

Nambour bus network review community consultation report

How you helped us shape your new bus network

October 2016



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Project background

More than 10,000 people call Nambour and surrounds home on the Sunshine Coast. Nambour's bus network services the surrounding region, including Nambour Heights, Burnside, Palmwoods and Woombye.

While the remaining Sunshine Coast bus network was reviewed in November 2013, as part of the broader South East Queensland bus network review, the Nambour bus network has not been reviewed since 2005.

To provide the Nambour community with a bus network that is more reliable, better connected and better meets the needs of their growing community, we will be making improvements to local bus services on 23 January 2017. These changes will provide better connections to train services, make the network easier to use and provide an improved level of service to more areas.

At the same time, we will also be making changes to some local Sunshine Coast bus services with the opening of the new Sunshine Coast University Hospital (SCUH).

From Friday 15 July to Sunday 14 August 2016, we asked you to have your say on our proposed changes to the bus network in Nambour. More than 120 pieces of feedback have helped us shape the final network and deliver the best outcome for the greatest number of people in Nambour and the surrounding region.



How we planned your new bus network

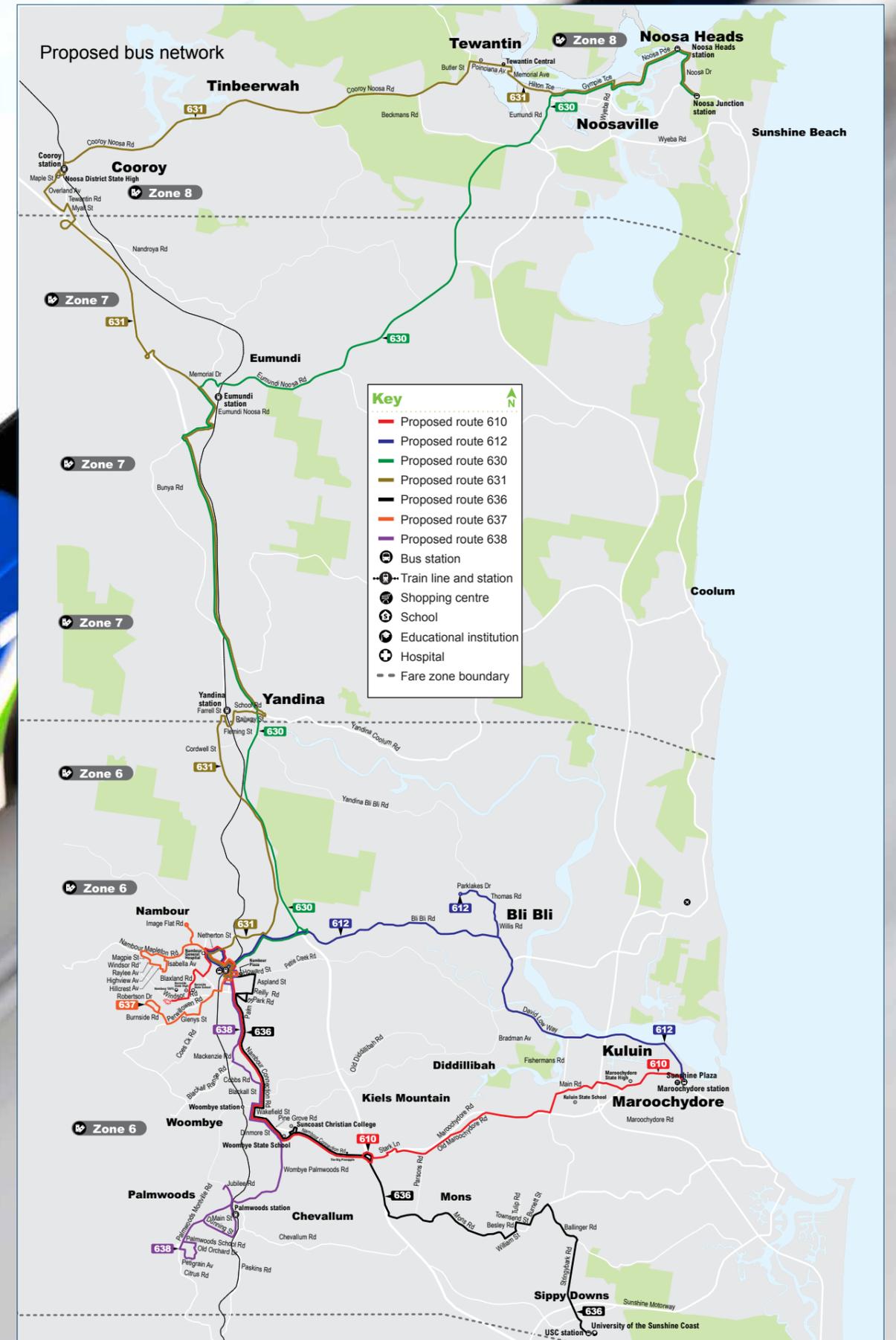
To design a bus network that delivers the maximum benefits to the greatest number of customers in the Nambour region, TransLink used industry best practice, the technical expertise of our transport planners, and modelling based on existing customer travel data.

