

Sunshine Coast University Hospital (SCUH) service change Community consultation report

October 2016



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Project background

The Sunshine Coast University Hospital (SCUH) is due to open to staff on 23 January 2017 and the public in April 2017. The new hospital is part of the 20 hectare Kawana Health Campus, which includes the existing Sunshine Coast University Private Hospital, and will be the main health facility on the Sunshine Coast. As part of the construction of the SCUH, a new bus station is being built next to the hospital.

We are working with local bus operator Sunbus to make changes to bus services on the Sunshine Coast prior to the opening of the new hospital on 23 January 2017. These changes will improve public transport access to the new station and support the ongoing development of the health precinct.

At the same time, we will also be making changes to the bus network in Nambour and surrounds, to provide improved services and better connections for local residents.

In July and August 2016 we asked for your feedback on the proposed changes to existing bus routes 600, 607 and 614 and new bus route 611. Your feedback has helped finalise the changes to bus services on the Sunshine Coast, which will deliver greater connectivity to the SCUH and improve access to public transport across the region.



How we planned your Sunshine Coast service change

To design the proposed changes to bus services on the Sunshine Coast, we have used best industry practice, the technical expertise of our transport planners, and modelling based on existing customer travel data.

Prior to consultation, we reviewed existing bus routes and timetables and worked closely with your local bus operator and key stakeholders within the Kawana Health Campus to plan a more efficient, integrated and easier-to-use network.

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

The changes to bus services on the Sunshine Coast have been designed to provide:

- connectivity to the new SCUH, including a new bus station and one new bus route
- an increase in bus service frequency and hours of operation to some routes
- weekend services to be introduced to some areas for the first time
- better access to public transport on the Sunshine Coast.



How we consulted with your community

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

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

During the consultation period, information about the proposed service change, including interactive maps, were made available via the TransLink website and on the Have Your Say community engagement hub. Nine information sessions were held across the Sunshine Coast region, and residents were invited to provide feedback through an online survey.

Hard copy surveys were also made available at information sessions, for residents without internet access.

The consultation program was promoted via:

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



How you participated in consultation

During the four week consultation period, more than 900 interactions with the community were recorded through a range of activities.



1,030 visits to the Have Your Say community engagement hub



701 people attended information sessions



226 surveys completed



4 enquiries via phone, email and correspondence



23,597 people reached through TransLink's Facebook page

Online survey

The online survey asked a number of questions about the way you currently use public transport on the Sunshine Coast and how you plan to use it following the opening of the hospital and implementation of the proposed SCUH service change. During the four week consultation period 226 people submitted their feedback through the online survey.

Information sessions

From Monday 1 to Saturday 13 August 2016, nine information sessions were held at locations across the Sunshine Coast region:

- University of the Sunshine Coast (USC) bus station
- Buderim War Memorial Hall
- Caloundra Library
- Sunshine Plaza, Maroochydore and
- Kawana Shoppingworld.

In total, 701 people attended information sessions to speak directly with TransLink staff about the SCUH service change and provide feedback on the proposed changes.

Letters, emails and phone calls

During the consultation period, we received four letters, emails and phone calls via TransLink contact channels regarding the proposed SCUH service change.

Social media

During the consultation period, 11 social media posts were made on the TransLink Facebook page promoting the community information sessions and online survey, reaching 23,597 people.

Stakeholder briefings

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

What you told us

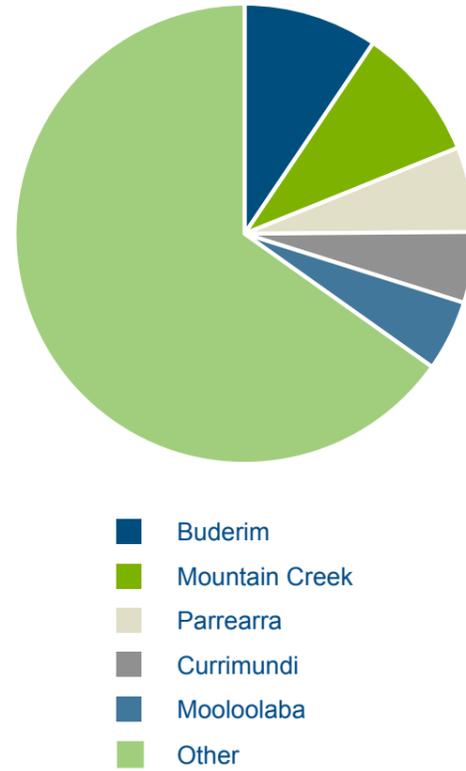
By having your say on the proposed SCUH service change, you have helped us understand how public transport is currently used on the Sunshine Coast and how you will use it to access the new health facility when it opens.

