weekend services to be put on and allows a connection between Bridport and Scottsdale for locals.</p> |
| <p>Under the proposed changes Derby will have fewer services.</p> | <p>Derby services will decrease from four to two services per weekday, but a new Saturday and Sunday daily return service will be introduced.</p> <p>Previously two of the four services were counter peak which meant they went in the opposite direction to the main passenger flow (from Launceston to Derby in the morning and Derby to Launceston in the afternoon).</p> <p>The service level for Derby is considered suitable for the area’s population and based on expected demand.</p> |
| Servicing small communities | |
| <p>Small communities, such as Gladstone and Pioneer and Waterhouse Rd, should be serviced.</p> <p><i>“There needs to be a shuttle run once a week through Gladstone, Pioneer, Herrick to connect up with Derby, Scottsdale.”</i></p> | <p>Unfortunately, the population of Gladstone, Pioneer and Waterhouse Rd is too low to support a regular general access service.</p> |
| <p>Barnbougale Dunes Hotel should be serviced.</p> | <p>Serving both the Barnbougale Dunes Golf Links and Lost Farm would add extra travel time - around 10 and 22</p> |

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| | <p>minutes respectively to the trip for passengers from Scottsdale and Derby.</p> <p>Barnboughle has its own private transport options, including transfers to and from the Launceston Airport, and pick-ups from other locations and there is unlikely to be any level of demand to use public transport to reach Barnboughle that would warrant diverting the service and adding travel time for other passengers</p> |
| Transport for bikes | |
| <p>The Derby service needs space provided for bikes for the Derby bike track.</p> | <p>The Derby service has a booking service which allows bikes to be transported (either racks or 'bagged'). However, space is limited, and groups are not able to be catered for.</p> <p>Mountain bikers heading to Derby without their own vehicles are more likely to hire a vehicle or book transport with a dedicated mountain bike transport company or charter a bus if they are a large group.</p> |
| Catering for student travel needs | |
| <p>There needs to be a later Sunday service to Launceston for college students.</p> <p><i>"It would be good if the Sunday service left at a later time (such as 4pm from Scottsdale), to cater for college students who live at the Newstead Student Residence, as we cannot get into the residence until 5pm on Sunday."</i></p> | <p>Currently, there are no Sunday services to the north east. New Sunday services are proposed.</p> <p>The last service leaving the north east (from Scottsdale) departs at 2:00PM, arriving in Launceston at 3:45PM, the bus then departs Launceston at 4:00PM and returns back to Derby.</p> <p>The bus needs to return back to Derby so that it is available on Monday to commence its 8:30AM service to Launceston.</p> <p>It is not desirable to change the 2:00PM service until later in the day as this would mean that the bus would arrive back at Derby in the late evening.</p> <p>College students can also catch the weekday inward morning service from Bridport via Scottsdale at 6:45AM, which is what they currently need to do.</p> |
| <p>Will there be a student service from Newstead schools to Nunamara in the afternoon?</p> | <p>A new student only service from Launceston College via Newstead College will be introduced at the start of the school year in 2020 to enable students to get home that live along the Tasman Hwy between St Leonards and Patersonia.</p> <p>The route will be similar to the current afternoon service.</p> |
| <p>The change in route through Pipers Brook for Derby services will be too late for college students.</p> | <p>There is currently no general access service which passes through Pipers Brook for college students.</p> <p>In the morning, college students will need to continue their existing travel patterns which means catching the bus at Lebrina or Bridport Main Rd.</p> |

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| | The timing of the general access bus through Pipers Brook in the morning cannot be changed, as it comes from Derby and is not aimed at students. However, students will be able to get home via Pipers Brook in the afternoon. |
| Request that the service at 3:45PM to Scottsdale remains at this time rather than 4:00PM. | Two services depart from Launceston, Brisbane St at 4:00PM, this is consistent with what occurs currently. Services cannot leave earlier as they predominately cater for students. |
| Queries about bus stops | |
| Does the service stop at Branxholm? | Branxholm will continue to be serviced. The inward bus stop will be relocated from the IGA to opposite the swimming pool on Scott St (Tasman Hwy). |
| Does the school days only service stop at Scottsdale? | The school days only service departing Bridport at 6:45AM will stop at Scottsdale at 7:10AM. This is listed after Lilydale on the timetable. |
| Services should operate year round | |
| Weekday services should run year round, not just on school days. | <p>Bridport and Scottsdale will have six services on school days and this will reduce to four services a day during school holidays.</p> <p>This is because most of the demand is from student travel so the route is unable to support the same number of services during school holidays.</p> <p>Currently, there are no services operating on school holidays to Bridport.</p> |

General comments

Key issues raised:

The community and some councils raised some general comments in respect of passenger transport for the northern region including urban Launceston.