Prior to consultation, we reviewed the existing bus routes and timetables and worked with your local bus operator to plan a more efficient, integrated and easier-to-use bus network.

As part of this, we used patronage data to see where and when people travel on existing routes, conducted site visits, test drove potential bus routes, and gathered feedback from customers through information sessions and an online survey.

The new bus network has been designed to include:

- more reliable services to meet the needs of your community
- greater coverage to newly developed areas
- improved connectivity to Sunshine Coast line train services
- better connections between Nambour and the wider Sunshine Coast and South East Queensland region.



How we consulted your community

On Tuesday 12 July 2016, TransLink announced community consultation on the proposed Nambour bus network review and SCUH bus service changes. Following this, we held a four week consultation program from Friday 15 July to Sunday 14 August 2016.

The consultation program provided an opportunity for you to have your say on the proposed changes to local bus services and provide feedback to help us shape the final design of the new bus network.

During consultation, information about the proposed Nambour bus network, including proposed route alignments, span of hours and frequency, as well as interactive maps were available on TransLink's Have Your Say community engagement hub and at information sessions. Six information sessions were held at key community locations within the local Nambour region, and residents were invited to provide feedback through an online survey.

The consultation program was promoted via:

- the TransLink website and Have Your Say community engagement hub
- posts on TransLink's Facebook and Twitter accounts
- TransLink staff at key stops and stations and on-board local bus services
- signage at local bus stops and stations
- advertising in local newspapers and coverage in local media
- flyers on-board local bus services
- information sessions at key community locations
- distribution of TransLink's e-Newsletter to over 362,300 registered customers.



How you participated in consultation

Throughout the four week consultation period, more than 580 interactions with members of the community were recorded through a range of activities.

Consultation results at a glance



790 visits to the Have Your Say community engagement hub



465 people attended information sessions



122 surveys completed



6 enquiries via phone, email and correspondence



11,961 people reached through TransLink's Facebook page

Online survey

The online survey was open from Friday 15 July to Sunday 14 August 2016. The survey asked a series of questions about the way you currently use public transport in the Nambour area and how you plan to use public transport once the proposed new bus network is implemented. During the consultation period, 790 people visited the Have Your Say project webpage and 122 people provided feedback through the online survey.

Community information sessions

From Saturday 23 July to Thursday 4 August 2016, TransLink held six drop-in information sessions. In total, 465 people attended these sessions, which were held at the Nambour Plaza Shopping Centre and the Nambour Community Centre.

At each session, residents could speak directly with TransLink staff about the proposed bus network changes and provide feedback on bus route alignments, span of hours and frequency.

Social media

During the consultation period, nine social media posts were made on the TransLink Facebook page promoting the information sessions and online survey, reaching 11,961 people.

Stakeholder briefings

Briefings were held with a range of key stakeholder groups, including local elected representatives, Sunshine Coast Council, bus operators and community groups. The briefings provided an opportunity for stakeholders to learn about the consultation program and provide their feedback on the proposed changes to the bus network.



What you told us

By providing your feedback, you have helped provide a valuable insight into how public transport is currently used in the Nambour area, and how you plan to use it once the new bus network is implemented.