This is what you told us:

Where you live

- 97.1 per cent of people who completed the online survey live in the Sunshine Coast region. The remaining 2.9 per cent live in the Moreton Bay and Brisbane regions.
- The highest number of responses were from residents in:
 - Buderim (8.4 per cent)
 - Mountain Creek (8.4 per cent)
 - Parrearra (5.3 per cent)
 - Currimundi (4.4 per cent)
 - Mooloolaba (4.4 per cent).

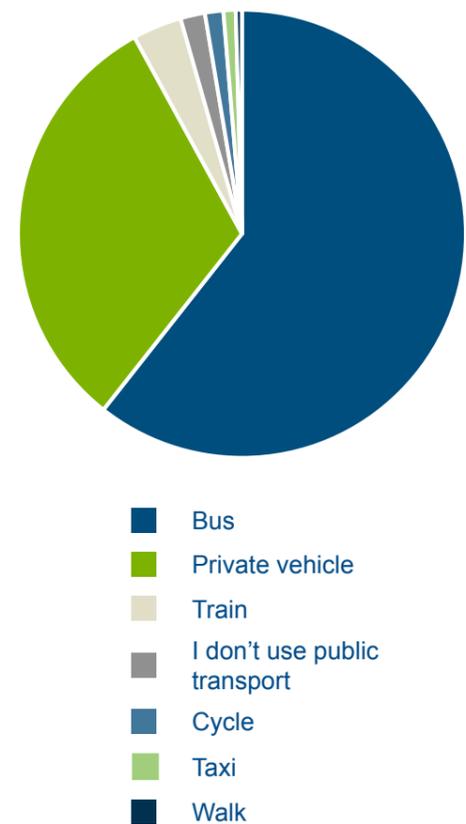
Where you live



How you currently travel

- The majority of respondents are bus users, with 60.6 per cent travelling mostly by bus to their destination.
- The second and third most commonly used modes of transport by respondents is private vehicle, with 31.4 per cent and train, with 3.5 per cent.
- 48.8 per cent of respondents have transferred between bus services.
- 41.9 per cent of respondents have transferred between bus and train services.
- Only 1.8 per cent of respondents do not currently use public transport.