These comments did not apply to a particular route, the comments were mainly about route coverage and access to new residential areas and attractors such as Launceston Airport

Summary of issues and our response:

| Key points | Our response |
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| Access to new residential areas and attractors | |
| Concerns about lack of direct access to Invermay West and the Riverbend playground. | <p>The focus of the network is to strengthen key corridors such as the Mowbray turn-up-and-go corridor and reduce route duplication, if routes are too closely spaced together.</p> <p>The Mowbray corridor and the East Tamar Hwy corridor are within 450m of each other and Holbrook St even closer at 215m, so a public transport route along this corridor is not an effective use of resources.</p> <p>The precinct and the new Riverbend playground are within walking distance of the CBD, especially with improved connectivity over the new pedestrian bridge from the Seaport.</p> |
| There needs to be services to new residential areas such as Mt Pleasant estate, Techno Park, Prospect and Ben Lomond Estate. | <p>New residential development that requires public transport services to deviate from key public transport routes such as Hobart Road or Westbury Rd and re-join the key route via the same access point does not foster effective public transport planning.</p> <p>The Mount Pleasant Estate is within walking distance of route 147, which has limited peak services via Ernest and Blaydon St.</p> <p>Ben Lomond Estate is within walking distance of Westbury Rd, which all Prospect services travel along.</p> <p>The Techno Park is within walking distance of Opossum Rd (route 140).</p> |
| There are no general access services to the Launceston Airport from urban Launceston. | <p>The airport is already serviced by a commercial provider who is able to drop off passengers within the airport itself. It is understood that general access services cannot stop within the airport itself, meaning that passengers would have to walk around 500m to get to the airport terminal building with luggage.</p> |

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| | <p>The cost of the airport commercial service is \$15 for adults and \$14 for concessions. The service is able to pick up and drop off passengers in the centre of Launceston including the casino and the university.</p> <p>It is difficult to plan public timetables around airport flight times. This means that passengers would have to wait for long periods to catch a flight or wait for a public bus.</p> |
| <p>There needs to be bus service to the Launceston General Hospital and upper Charles St.</p> <p><i>“My thought is for the council to provide a Tiger Bus shuttle service, using a smaller shuttle type bus that could run a continuous route picking up passengers at several of the council run car parks in the city and running up Charles St.”</i></p> | <p>Charles St will be very well serviced by the Kings Meadows new turn up and go service and also via services from Westbury Rd (Prospect). This will include stops at the Launceston General Hospital.</p> <p>This corridor will have a high level of frequency with services running on average every 10 to 15 minutes.</p> |
| <p>The new network means that some people will need to walk further to a bus stop from their homes.</p> | <p>Higher frequency, more direct and faster routes have been developed in preference to low frequency, poorly patronised loops and deviations. Research shows that more people are prepared to walk further to access a faster and more frequent service.</p> |
| <p>Community consultation processes</p> | |
| <p>There needs to be more thorough community involvement in the Launceston urban network.</p> | <p>Metro conducted extensive community consultation when the Launceston urban network was first proposed in 2016.</p> <p>State Growth subsequently identified further consultation on routes and timetables in May / June 2019; the process for this is outlined in the front of this report.</p> |
| <p>Making services easier to use</p> | |
| <p>The route numbering system needs to be numbered by direction, e.g. northern suburb services numbered with a similar grouping of numbers.</p> | <p>The route numbering for urban Launceston has been numbered based on geographic areas.</p> <p>For example, the route numbers for the northern suburbs are 110-119.</p> |
| <p>There needs to be a single banner for all public transport services to make it easier for customers.</p> | <p>State Growth is moving towards a common brand for all public transport services. All new timetables will have a common format and colour scheme.</p> <p>Work is also underway to look at a common bus stop blade.</p> |
| <p>There needs to be a simpler process to get a Greencard.</p> | <p>Metro plans to conduct some sessions in Launceston to assist people in getting their Greencards.</p> |

| Marketing of public transport | |
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| There needs to be a marketing campaign to encourage people to use public transport. Our road congestion will only increase if people do not use public transport. | As part of the implementation of the new network, the Tasmanian Government will be developing a communications strategy so that the public are aware of the changes. |
| Use of smaller buses to service a greater coverage of areas | |
| Why can't smaller buses be used in the middle of the day especially in smaller residential areas? | <p>Running smaller buses to smaller residential areas and places of low demand 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 9AM and 3PM), rather than purchasing additional, smaller buses which would cost extra money.</p> |
| Why can't we have passenger rail? | <p>Passenger rail in Tasmania ceased in the 1970s due to very low demand. The current alignment of the rail network, with steep terrain and tight radius curves, would not allow the operation of a fast passenger rail system, meaning journey times between population centres would be considerably slower than road-based transport options. The significant cost of improving the infrastructure to be suitable for passenger rail is still considered unviable.</p> <p>The Tasmanian Government currently invests around \$90 million annually for bus based public transport in Tasmania. This funding ensures the provision of urban bus services in major centres, together with urban fringe and regional bus services.</p> |

Next steps

State Growth and Metro 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.

It is anticipated that the new network will be implemented in January 2020.

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 November to December 2019, so that the community is well informed of the new network before services commence in January 2020.



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