This is what you told us:

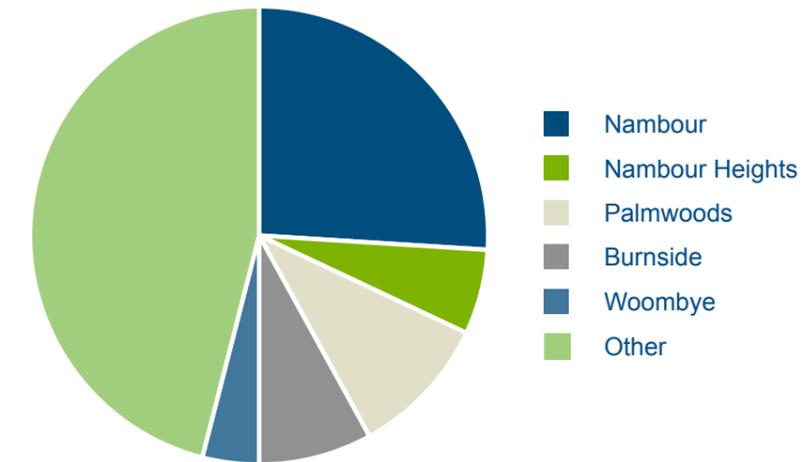
Online survey feedback

Where you live

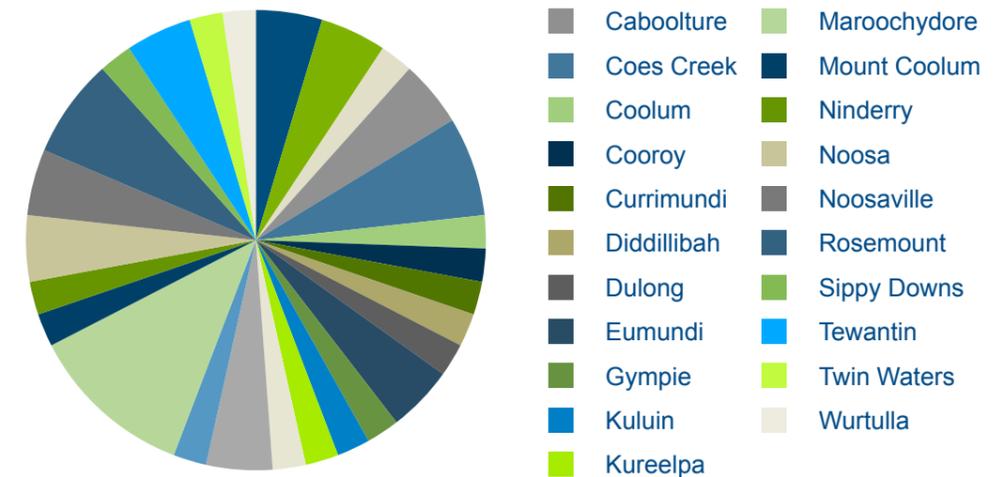
- More than 50 per cent of people who completed the online survey live in Nambour and surrounding areas.
- Around 26 per cent of people who completed the online survey live in the suburb of Nambour.



Suburb



Other locations



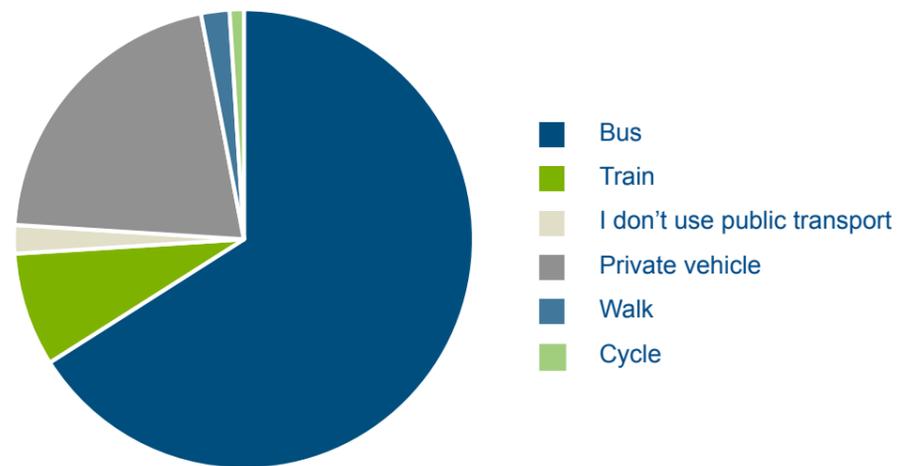
How you currently travel

- The majority of respondents most frequently travel by public transport to their destination, with 66 per cent travelling most frequently by bus and a further 8 per cent travelling by train.
- 60 per cent of respondents travel by bus to connect to a train service, with 88.3 per cent of these people connecting to a train service at Nambour train station.
- 61.6 per cent of respondents said they transfer between bus services to access their destination.
- Only two per cent of respondents said they do not use public transport.

