



**TOPIC:** Changes to Wollongong Shuttle  
**MEDIA OUTLET:** Illawarra Mercury  
**JOURNALIST PRODUCER:** Glen Humphries  
**CONTACT DETAILS:** 4221 2217

**DATE/TIME RECEIVED:** 3:40pm, 1 November  
**DEADLINE:** 3pm, 2 November

## ENQUIRY:

- \* How much does the Shuttle cost to run each year?
- \* How many complaints about overcrowding did Transport for NSW receive?
- \* Were other funding/payment options considered or were standard Opal fares the only choice on the table?
- \* How long did the government deliberate before making this decision?
- \* Is the government expecting any backlash over this decision?

## BACKGROUND FOR JOURNALIST:

An adult customer travelling between Wollongong Station and the University of Wollongong would pay \$3.58, which is the standard Opal fare for bus journeys between 3 and 8 kilometres, while a customer holding a concession or youth Opal card would pay \$1.79.

Customers will also be eligible to receive the Opal transfer discount of \$2 for adults and \$1 for concessions if they transfer between a train or bus service within 60 minutes.

Those customers transferring from a different bus service within 60 minutes will pay the single distance based fare.

Gold senior and Pensioner Opal card holders will also pay a maximum of \$1.79 for a single trip, however, these users will also pay no more than \$2.50 a day no matter how much they travel.

Transport for NSW regularly monitors all of its contract services and in response to feedback from customers, a review of the service was started in November 2016.

Data gathered from surveys indicated that during the weekday peak times between 8am and 9am, and between 1pm and 5pm, patronage on the Wollongong Shuttle was with just under the legal maximum capacity or a full service. The service was just as popular on the weekend.

## PROPOSED RESPONSE FROM A TRANSPORT FOR NSW SPOKESPERSON:

Introducing a standard Opal fare was considered the fairest way of reducing congestion on the Wollongong Shuttle and helping to spread the load across the network.

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**TOPIC:** Changes to Gong Shuttle

**MEDIA OUTLET:** ABC Radio Illawarra

**JOURNALIST PRODUCER:** Jen Courtney

**CONTACT DETAILS:** 4224 5011, 0407 593 967

**DATE/TIME RECEIVED:** 2 November, 9:30am

**DEADLINE:** ASAP, 2 November

**ENQUIRY:**

Will Wollongong Shuttle service continue to operate every 10 mins, on its current route?

Will there be extra services put on to accommodate the commuters that might now to choose to use different services and different bus companies?

Do you anticipate an increase in car use? (and will more carparking be provided around high use areas such as the Train station and hospital and university)

What will the estimated cost of the new fees be (for eg catching the shuttle from Wollongong City Centre to the University of Wollongong or from Fairy Meadow to the University of Wollongong)?

Do you operate any free shuttle services in Sydney? (we have had reports that there may be one in the middle of the city)

How much did the Wollongong Shuttle service cost the government to run (annually)?

**BACKGROUND FOR JOURNALIST:**

There are no plans to alter the frequency or route for the Wollongong Shuttle at this time.

An adult customer travelling between Wollongong Station and the University of Wollongong would pay \$3.58, which is the standard Opal fare for bus journeys between 3 and 8 kilometres, while a customer holding a concession or youth Opal card would pay \$1.79.

Customers will also be eligible to receive the Opal transfer discount of \$2 for adults and \$1 for concessions if they transfer between a train or bus service within 60 minutes.

Those customers transferring from a different bus service within 60 minutes will pay the single distance based fare.

Gold senior and Pensioner Opal card holders will also pay a maximum of \$1.79 for a single trip, however, these users will also pay no more than \$2.50 a day no matter how much they travel.

The free Parramatta Shuttle is under consideration with Parramatta Light Rail due to commence construction in 2018. A similar free service that used to operate in the Sydney CBD has been discontinued.

**PROPOSED RESPONSE FROM A TRANSPORT FOR NSW SPOKESPERSON:**

Introducing a standard Opal fare was considered the fairest way of reducing congestion on the Wollongong Shuttle and helping to spread the load across the network.

Transport for NSW will continue to monitor patronage on all local bus services, including the Wollongong Shuttle, and will make service improvements or adjustments when and where they are needed.

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**TOPIC:** Newcastle Park and Ride and Gong Shuttle

**MEDIA OUTLET:** Illawarra Mercury

**JOURNALIST PRODUCER:** Andrew Pearson

**CONTACT DETAILS:**

**DATE/TIME RECEIVED:** 9am, 3 November

**DEADLINE:** 4pm, 3 November

**ENQUIRY:**

It has been brought to my attention that on Wednesday, the same day the changes to the Gong Shuttle were announced, Transport for NSW was involved in the launch of a new free park-and-ride service linking McDonald Jones Stadium and the Newcastle CBD.

According to the FAQs for the Newcastle service, a \$2 parking fee will be introduced early next year to park at the stadium but the shuttle will remain free for anyone along the route to use, irrespective of whether they park before riding.

I understand government buses are being used and the aim of the service is to reduce CBD congestion, so it sounds like a very similar service to that provided by the Gong Shuttle in Wollongong.

- Why has this free shuttle been launched in Newcastle?
- Why does Transport say about the launch of the Newcastle service happening on the same day the department moved to implement a fee to use the Gong Shuttle?
- What does the department say to suggestion this is a slap in the face for Wollongong and its commuters, in particular those students and elderly people who have come to rely on the free Gong Shuttle?
- I understand this a Newcastle City Council-led initiative. What is Transport's involvement?
- How long is the Newcastle service expected to run for?
- Does the park-and-ride service replace Newcastle's fare free zone?
- Is a fare free zone being considered for the Wollongong CBD? If not, why?
- Do you mind if also ask why the Gong Shuttle will have standard Opal fares introduced, but the free shuttle in Parramatta won't?

**BACKGROUND FOR JOURNALIST:**

The Newcastle park and ride trial is a Newcastle City Council initiative introduced to support business by helping to free up city parking during light rail construction. It is not a replacement for the fare free zone.

The Newcastle equivalent of the Wollongong Shuttle was cancelled in 2013.