Most frequent mode of transport

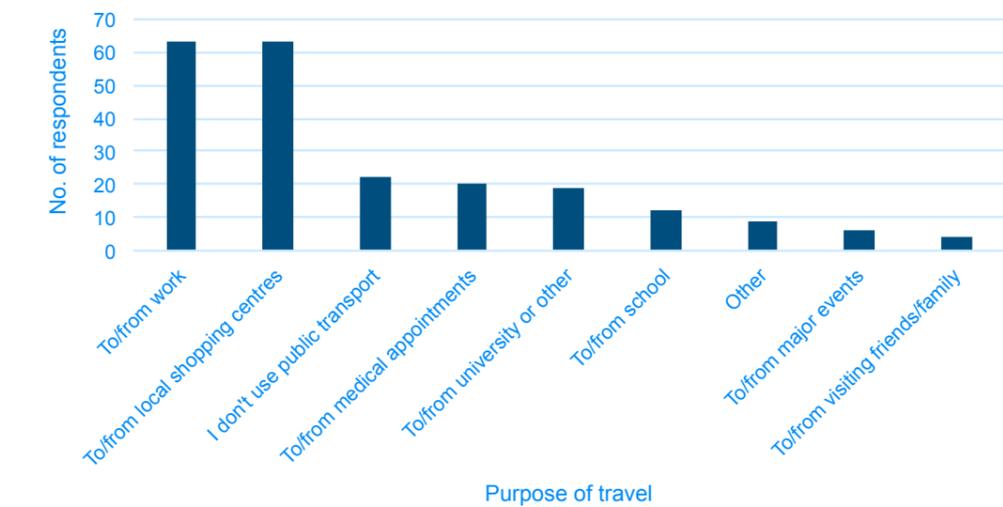


Where, when and how often you travel

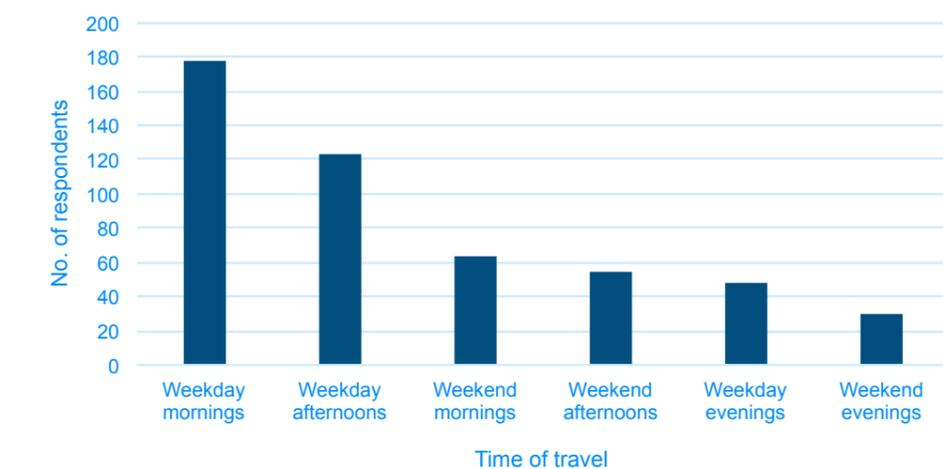
The majority of respondents told us they:

- use public transport to travel to/from work (28.9 per cent) and local shopping centres or community facilities (28.9 per cent)
- use public transport in the weekday mornings (35.2 per cent) and weekday afternoons (25 per cent)
- use the bus five or more days a week (39.7 per cent)
- use the train three or more days a week (37.5 per cent).

Where you travel



When you travel



Which bus route/s you normally travel on

- The majority of respondents normally travel on route 600 (15.7 per cent) – Caloundra to Maroochydore via Mooloolaba.
- The second most commonly used bus service was route 607 (9.6 per cent) – Caloundra to University via Kawana, and third was route 614 (7.6 per cent) – Kawana to Maroochydore via Mountain Creek.

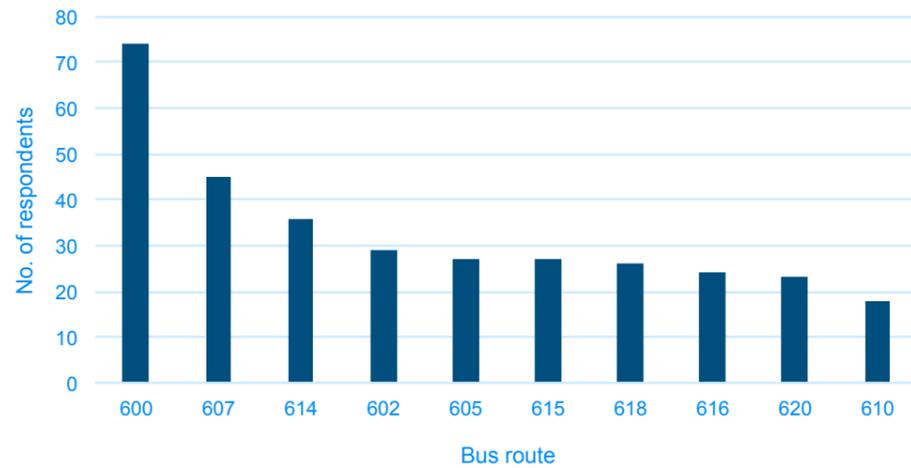
How you will access the SCUH when it opens

- 70.7 per cent of people who completed the online survey said they will travel by bus to access the SCUH when it opens
- The second most commonly used mode of transport to access the SCUH when it opens is private vehicle (22.5 per cent).

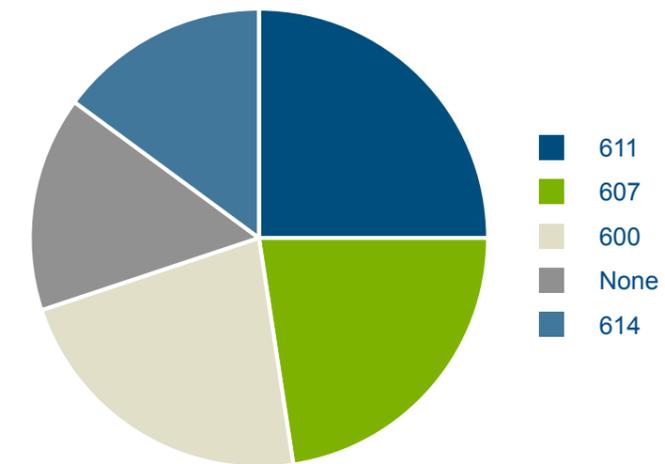
Which route you will use in future

- People who completed the online survey said they will use the following bus routes in future:
 - New route 611 (25 per cent)
 - Route 607 (22.6 per cent)
 - Route 600 (22.3 per cent)
 - Route 614 (14.9 per cent).
- 15.2 per cent of respondents said they will not use any bus services in future.