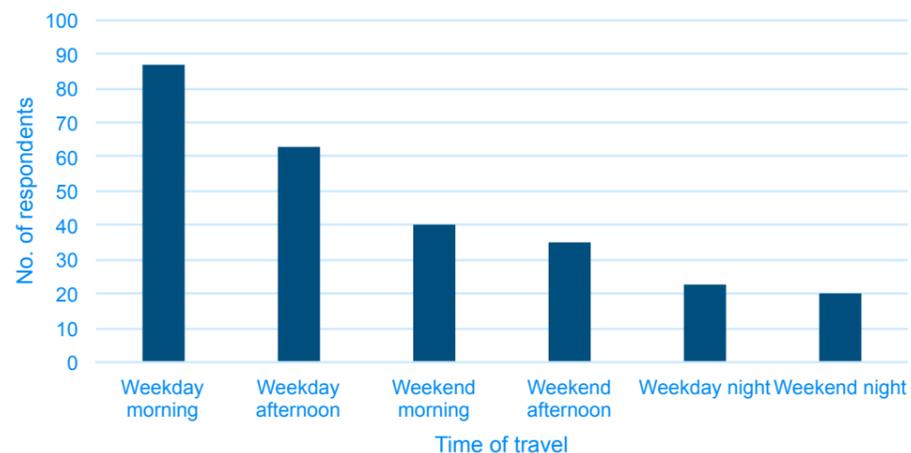
When and why you travel on public transport

- The majority of respondents told us they:
 - use public transport weekday mornings (32.5 per cent)
 - use public transport weekday afternoons (23.5 per cent)
 - use public transport to travel to and from shopping centres or community facilities (27.3 per cent)
 - use public transport to travel to and from appointments locally (19.7 per cent).