Newcastle Transport buses will be used to operate the service and the trial will be reviewed in 12 months.

**PROPOSED RESPONSE FROM A TRANSPORT FOR NSW SPOKESPERSON:**

The Newcastle Park and Ride trial is not comparable to the Gong Shuttle because it is a Newcastle City Council initiative introduced to alleviate impacts from Newcastle Light Rail construction.

Introducing a standard Opal fare was considered the fairest way of reducing congestion and improving the reliability of the Wollongong Shuttle, and helping to spread the load across the network.

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**TOPIC:** When was a decision made to impose a fare on the Gong Shuttle

**MEDIA OUTLET:** Illawarra Mercury

**JOURNALIST PRODUCER:** Glen Humphries

**CONTACT DETAILS:**

**DATE/TIME RECEIVED:** 8:45am, 7 November

**DEADLINE:** 3pm, 7 November

**ENQUIRY:**

## QUESTIONS TO TRANSPORT

- \* How long has the government been considering charging fares on the Gong Shuttle?
- \* On September 1 during budget estimates, the government was specifically asked via a supplementary question whether it was considering placing a fare. No answer was given - is that because it was under consideration then?
- \* Some have claimed all Gong Shuttle buses had Opal infrastructure installed during the rollout in the Illawarra. Why would free shuttles have Opal infrastructure in place?
- \* Does that indicate the government had been considering introducing a fare for some time?

## QUESTIONS TO MO:

BACKGROUND: The vice chancellor has claimed there was no evidence the government consulted with stakeholders before announcing the fares. He also said he saw no evidence the government had modelled the changes in the shuttle's effectiveness this policy would bring.

## QUESTIONS

- \* Did the government consult with stakeholders in the region before reaching this decision?
- \* Was any modelling undertaken into the effects of the region from introducing fares on the Gong Shuttle?

## PROPOSED RESPONSE FROM A TRANSPORT FOR NSW SPOKESPERSON:

All buses delivering a contracted service on behalf of the NSW Government are required to be fitted with Opal card readers should they ever be required to operate on other routes.

## PROPOSED RESPONSE TO QUESTIONS FROM MO:

Transport for NSW regularly monitors all of its contracted services and in response to feedback from customers, a review was started in November 2016.

Introducing a standard Opal fare was considered to be the fairest way of reducing congestion on the Wollongong Shuttle and helping to spread the load across the network.

Transport for NSW will continue to monitor patronage on all local bus services, including the Wollongong Shuttle, and will make service improvements or adjustments when and where they are needed.

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**TOPIC:** Council calls for Gong Shuttle to be kept free  
**MEDIA OUTLET:** WIN News Illawarra  
**JOURNALIST PRODUCER:** Sydney Pead  
**CONTACT DETAILS:** [peads@winnsww.com.au](mailto:peads@winnsww.com.au), 0450 416 381

**DATE/TIME RECEIVED:** 10:40am, 7 November  
**DEADLINE:** 2pm, 7 November

**ENQUIRY:**

Last night the Wollongong City council unanimously called for the government to reverse the decision to charge for the currently free shuttle bus in Wollongong CBD.

They say it's a driver of economic activity which far out measures the cost of running the service.

- (1) The former minister for transport supported the free bus. Does that mean a Government promise lasts only as long as the Minister who made it?
- (2) The university, business and community leaders in Wollongong all want the free status retained. What do they have to do to convince you it should stay?
- (3) Would you call on the Wollongong council to consider partly, or completely funding the free bus instead?

**PROPOSED RESPONSE FROM A TRANSPORT FOR NSW SPOKESPERSON:**

Introducing a standard Opal fare was considered the fairest way of reducing congestion on the Wollongong Shuttle and helping to spread the load across the network.

Transport for NSW will continue to monitor patronage on all local bus services, including the Wollongong Shuttle, and will make service improvements or adjustments when and where they are needed.



**TOPIC:** Illawarra Regional Transport Plan  
**MEDIA OUTLET:** Illawarra Mercury  
**JOURNALIST PRODUCER:** Glen Humphries  
**CONTACT DETAILS:** 02 4221 2217

**DATE/TIME RECEIVED:** 8:40am, 8 November  
**DEADLINE:** 3pm, 8 November

**ENQUIRY:**

- \* The 2014 Illawarra Regional Transport Plan states "we will continue to operate the free shuttle bus in the Wollongong city centre". None of the updates mention any change to that objective. Why has the government now gone against its own stated plan for the region?
- \* The report shows the government thought so much of the free shuttle that it planned to investigate the introduction of a second one in the southern suburbs of the Illawarra. Had those investigations taken place?
- \* Does the introduction of fares for the Gong Shuttle mean any free shuttle for the southern suburbs is out of the question?
- \* If the government can simply scrap aspects of the regional transport plan such as a free shuttle, does that call into question the government's commitment to the plan?

**PROPOSED RESPONSE FROM A TRANSPORT FOR NSW SPOKESPERSON:**

The long term plan was written in 2014. Introducing a standard Opal fare is now considered the fairest way of reducing congestion on the Wollongong Shuttle and helping to spread the load across the network.



**TOPIC:** Cost of extra services in the Wollongong region

**MEDIA OUTLET:** Illawarra Mercury

**JOURNALIST PRODUCER:** Glen Humphries

**CONTACT DETAILS:** 4221 2217, [ghumphries@fairfaxmedia.com.au](mailto:ghumphries@fairfaxmedia.com.au)

**DATE/TIME RECEIVED:** 8:55am, 9 November

**DEADLINE:** 3pm, 9 November

## ENQUIRY:

- \* How much is it estimated that the Route 59 bus that runs to the Illawarra Regional Airport cost the government to run each year?
- \* From November 26, there is a new bus - Route 75 - running in Calderwood. How much will that bus cost the government to run each year?
- \* There are also 10 extra services being added to the 887 Wollongong-Campbelltown bus. How much will these extra services cost each year?
- \* Will funds raised from the Gong Shuttle fares only be used to continue operations of the shuttle?