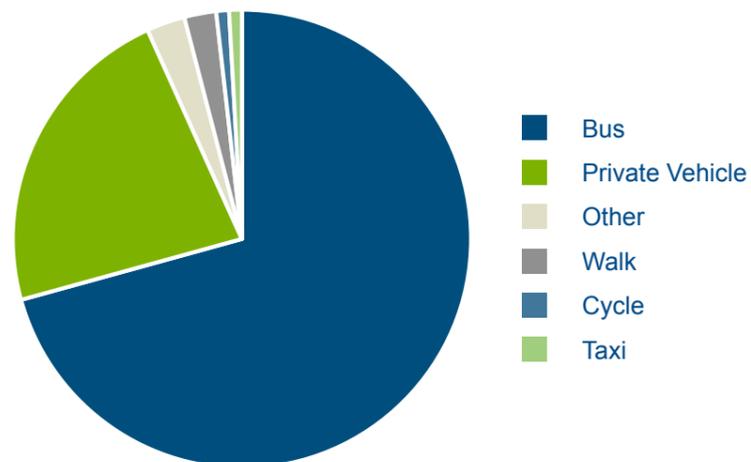
Which bus route/s you normally travel on



Which route you will use in future



How you will access the hospital when it opens

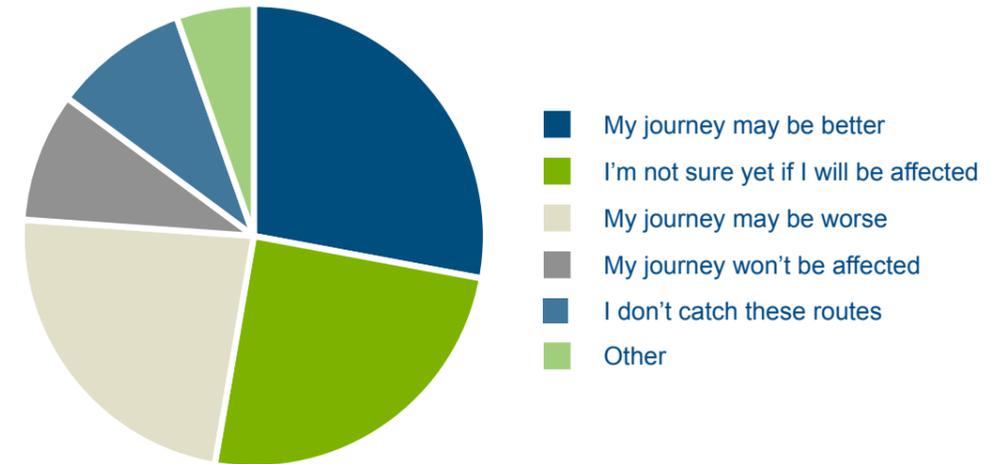


How your journey will be affected by the proposed changes

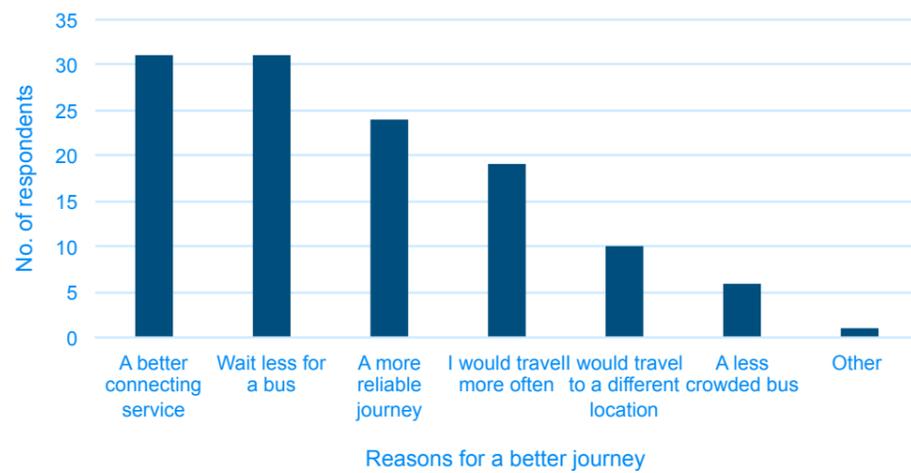
- Looking at the proposed SCUH service change, 27.9 per cent of respondents said their journey may be better following the change.
 - Of those, 31 respondents said they think they may have a better connecting service following the change.
 - 31 respondents said they think they may have to wait less for a bus service.
 - 24 respondents said they think they may have a more reliable journey.
- 19 respondents said they think they would travel more often following the change.
- 10 respondents said they think they would be able to travel to a different location that would be more suited to their travel needs.
- 6 respondents said they think they may have a less crowded bus.
- 24.8 per cent of people who completed the online survey said they were not sure if they would be affected by the proposed service change.