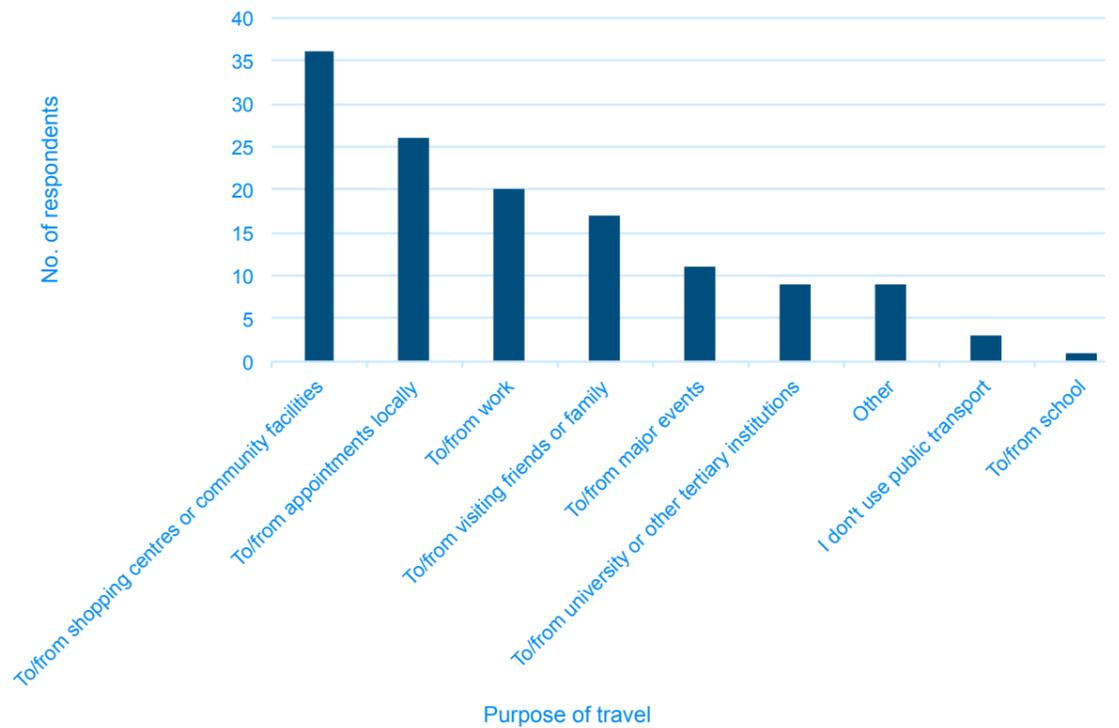
Most frequent mode of transport



When you normally travel



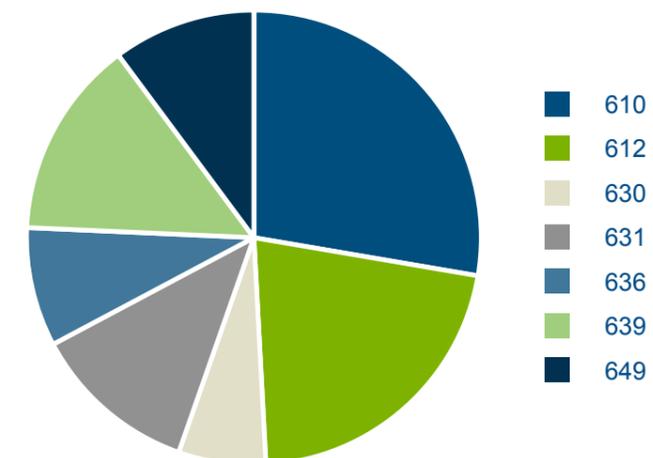
Why you normally travel to by public transport



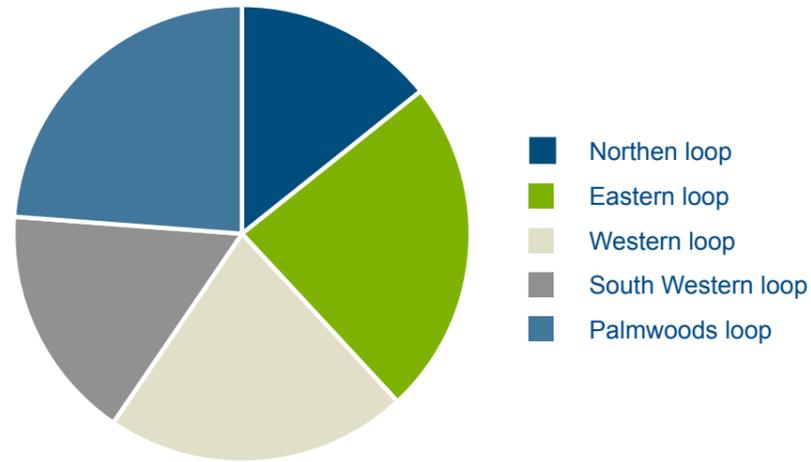
Which bus route/s you normally travel on

- The majority of respondents (27.7 per cent) said they normally travel on route 610 – Nambour to Maroochydore via Kunda Park.
- Of the 14.1 per cent of respondents who said they normally travel on route 639, the majority said they normally travel on the Palmwoods (23.8 per cent), Eastern (23.8 per cent) and Western loop (21.4 per cent).

Which bus route/s you normally travel on



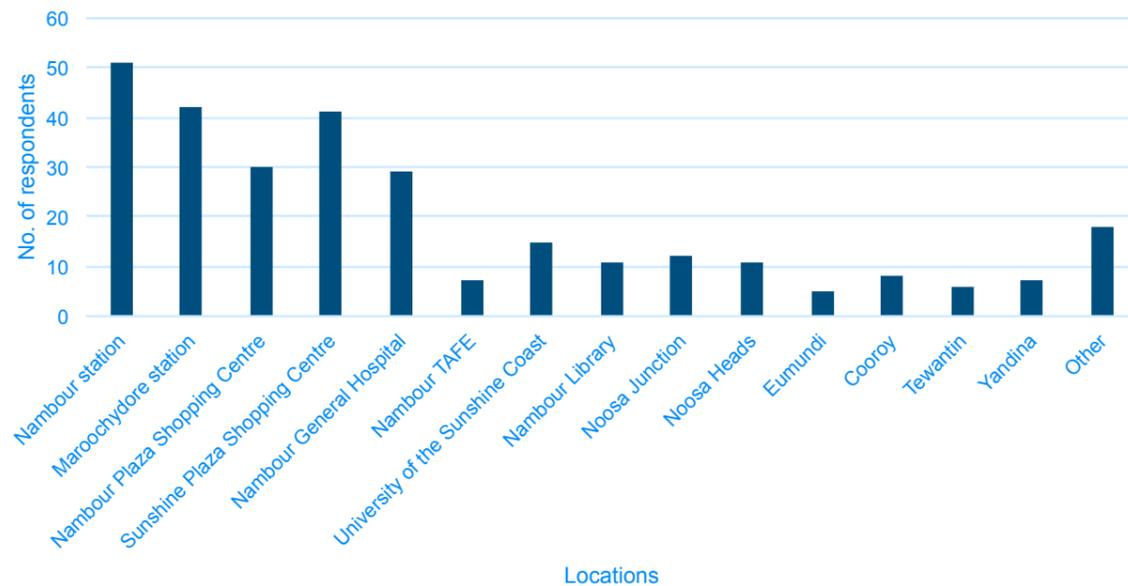
Which route 639 loop you normally travel on