## BACKGROUND FOR JOURNALIST:

The cost of operating individual routes is commercially sensitive. Disclosing this information would affect the Government's ability to secure the best possible deal for tax payers in future negotiations.

## PROPOSED RESPONSE FROM A TRANSPORT FOR NSW SPOKESPERSON:

Any additional revenue received from the introduction of a fare on the Wollongong Shuttle will be reinvested in the local network.

The NSW Government has already made a number of improvements to local services throughout the Illawarra.

Since March 2011, we've implemented around 470 additional weekly bus services, in the region, while around 220 extra weekly services will be added on 26 November.



**TOPIC:** Stakeholder meetings re Gong Shuttle

**MEDIA OUTLET:** Illawarra Mercury

**JOURNALIST PRODUCER:** Glen Humphries

**CONTACT DETAILS:** 4221 2217, [ghumphries@fairfaxmedia.com.au](mailto:ghumphries@fairfaxmedia.com.au)

**DATE/TIME RECEIVED:** 9:20am, 9 November

**DEADLINE:** 3pm, 9 November

**ENQUIRY:**

\* The University of Wollongong says Transport for NSW has been in contact about a meeting. Is that true?

\* Given a decision has already been made, what is the purpose of the meeting?

**PROPOSED RESPONSE FROM A TRANSPORT FOR NSW SPOKESPERSON:**

Transport for NSW met with the University of Wollongong, Wollongong Council and Destination Wollongong today to discuss the changes to the Wollongong Shuttle.

These meetings were an opportunity for stakeholders to voice their concerns directly with Transport for NSW, however, we did confirm that introducing a fare is the fairest way of reducing congestion on the Wollongong Shuttle and helping to spread the load across the network.





**TOPIC:** Fare subsidies on PT services  
**MEDIA OUTLET:** Illawarra Mercury  
**JOURNALIST PRODUCER:** Glen Humphries  
**CONTACT DETAILS:** 4221 2217

**DATE/TIME RECEIVED:** 9:40am, 10 November  
**DEADLINE:** 3pm, 10 November

**ENQUIRY:**

- \* Gareth Ward said the Gong Shuttle - and all other public buses - runs with a 75 per cent subsidy from the NSW government. Is that correct?
- \* He has also said the Gong Shuttle costs \$3 million a year to run. Is that correct?
- \* Does that \$3 million refer to the total running costs or just the extra 25 per cent the government needs to pay for the Gong Shuttle?

**PROPOSED RESPONSE FROM A TRANSPORT FOR NSW SPOKESPERSON:**

Revenue received from fares on public transport represents around 25 per cent of the cost of operating services, with the remaining 75 per cent subsidised by the Government.

In its current state the full cost of the Wollongong Shuttle is subsidised by taxpayers.



**TOPIC:** Response to editorial

**MEDIA OUTLET:** Illawarra Mercury

I have a series of urgent requests for information with regard to an editorial that was printed in the Illawarra Mercury today, with relation to the cancellation of the Wollongong Free Bus service. I've to linked to it below, along with the series of questions posed in the editorial relating to Tport.

<http://www.illawarramercury.com.au/story/5046707/editorial-november-10-gareth-the-questions-we-want-answered/>

## **How much does it cost each year to fund the free Shuttle?**

The cost of operating the Wollongong Shuttle is around \$3 million a year.

## **Who made the decision to introduce fares to the service?**

Transport for NSW regularly monitors all of its contracted services and in response to feedback from customers, a review of the service was started in November 2016.

Data gathered from the surveys indicated that during the weekday peak times between 8am and 9am, and between 1pm and 5pm, patronage on the Wollongong Shuttle was either just under the legal maximum capacity or a full service. The service was just as popular on weekends.

Transport for NSW will continue to monitor patronage on all local bus services including the Wollongong Shuttle, and will make service improvements or adjustments when and where they are needed.

## **Will the NSW Government fund improvements to the South Coast rail line now that it's removed an incentive for people to use public transport?**

When considering future projects, Transport for NSW looks at current and future patronage, customer demographics, changing needs and trends and how to best integrate future plans with existing networks.

The South Coast Line has been earmarked in the Transport for NSW Future Transport Strategy over the coming 10 years for investigations into flattening grades, straightening curves and a potential new rail crossing through the Illawarra escarpment.

Further, in the 10 to 20 year time period, we will investigate the electrification of the South Coast Line from Kiama to Bomaderry, & duplication of the South Line.

We encourage feedback on the Strategy through visiting [future.transport.nsw.gov.au](http://future.transport.nsw.gov.au).

**The Government's own strategic plan for the Illawarra and Shoalhaven identifies the free Shuttle as an important connection between the different precincts in metropolitan Wollongong. Has the government considered how removing an incentive for people to use public transport to travel between these precincts will affect this area?**

The long term plan was written in 2014. Introducing a standard Opal fare is now considered the fairest way of reducing congestion on the Wollongong Shuttle and helping to spread the load across the network.

**How does the NSW Government expect overseas and interstate tourists from cruise ships to use the shuttle on January 29? Where should they get their Opal card? Also sent to Adam Marshall's MO for information.**

Transport for NSW has met with Destination Wollongong to discuss changes to the Wollongong Shuttle and to discuss their concerns.

**Mr Ward, you were "thrilled" to announce that the NSW government had secured "exclusive matches" between Wigan and Hull for Wollongong and Sydney. We've got thousands of tourists coming to the area and tourism bosses say the free shuttle was part of the strategy for moving these people around? Also sent to Adam Marshall's MO for information.**

Transport for NSW has met with Destination Wollongong to discuss changes to the Wollongong Shuttle and to discuss their concerns.

**Parramatta has population of 200,000, like Wollongong. Why isn't Parramatta's free shuttle having fares introduced?**

The free Parramatta Shuttle is under consideration with Parramatta Light Rail due to commence construction in 2016. A similar free service that used to operate in the Sydney CBD has been discontinued.

**Q. Why are fares being introduced on the Wollongong Shuttle?**

Introducing a standard Opal fare was considered the fairest way of reducing congestion on the Wollongong Shuttle and helping to spread the load across the network.