- 23.4 per cent of people who completed the online survey said their journey may be worse following the change.
 - Of those, 30 respondents said they think they may need to wait longer for a bus.
 - 25 respondents said they think they may have a worse connecting service.
 - 23 respondents said they think they may need to travel at a time which is less suitable.
- 9 per cent of people who completed the online survey said their journey would not be affected by the proposed service change.
 - 15 respondents said they think they may have a less reliable journey.
 - 10 respondents said they think they may need to transfer to a bus/train as part of their journey.
 - 7 respondents said they think they may no longer use public transport to travel.
 - 5 respondents said they think they may have a more crowded bus.

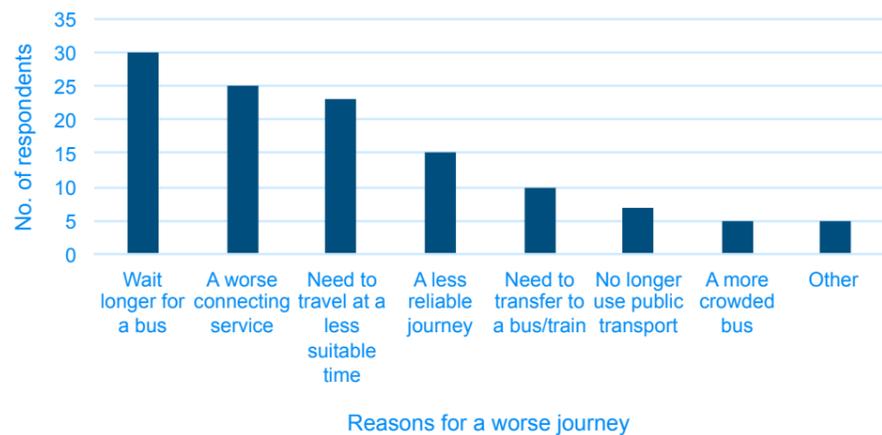
How your journey will be affected by the proposed changes



How your journey may be better



How your journey may be worse



Information session feedback

Common comments:

- Improved connections are needed between routes 605 and 615 to trains at the Landsborough station.
- Route 611 to do a loop along Birtinya Boulevard in Birtinya, prior to travelling to the SCUH.
- Maintain the half hourly frequency of route 614.
- Realign route 607 to travel along Grand Parade in Parrearra, instead of Kawana Island Boulevard.
- Increase the span of hours on routes 607 and 611 to the SCUH, to cater for staff shift times.



How we've considered your feedback

Throughout the consultation period we received a variety of feedback on the proposed bus network changes.

Your feedback on the proposed service change has provided valuable insight on how you currently use public transport on the Sunshine Coast and how you hope to use it in future to access the SCUH when it opens.

We've listened to your suggestions about how you would like to see Sunshine Coast bus services operate in the future and considered this alongside the technical advice of our planners and current patronage data.

We will closely monitor and review patronage levels as well as developing areas without public transport across the Sunshine Coast network following implementation of the SCUH service change, to ensure you have better access to public transport and connectivity to the hospital.

Here's a summary of the most common feedback and how it has helped finalise the service change for implementation.

Extend the operating hours in the evening for buses departing from the SCUH

Several of you told us it was important for buses to run later in the evening from the SCUH bus station on routes 607 and new route 611. This is to cater for staff end of shift times at the new hospital.

We've listened to your feedback and have worked with your local bus operator to shift the hours of operation on route 607 (Caloundra to University via Kawana) to 6am – 10pm on weekdays and weekends. This service will also be realigned to provide a direct connection from Caloundra to the new SCUH bus station at the hospital.

We have also shifted the span of hours on new route 611 (Maroochydore to SCUH via Kawana) to 6am – 10pm on weekdays and weekends. This will provide a direct connection from Maroochydore to the new SCUH bus station at the hospital.