Where you normally travel to

- When asked where you normally travel to by public transport, the majority of respondents said they normally travel to:
 - Nambour station (17.4 per cent)
 - Maroochydore station (14.3 per cent)
 - Sunshine Plaza Shopping Centre (14 per cent)
 - Nambour Plaza Shopping Centre (10.2 per cent)
 - Nambour General Hospital (9.9 per cent)

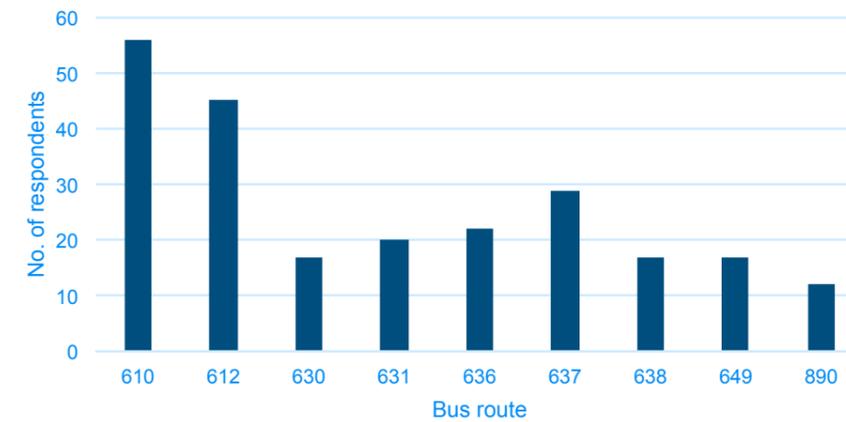
Where you normally travel to by public transport



How you will use the new bus network

- Looking at the proposed bus network, the majority of respondents told us they would use the below bus routes in the future:
 - route 610 – Nambour to Maroochydore via Kunda Park (23.8 per cent)
 - route 612 – Nambour to Maroochydore via Bli Bli (19.1 per cent)
 - route 637 – Nambour local loop (12.3 per cent).

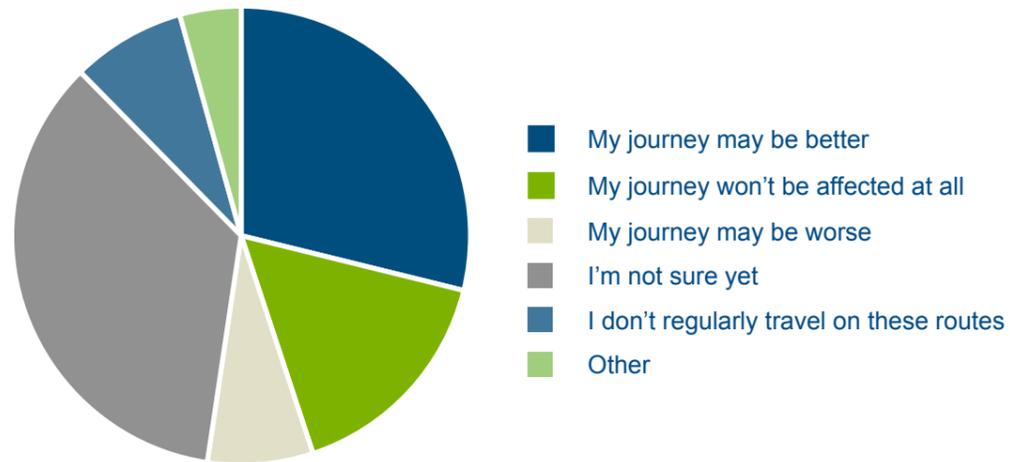
Which bus route/s you will use in the future



How the proposed changes will impact your travel journey

- Almost 30 per cent of respondents said they think their journey may be better with the proposed new bus network.
 - Of these respondents, 22.9 per cent said they think their journey may be better because they may be able to travel more often.
 - 18.1 per cent said they think their journey may be better because they will have a quicker journey.
 - 14.5 per cent said they think their journey may be better because they will have a better connecting service (for example with train services).
- 14.5 per cent said they think their journey may be better because they may be able to travel at an earlier or later time.
- 16 per cent of respondents said their journey won't be affected at all by the proposed bus changes.
- Only 7.4 per cent of respondents said they think their journey may be worse by the proposed bus changes.
- We acknowledge that 35.1 per cent of respondents said they are unsure how they will be affected by the proposed bus network changes. Prior to the new bus network going live, we will provide you with more information about how your bus service will operate, including new bus timetables.