The Wollongong Shuttle has attracted on average of 3.3 million customers each year for the last five years. However, this has resulted in complaints of overcrowding while its cost to the tax payer has continued to grow.

We also know through surveys that some customers choose not to use their closest bus service in favour of the free shuttle.

Introducing a fare on the Wollongong Shuttle will encourage these customers to make use of the other services available to them, helping to spread the load across these services for the benefit of the entire network.

**Q. When will the changes be introduced?**

Standard Opal fares will be introduced on the Wollongong Shuttle from 29 January 2018.

**Q. How much does the Shuttle cost to operate?**

Every dollar needed to operate the Wollongong Shuttle is subsidised by customers on other parts of the network who do not have a free transport option.

**Q. How much as the cost of operating the Shuttle increased in the last five years?**

The annual cost of operating the shuttle increases year-on-year with rising operational costs, including wages of drivers, fuel and vehicle maintenance.

**Q. Why can't more services be added to keep the Shuttle free and ease congestion on services?**

Adding extra buses to meet increased demand for a free service only increases the financial burden on taxpayers, and these costs would need to be funded by other parts of the network where passengers do not have free transport.

**Q. What other services are available to students instead of the Wollongong Shuttle?**

The University of Wollongong operates two free services for students.

The NG Shuttle links the Wollongong Campus with North Wollongong Station and International House, while the GK Shuttle links the Wollongong Campus with Keiraville, Gynneville, Wollongong CBD and Wollongong Station.

**Q. What will the fare be for students travelling between Wollongong Station and the University of Wollongong when the changes are introduced?**

Standard Opal fares will be applied to the Wollongong Shuttle.

An adult customer would pay \$3.58, which is the standard Opal fare for bus journeys between 3 and 8 kilometres, while a customer holding a concession or youth Opal card would pay \$1.79.

Customers will also be eligible to receive the Opal transfer discount of \$2 for adults and \$1 for concessions if they transfer between a train or bus service within 60 minutes.

Those customers transferring from a different bus service within 60 minutes will pay the single distance based fare.

**Q. What will the cost be for seniors and pensioners?**

The same standard Opal fares that apply across the network for holders of a Gold Opal card will be applied to the Gong Shuttle.

For example, these customers would pay a maximum of \$1.79 for a single trip between Wollongong Station and the University of Wollongong, however, they will also pay no more than \$2.50 a day no matter how much they travel.

**Q. Did Transport for NSW consult with the community before making this decision?**

Transport for NSW regularly monitors all of its contracted services and in response to feedback from customers, a review of the service was started in November 2016.

Data gathered from surveys indicated that during the weekday peak times between 8am and 9am, and between 1pm and 5pm, patronage on the Wollongong Shuttle was either just under the legal maximum capacity or a full service. The service was just as popular on the weekend.

We will continue to monitor patronage on all local bus services, including the Wollongong Shuttle, and will make service improvements or adjustments when and where they are needed.



**Q. Are there any other free shuttles in operation in Sydney?**

The free Parramatta Shuttle is under consideration with Parramatta Light Rail due to commence construction in 2018. A similar free service that used to operate in the Sydney CBD has been discontinued.

**Q. How many students at the University of Wollongong have an Opal concession card?**

Almost 7,800 students at the University of Wollongong currently hold an active concession Opal card.

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# Wollongong Shuttle Bus Fare Introduction Marketing Plan

October 2017

Prepared by Marketing and Campaigns

# Context

- The Wollongong Shuttle Bus has been operating as a free service since 2009, there has been significant patronage growth over the years (3.7m passengers in 2016), as well as increasing complaints on overcrowding and poor reliability (due to bottlenecks)
- Operates 7days/wk, every 10min 7am-6pm, every 20min at other times
- Fleet of 9 buses and 1 spare operated by Premier Illawarra, costing TfNSW [REDACTED]
- The introduction of fares will reduce the [REDACTED] and improve the service
- A survey was conducted in March 2017 to better understand the customers and the impact of fare introduction, 1,734 responses captured. Findings include:
  - majority of passengers are full-time students (65%)
  - predominant passenger age group is 20-29 years (54%), then 16-19 years (19%)
  - majority of passengers travel between Wollongong CBD and UoW weekdays and weekends
  - most common purpose for travel on weekday: education (60%), on weekend: shopping (46%)
  - most were low income earners earn/receive less than \$26,000 per annum (64%)
  - majority of passengers (91%) own an Opal card
  - main Opal card type is adult (61%), followed by concession (25%) & senior/pensioner (11%)



# Target Audience

- Full-time UoW students (65% of Shuttle users)
  - Have access to the UoW free shuttle buses, which may req. additional services
  - 40% of students enrolled at UoW are international students who are not eligible for the concession Opal card (this may account for the high percentage of Adult Opal card ownership vs Concession Opal card ownership)
- All other public transport users in Wollongong
  - Population of Wollongong 295,842 (as of June 2016)
  - Wollongong has a higher unemployment rate than state and national, 75% of workforce earn below NSW average (2011 census data)

# Campaign Objectives

1. Ensure sufficient awareness of the fare introduction to the Shuttle happening in January 2018 to enable customers to be prepared and equipped for the change
2. Communicate information on the change and its broader benefits
3. Provide customers with the information they need to prepare for the change

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# Marketing/Comms Strategy

- “Fares are being introduced to the Gong Shuttle from 29 January 2018”
- Drive customers to find out more (about why the change, how to get Opal, alternative routes etc) on transportnsw.info
- Communicate benefits of Opal alongside
- Include student-specific information on university materials

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# Timing

- Preferred time to introduce fare is 29 Jan 2018 at start of school term 1
- UoW students commence 26 Feb 2018 (for Orientation week), time for UoW students to apply for Concession Opal must be factored in
  - It takes 5-7 working days to receive the concession Opal card upon online application on [www.opal.com.au](http://www.opal.com.au)
- Proposed start of communications **mid-Jan 2018** or at time of media announcement