These changes will ensure staff are able to catch bus services home after 9.30pm, following their rostered shifts.

Provide connectivity between Nambour and the SCUH

Numerous people informed us that it was important for Nambour hospital staff to have a direct bus service to and from the SCUH to enable staff transfers.

We've listened to your feedback and have identified the need for Nambour hospital staff to have access to the SCUH when it opens, as many staff will be transferred to the new health facility. We have improved connection times between route 610 (Nambour to Maroochydore via Kunda Park) services and new route 611 (Maroochydore to SCUH via Kawana) to allow for efficient connectivity to and from the new hospital and to enable staff transfers within Queensland Health. We will also introduce additional route 610 services at the beginning and end of each day to connect with route 611 services to the SCUH.

Routes 610 and 611 cannot be combined into one direct service, due to the difference in frequency and operating hours between the two. A longer bus route would result in lengthier running times, making it less reliable for passengers. It would also impact connections with other bus services and cause delays in other routes starting on time.

More weekend services

You told us you would like more weekend services on the Sunshine Coast.

We've listened to your feedback and have introduced weekend services on route 607, travelling between Caloundra and University via Kawana. Route 607 will operate from 6am – 10pm every 60 minutes on weekends, where services did not previously run.

New route 611 will also operate on weekends between Maroochydore and the SCUH via Kawana from 6am – 10pm every 60 minutes.

Maintain half hourly frequency of route 614

Some of you told us that you would like to see the frequency of route 614 maintained at half hourly, to connect you to Kawana and Maroochydore more often.

Thank you for your feedback and identifying the need for half hourly frequency on route 614 (Kawana to Maroochydore via Mountain Creek) on weekdays. While current patronage levels do not support this level of service, we will continue to monitor patronage data on route 614 to determine if there is a need to further review the frequency of this service in the future. School students travelling from Mountain Creek State School or High School may be able to catch a school bus to their destination. The proposed SCUH service change was developed to provide residents with improved connectivity to the SCUH hospital first and foremost.

Direct services to the SCUH from various locations on the Sunshine Coast

During consultation you told us you needed direct services to the SCUH from various other locations on the Sunshine Coast, in addition to Caloundra, Kawana, Maroochydore and University of the Sunshine Coast bus stations.

Thank you for your feedback and identifying the need for direct bus services to the SCUH from various locations throughout the Sunshine Coast bus network. Services between the SCUH and major centres have been designed to follow the most direct and efficient route alignments, hence this feedback has not been incorporated into the SCUH service change.

Passengers can transfer at Caloundra, Kawana, Maroochydore and University of the Sunshine Coast bus stations to catch direct services to the SCUH.

A direct service between Noosa and the SCUH

During consultation, some of you told us that it was important for Noosa residents to have a direct bus service to and from the SCUH.

We've listened to your feedback and recognise the need for Noosa residents to access the SCUH when it opens. We have provided better connection times between route 620 (Noosa to Maroochydore via Peregian Beach) and new route 611 (Maroochydore to SCUH via Kawana). This will make connections for customers travelling from Noosa to the SCUH as seamless and efficient as possible.



Bus stops

New bus stop locations

A new pair of bus stops will be constructed on Florey Boulevard near Birtinya Boulevard in Birtinya. Passengers will be able to use these stops to catch route 611, following implementation of the SCUH service change in early 2017.

We are still investigating additional new bus stop locations across the Sunshine Coast network, to be constructed in preparation for the SCUH service change on 23 January 2017.

Residents and property owners adjacent to new bus stops to be constructed, will receive a formal notification of the new stop location and stop type prior to any construction commencing.

Changes to existing bus stops

A pair of bus stops will be removed at the Sunshine Coast Private University Hospital in Birtinya. Passengers who currently use these stops can catch their service from the new SCUH bus station once it becomes operational on 23 January 2017, which is located around 100 metres south.

A pair of bus stops will reopen on Lake Kawana Boulevard near The Decks in Birtinya. Passengers will be able to use these stops to catch route 611, following implementation of the SCUH service change.



What's next

How will we keep you informed?

We will let you know more about your new bus network through:

- information on the TransLink website and Have Your Say community engagement hub
- 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 the Sunshine Coast 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 service change being implemented on 23 January 2017.

You can get a copy of your new bus timetable:

- by visiting translink.com.au
- at a local information display in November 2016
- 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 the **MyTransLink** app before the service change goes live.