How these bus changes will affect you



Information session feedback

Common comments

- Improved bus connections are needed between Nambour General Hospital and the new Sunshine Coast University Hospital (SCUH) for staff and patients.
- Residents on Petrie Creek Road requested a bus service.
- Residents on Coes Creek Road requested a bus service.
- Increased services are needed on route 638 for residents in Palmwoods.
- Residents in Rotary Garden Village need access to Nambour Plaza Shopping Centre.

How we've considered your feedback

Throughout the consultation period we received a variety of feedback on the proposed bus network changes, ranging from route alignments to span of hours to frequencies and bus stop locations.

Your feedback on these proposed changes provided valuable insights into how you use public transport in the Nambour area and what your thoughts are on the proposed bus service changes.

We've listened to your suggestions about how you would like to see your Nambour bus

services operate in the future and have taken this on-board alongside the technical advice of our planners and patronage data.

Once the new network is implemented, we will regularly monitor patronage and demand across the network to help determine where appropriate adjustments to bus services may be needed.

Here's a summary of the most common pieces of feedback we received and how we have considered your feedback in shaping the final Nambour bus network.

More services for Palmwoods

You told us you would like to see an increase in the frequency of route 638 bus services for residents in Palmwoods.

We've listened to your feedback and have added an additional two services to route 638 in the morning and afternoon. This means residents in Palmwoods will now have access to four services per day.

Increase frequency of route 630 and 631

You told us you would like to see an increase in the frequency of route 630 and 631 services to connect you to Maroochydore and train services in Nambour.

Following completion of the new Woombye Stabling Facility project and progressive roll out of the New Generation Rolling Stock, additional Sunshine Coast line train services will be introduced. We will review the frequency of routes 630 and 631 at this time. For more information on these projects please visit www.queenslandrail.com.au/stabling or www.tmr.qld.gov.au.

Bus services for residents on Petrie Creek Road

Some of you told us that you need bus services to travel along Petrie Creek Road to connect you with other areas in Nambour.

We understand access to public transport is important to residents in this area. As the area is still developing, it is not possible to introduce services along Petrie Creek Road as part of the new Nambour bus network. We will continue to monitor development to help determine the best way to meet demand for public transport into the future.

More weekend services

You told us that the current operating hours of buses in the Nambour area impacts on your ability to travel on public transport on weekends.

The proposed bus network features new route 637 which offers weekend services for residents in some parts of Nambour and Burnside for the first time. Weekend services will also operate on routes 610, 612, 630 and 631. We have also increased the span of hours on route 610 services on weekdays and weekends to provide you with increased connections from Nambour to Maroochydore, where you can access route 611 services to travel to the new SCUH.

Connections to Nambour Plaza Shopping Centre

Some residents who travel on existing route 639 told us it was important that they have direct access to Nambour Plaza Shopping Centre on Lowe Street.

We've listened to your feedback and as a result, have re-aligned route 637 to travel to Lowe Street after Nambour station. This means customers travelling on other routes such as route 610, will be able to transfer to routes 637 or 638 at Nambour station to travel to Lowe Street. On the return journey, customers will be able to travel on route 612 from Lowe Street to Nambour station, and then transfer to route 610.

Better connections between Nambour General Hospital and the new SCUH

You told us you need a direct connection between Nambour General Hospital and the new Sunshine Coast University Hospital.

We've listened to your feedback and have increased the span of hours on route 610 to 5am to 11pm on weekdays and weekends. This will provide you with increased connections from Nambour to Maroochydore, where you can access route 611 services to travel to the new SCUH. We have also retimed route 610 to minimise the connection time with route 611 at Maroochydore station.