# Considerations

- Fare evasion due to habit of not having to pay for this service in the past
  - Fare introduction may need to be supported by Transport Officer checks to enforce fare paying behaviour
- Negative media coverage and resistance to change
  - Survey found that most customers are low income earners (64% receive less than \$26,000 pa – many would be students). These customers may be critical of the introduction of fares
- Potential increased demand on the UoW free shuttle buses
  - TfNSW has not consulted with UoW about its free shuttle buses, their patronage or if additional services would be required after the introduction of fares on the Gong Shuttle

# Channel Flighting

	2017			2018												2019		
Project				Launch														
Above the line	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Paid media																		
Owned media																		

# Budget

Activity	Supplier	Cost
Paid media, planning and production (social, digital, mobile)	Universal McCann	
Street team	TBC	
Printing of posters, flyers, decals	Stream Solutions	
Install and remove posters on buses and other owned assets	Gecko	
Research – post campaign	Woolcott	
	<b>TOTAL</b>	

## Introduction of fares on the Wollongong free shuttle bus



Transport  
for NSW

**Purpose:** To seek the Minister's approval to introduce fares on the Wollongong free shuttle bus service (the Gong Shuttle) from 29 January 2018.

**Analysis:** The Gong Shuttle is a free service that operates in both directions on a loop from Wollongong Station to the University of Wollongong (UoW) via Wollongong Hospital, Burelli Street and the Innovation Campus. There are frequent customer complaints about overcrowding and poor reliability.

The introduction of fares will result in an estimated net OPEX [REDACTED] per annum. [REDACTED]

The introduction of fares may encourage customers to use alternative services, including other contracted bus services or the University of Wollongong free shuttle buses. A stakeholder engagement strategy and media campaign is being developed to mitigate impacts of the change.

### Recommendation

1. **Approve** the introduction of fares on the Gong Shuttle from 29 January 2018, at the start of the NSW Government School Term 1.

### Key reasons

#### Research conducted

TfNSW started planning for the potential introduction of fares on the Gong Shuttle in August 2016. An investigation into the Gong Shuttle was conducted to provide a better understanding of customers and their travel patterns, as no Opal data was available, and to explore opportunities to improve reliability of the service.

A survey of the Gong Shuttle was undertaken on Tuesday 21 March 2017 and the weekend of 25-26 March 2017, including a customer count and customer interviews (**Attachment A**).

Key findings are:

- During the morning and afternoon weekday peaks, the Gong Shuttle generally has no vacant seats and often operates close to its maximum standing capacity.
- The majority of passengers travel between Wollongong CBD (including Wollongong Central) to the UoW. This is the dominant travel pattern on weekdays and weekends.
- The most common purpose of travel on weekdays is education (60 per cent) and on weekends it is shopping (46 per cent).
- The majority of passengers are full time university students (65 per cent).
- The main Opal card type is adult (61 per cent).

#### Introduction of fares will improve performance (crowding and reliability)

The fact that Gong Shuttle is free and frequent, relative to nearby services, contributes to overcrowding and unreliability of the service.

The Gong Shuttle route overlaps with parts of other contracted services, including between Fairy Meadow and Wollongong bus route numbers 2, 3, 7 and 8 and between Wollongong Hospital and Wollongong Central bus route numbers 31, 33 and 39. The UoW free shuttle

Objective Reference: BN17/00538  
CT17/06266

Contact: [REDACTED]  
[REDACTED]  
[REDACTED]

1 of 4



buses link the main campus with North Wollongong and the Wollongong CBD, at less frequent intervals (typically every 30 minutes).

The introduction of fares on the Gong Shuttle will help encourage customers to use alternative services, while providing revenue that could be channelled back into service improvements across the Illawarra bus network.

It is not possible to accurately predict customers' responses to the introduction of fares on the Gong Shuttle. Therefore, patronage on the Gong Shuttle and nearby services will be monitored for up to at least 12 months.

If fares are introduced, Opal data can be analysed to inform future service planning decisions including additional Gong Shuttle services and growth buses for the wider community.

### Risks

Two main areas of risk have been identified:

- Negative media coverage and resistance to change. The survey found that most customers are low income earners (64 per cent receive less than \$26,000 per annum). These customers are likely to be critical of the introduction of fares. The media may also be critical.
- Potential increased demand on the UoW free shuttle buses. The UoW operates the North Gong and Gwynneville Keiraville shuttles connecting students to the Wollongong Campus, North Wollongong Station, Gwynneville, Keiraville and Wollongong CBD. TfNSW has not consulted with UoW about its free shuttle buses, their patronage or if additional services would be required after the introduction of fares on the Gong Shuttle.

### Timeframe for introduction of fares

The preferred time to introduce fares is on 29 January 2018, at the start of the NSW Government School Term 1. This provides adequate time to engage with stakeholders (estimated at minimum three months) and develop a media strategy.

In addition, customers eligible for concession Opal cards (generally, domestic UoW students) will have adequate time to apply for travel concessions. It is noted that 40.5 per cent of enrolments at the UoW are international students who are not eligible for concession Opal cards.

### Stakeholder engagement

The project requires stakeholder engagement to be conducted to ensure risks are managed appropriately (**Attachment B**).

## Supporting analysis

## Financial impact


Introduction of fares on the Gong Shuttle nine bus fleet (including one spare) will result in an estimated net OPEX [REDACTED] This is [REDACTED].

Item	Opex (\$) per annum
Current annual operational cost for nine buses	[REDACTED]
Patronage Incentive Payment per annum ([REDACTED])(1)	[REDACTED]
Opal machine operation for nine buses ([REDACTED]) (2)	[REDACTED]
<b>Total</b>	[REDACTED]
Estimated mid-point fare revenue per annum (\$) (3)(4)	[REDACTED]
<b>Estimated net Opex (\$ per annum)</b>	[REDACTED]


## Notes:

1. Assume Patronage Incentive Payment based on mid-point patronage estimate [REDACTED]
2. Opal ticketing machines are installed on the existing nine bus fleet but require activation.
3. Assumes fare revenue based on mid-point patronage estimate of [REDACTED]
4. Fare revenue sensitivity analysis based on actual 2016 patronage and data from survey (65 per cent concession and 35 per cent adult split, 91 per cent Opal card usage, 11 per cent transfer from a train and 8 per cent from a bus) used the mid-point of the range for fare revenue estimate [REDACTED] - however customer response to fare introduction is highly unpredictable.

## Agency Approval

<b>Stephen Troughton</b> Deputy Secretary Infrastructure and Services  Date: 29/8/17	<b>Tim Reardon</b> Secretary  Date: 4 SEP 2017
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## Minister

<b>Minister for Transport and Infrastructure</b>  Approved Not Approved Date: 7/9/17
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Objective Reference: BN17/00538  
 CT17/06266

Contact: [REDACTED]  
 [REDACTED]  
 [REDACTED]

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## Background

The Gong Shuttle is the most patronised shuttle in NSW. The annual operating cost is approximately [REDACTED] and patronage is approximately 3.3 million customers per annum since 2011.

Year	Patronage
2009	1,699,194
2010	3,011,939
2011	3,287,902
2012	3,214,139
2013	3,342,199
2014	3,363,454
2015	3,249,853
2016	3,297,236

TfNSW contracts Premier Illawarra to operate the Gong Shuttle. The Gong Shuttle operates seven days a week between 7.00am and 10.00pm, Monday to Friday, and 8.00am and 6.00pm on weekends.

Since 29 March 2010, the frequency of services has increased to every 10 minutes from 7.00am to 6.00pm (previously 7.00am - 9.00am and 3.00pm - 6.00pm) and every 20 minutes at other times. The weekend service operates every 20 minutes. The frequency of the service has eliminated the need for a timetable.

The Gong Shuttle route, a loop of the city, provides convenient connections across Wollongong. The Gong Shuttle services Wollongong's key destinations, including:

- Wollongong CBD and shopping district.
- UoW and the UoW Innovation Campus.
- WIN Entertainment Centre and WIN Stadium.
- Wollongong Hospital.
- Wollongong City Beach.
- TAFE NSW Wollongong campus.
- Wollongong High School of Performing Arts.
- Fairy Meadow, North Wollongong and Wollongong stations.

The Gong Shuttle also connects with local bus services, making it convenient for commuters. The Gong Shuttle provides students, workers and shoppers quick and efficient access to Wollongong city, encouraging business and attracting tourists. The Gong Shuttle also provides connection to the South Coast line at Wollongong station.

## Attachments

Attachment	Title
A	Wollongong free shuttle bus survey report
B	Stakeholder engagement map
C	Patronage sensitivity assessment and potential revenue

Objective Reference: BN17/00538  
CT17/06266

Contact: [REDACTED]

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# **Wollongong free shuttle bus**

Survey report

Released Under N

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Released Under N

**Date:** May 2017  
**Version:** 1  
**Reference:** Reference  
**Division:** Infrastructure & Services

# Executive Summary

TfNSW recently commissioned a survey on the Wollongong (Gong) Shuttle (GS) bus service to better understand patronage, passenger type, load levels and movement patterns to help understand opportunities that will lead to greater sustainability.

The project was conducted in March 2017 and consisted of customer intercept interviews and passenger movement counts.

## Intercept interviews

- The most common purpose for weekday travel was education (60%) and on weekends was shopping (46%).
- The main Opal card type is adult (61%), followed by concession (25%) and senior/pensioner (11%).
- The majority of passengers are full time university students (65%) and the vast majority have an Opal card (91%). The most common age group is 20-29 (54%). Most are low income earners (64% earn less than \$26,000 per annum) partly accounted by the high proportion of university students.
- The majority of passengers use the service 4 or more days per week (63%) and use it for a return trip each day (82%).

## Passenger counts

- Generally the weekday peak loads are from 8 to 9am and 1 to 5pm for route 55A and from 8 to 9am and 3 to 7pm for route 55C, where the GS bus is either just under the legal maximum seating and standing capacity and above the maximum seating capacity or above both limits.
- Generally on the weekend peak loads are from 11am to 1pm for route 55A and from 3 to 6pm for route 55C where the bus is under the legal maximum seating and standing capacity and above the maximum seating capacity.
- The majority of passengers use the 55C/55A to travel between the Wollongong CBD and the University of Wollongong. This travel pattern was noted on both weekdays and weekends.
- Route 55C is slightly busier than route 55A (8% more passengers boarding and 12% greater passenger load).

# 1 Introduction

## 1.1 Purpose

This report presents the results of a survey that was conducted for the GS bus services on Tuesday 21 March 2017 and the weekend of 25 and 26 March 2017.

The survey comprised of two components:

1. A count of passenger movements.
2. Customer intercept interviews.

The purpose of counting passengers was to:

- Understand the passenger patronage, load and movement patterns; and
- Understand impacts on load of particular passenger cohorts such as school students and university students.

The purpose of the intercept interviews was to:

- Understand the passenger type, purpose and frequency of travel; and
- Understand connectivity with other modes and to establish a basic profile of customers.



## 2 Survey design

Woolcott Research was engaged to conduct the GS bus Origin-Destination Intercept Survey and Passenger Counts. The survey comprised of two components:

1. A count of passenger movements.
2. Customer intercept interviews.

### 2.1 Counting of passengers

The study was conducted on the Tuesday 21 March 2017 from 8am to 6pm and Saturday 25 March 2017 from 8am to 6pm. Two counters were placed on each GS service, positioned close to each door. The counters recorded the number of passengers boarding and alighting at each bus stop, the number of uniformed school students were counted separately and any other occurrences that impacted the service.

### 2.2 Intercept interviews

Intercept surveys were carried out from 7am to 7pm on Tuesday 21 March 2017 and from 11am to 3pm on Saturday 25 and Sunday 26 March 2017. Survey staff was positioned at five bus stops, one on the clockwise side and one on the anticlockwise side, as shown in Table 1 and Figure 1. The number of complete responses was 1734.