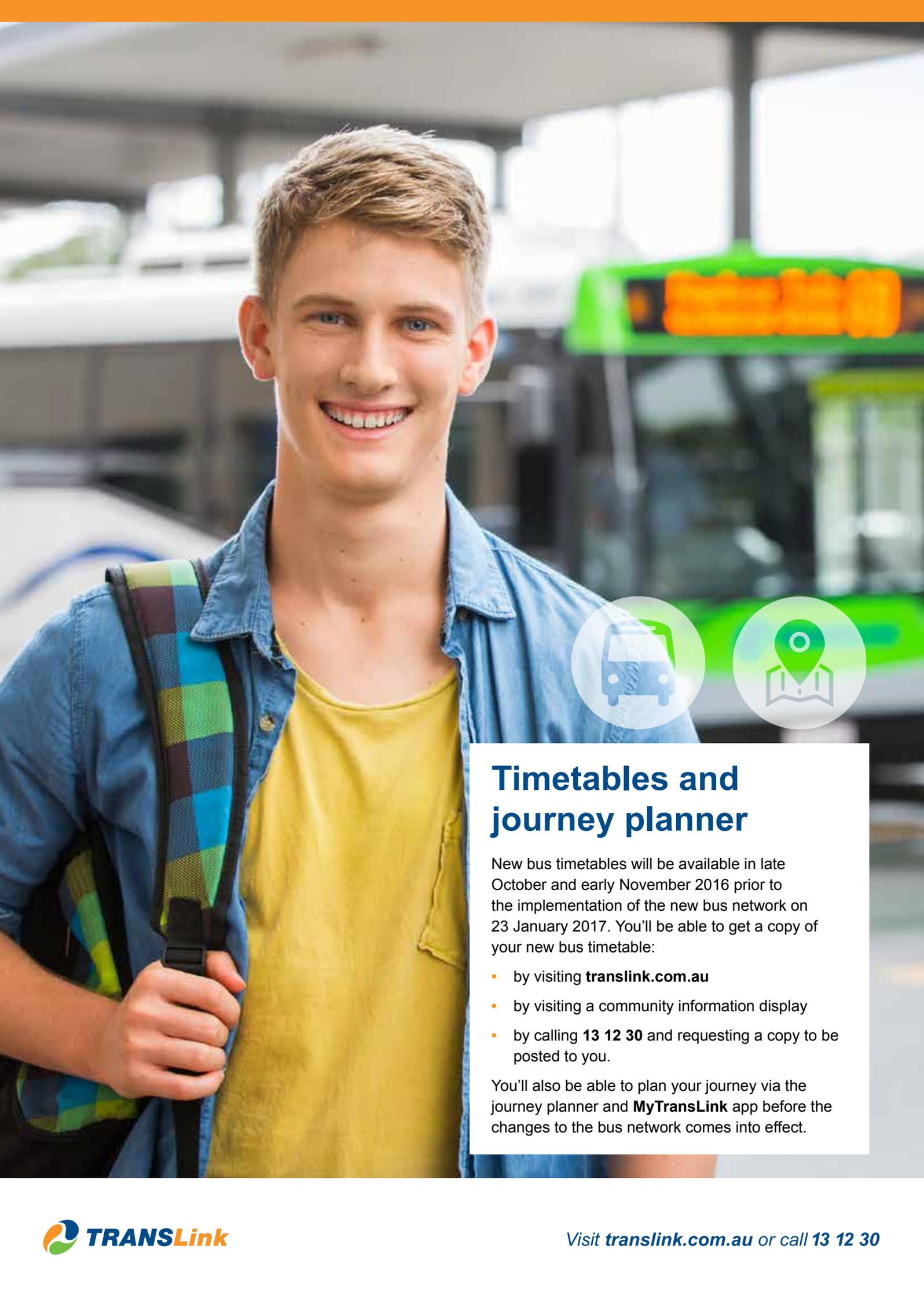


What's next?

In late October and early November 2016, we will let you know more about your new bus network through:

- information on the TransLink website and Have Your Say community engagement hub
- press advertising in local newspapers
- signage at key local bus stops and stations
- TransLink staff out on the network and at key community locations
- letterbox drop to residents in Nambour and surrounding areas
- information and timetables at community information displays
- posts on the TransLink Facebook and Twitter pages
- distribution of TransLink's e-Newsletter to over 362,300 registered customers.

Keep an eye out for this information in late October and early November 2016.



Timetables and journey planner

New bus timetables will be available in late October and early November 2016 prior to the implementation of the new bus network on 23 January 2017. You'll be able to get a copy of your new bus timetable:

- by visiting **translink.com.au**
- by visiting a community information display
- by calling **13 12 30** and requesting a copy to be posted to you.

You'll also be able to plan your journey via the journey planner and **MyTransLink** app before the changes to the bus network comes into effect.