**Table 1 – Wollongong Shuttle survey bus stops**

Route	Stop No.	Bus stop name
55A	1	University of Wollongong, Northfields Ave – Stand A (2500310)
55C	14	Crown St after Keira St
55C	1	University of Wollongong, Northfields Ave – Stand C (2500355)
55A	5	Elliotts Rd before Grafton St, Fairy Meadow (2519128)
55C	15	Piccadilly Shops/Wollongong Station Princes Highway (250045)
55A	16	Wollongong Hospital, Crown St (250077)
55A	14	Crown St before Keira St (250077)
55C	5	Elliotts Rd, Fairy Meadow Station (251931)
55C	16	Crown St before Osborne St (Wollongong Hospital) (250046)
55A	15	Piccadilly Shops/Wollongong Station, Princes Highway (250078)





Figure 1 Wollongong Shuttle bus 55A/55C routes

## 3 Results

### 3.1 Bus driver console and survey passenger counts

Patronage data has been derived from counts of the driver console for the 55A and 55C bus routes from January to December 2016 and presented in Table 2 and Figures 1 to 4 in Appendix 1. Passenger count data from the survey is presented in Table 2 and Figures 5 to 6 in Appendix 1.

**Table 2 – Summary of bus driver console and survey passenger counts**

	Weekdays	Weekends
Peak time hourly patronage (Counts from driver console)	8 – 9am 12 – 4pm	12 – 5pm
Peak time monthly patronage (Counts from driver console)	March – May August – October	April – May July – August October
Peak time hourly patronage (survey passenger counts)	8 – 9am 1 – 4pm	11am – 12pm 1 – 3pm
School students against total passenger count from survey passenger counts (%)	7	0

### 3.2 Passenger load

Survey passenger count data was used to calculate hourly bus loads for the 55A and 55C routes at each bus stop for the weekday and weekend. Analysis included:

- Average of all bus loads (based on maximum seating capacity) at each bus stop per hour for the 55A and 55C routes.
- Average of all bus loads (based on maximum seating and standing capacity) at each bus stop per hour for the 55A and 55C routes.
- Bus with the greatest load (based on maximum seating capacity) at each bus stop per hour for the 55A and 55C routes.
- Bus with the greatest load (based on maximum seating and standing capacity) at each bus stop per hour the 55A and 55C routes.

Notes:

1. Bus seating load - Number of passengers divided by number of maximum seats
2. Bus seating and standing load - Number of passengers divided by number of maximum (seating + standing capacity)

## Key findings

Passenger loads are presented in Figures 1 to 16 of Appendix 2.

### Average passenger load - Route 55A

- During the weekday morning peak from 8 to 9am, the bus is below the legal maximum seating and standing capacity (78% max) and above the maximum seating capacity (118% max) at Elliots Rd, Fairy Meadow Station, then the majority of passengers alight at the University of Wollongong bus stop.
- In the weekday afternoon peak from 1 to 5pm, the bus is near capacity for seating and standing (76% max) and above the seating capacity (121% max) at the University of Wollongong bus stop, until the Piccadilly Shops/Wollongong Station bus stop where the bus departs at approximately half capacity.
- In the weekend midday peak from 11am to 1pm, the bus is above seating capacity (106% max) and under the seating capacity (68%) at Mercury St opposite Greenacre Rd and the Wollongong Hospital stops until Crown St before Keira St stop where the bus departs at just over half seating capacity.

### Maximum passenger load - Route 55A

- During the weekday morning peak from 8 to 9am, the bus is near the legal maximum seating and standing capacity (93% max) and above the maximum seating capacity (144% max) at Elliots Rd, Fairy Meadow Station, then a vast majority of passengers alight at the University of Wollongong bus stop.
- During the weekday afternoon peak from 1 to 5pm, the bus is at capacity for seating and standing (103%) and above seating capacity (162% max) at the University of Wollongong bus stop, until the Piccadilly Shops/Wollongong Station bus stop where the bus departs at just above half capacity.
- During the weekend midday peak from 2 to 6pm, the bus is near the legal maximum seating and standing capacity (86% max) and above seating capacity (133% max) from the University of Wollongong to Foley St near Catherine St and again from Foley St near Catherine St to Crown St before Keira St.

### Average passenger load - Route 55C

- During the weekday morning peak from 8 to 9am, the bus is near the legal maximum seating and standing capacity (84% max) and above the legal maximum seating capacity (131% max) at Crown St before Osborne St, then the vast majority of passengers alight at the University of Wollongong bus stop.
- During the weekday afternoon peak from 3 to 7pm, the bus is near capacity for seating and standing (91% max) and over capacity for seating (136% max) at the University of Wollongong bus stop. A relatively high capacity remains until the Elliots Rd before Carters Lane bus stop where the bus load begins to drop.
- During the weekend afternoon peak from 3 to 5pm, the bus is near capacity for seating and standing (79% max) and over the seating capacity (122% max) at Crown St after Keira St and remains at over capacity until Mercury St near Greenacre Rd bus stop where the bus load begins to drop below seating capacity.

### Maximum passenger load - Route 55C

- During the weekday morning peak from 8 to 11am, the bus is at legal maximum seating and standing capacity (100% max) and over the legal maximum seating capacity (156%) at Crown St after Keira St, then a vast majority of passengers alight at the University of Wollongong bus stop.
- During the weekday afternoon peak from 3 to 6pm, the bus is above capacity for seating and standing capacity (164% max) and just above the seating capacity (106%) at the University of Wollongong and at Crown St after Keira St bus stops. A relatively



high capacity remains until the Elliotts Rd before Caters Lane where there is a small drop in load.

- During the weekend afternoon peak from 3 to 6pm, the bus is over the seating capacity and standing capacity (103% max) and seating and standing capacity (160% max) at Crown St after Keira St and remains at a high capacity until Mercury St near Greenacre Rd bus stop where the bus load begins to drop.

### 3.3 Intercept interviews

Data from the intercept interviews is presented in Figures 1 to 10 of Appendix 3.

#### Key findings

**Occupation** - The majority of passengers surveyed are full-time students for weekdays (67%) and weekends (62%). This is followed by part-time employment for weekdays (23%) and weekends (21%). Full-time employment was at 12%.

**Age group** - The predominant passenger age group is 20-29 years (54%), then 16-19 years (19%).

**Bus stop origin** - The predominant origin bus stop for passengers on weekdays is the University of Wollongong (33%) and slightly less on weekends (27%). The predominant origin bus stops on weekends are in Wollongong Central (Keira St/Crown St) (32%) but decreasing on weekdays (18%).

**Travel purpose** - The predominant trip purpose on weekdays is education (60%), then shopping (14%) and on weekends is shopping (46%), then education (19%).

**Travel frequency** - The majority of passengers travel on the service 4 or more times a week on weekdays (65%) and weekends (59%) and the trips are predominantly two-way on weekdays (82%) and weekends (81%).

**Combining modes** - Passengers are combining the GS bus with train travel on weekdays (9%), weekends (13%) and total (11%) and with another bus (8%). Passengers are combining either bus or train travel on weekdays (13%) and weekends (16%).

**Opal card ownership** - The majority of passengers (91%) own an Opal card.

**Opal card type** - The main Opal card type is adult (black)(61%), then concession (silver) (25%) and senior/pensioner (gold)(11%).

**Personal income** - Most were low income earners earn/receive less than \$26,000 per annum (64%). Note 22% of passengers did not provide their information.

### 3.4 Observations at bus stops

#### University of Wollongong

- These were constantly busy, with students constantly boarding and alighting throughout the day.

#### Wollongong and Keira High Schools

- There is a large number of school students using the GS service at peak periods. For example the afternoon peak is about 3:10 to 3:30pm where the GS is above the seating and standing capacity. The 55C seems to be the preferred route with students alighting at Burelli shops.

#### Elliotts Rd, Fairy Meadow Station

- Many local residents take advantage of the nearby free parking and then use the 55C to commute to Wollongong city centre.

#### Keira St/Crown St

- These stops were busy both weekdays and weekend. In the afternoon peak passengers seem to use the service after shopping.
- There were numerous students on the weekend doing their shopping.
- There were some passengers complaining about the crowds.

#### Wollongong Station (Piccadilly Shops)

- Relatively busy but has some quiet periods off-peak.

#### Wollongong Hospital

- Relatively busy with people visiting the hospital, not many students at this bus stop.

#### Mercury St, Greenacre Rd

- Moderately busy with the students living in the nearby Weerona College using the GS to travel to the university.

### 3.5 Summary

#### Passenger counts

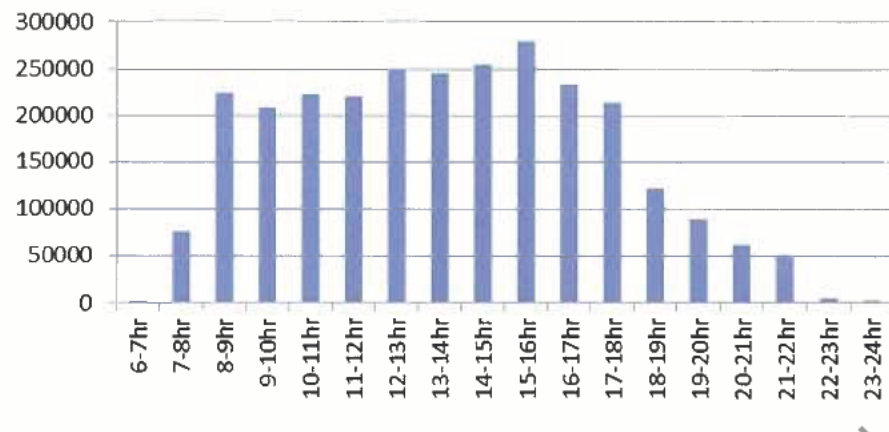
- Generally the weekday peak loads are from 8 to 9am and 1 to 5pm for route 55A and from 8 to 9am and 3 to 7pm for route 55C, where the GS bus is either just under the legal maximum seating and standing capacity and above the maximum seating capacity or above both limits.
- Generally the weekend peak loads are from 11am to 1pm for the 55A and 3 to 6pm for the 55C where the bus is under the legal maximum seating and standing capacity and above the maximum seating capacity.
- The majority of passengers use the 55C to travel from Keira St/Crown St (Wollongong Central) to the University of Wollongong, and travel on the 55A from the University of Wollongong back to Keira St/Crown St. This travel pattern was noted on both weekdays and weekends.
- Route 55C is slightly busier than route 55A (8% more passengers boarding and 12% greater passenger load).

#### Intercept interviews

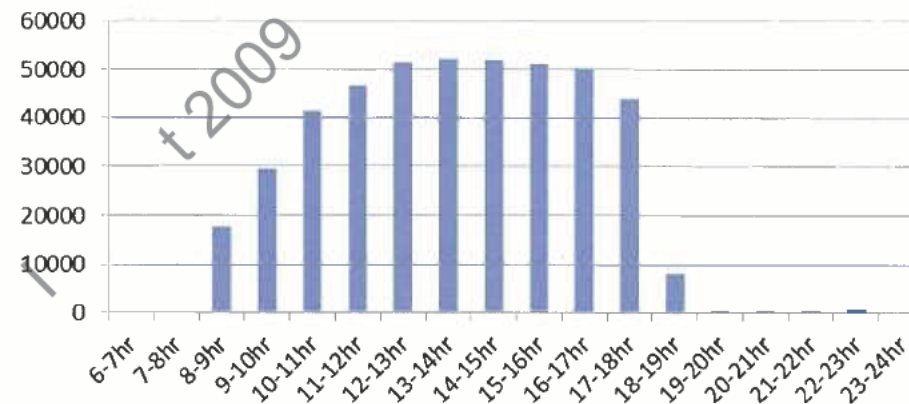
- The most common purpose for travel is education (60%), and on weekend it is shopping (46%).
- The main Opal card type is adult (black)(61%), followed by concession (silver) (25%) and senior/pensioner (gold)(11%).
- The majority of passengers are full time university students (65%). The vast majority have an Opal card (91%). The most common age group is 20-29 (54%). Most are low income earners (64% earn/receive less than \$26,000 per annum).
- The majority of passengers use the service 4 or more days per week (63%) and use it for a return trip each day (82%).

Appendix 1 Patronage from bus driver console counts and survey passenger counts

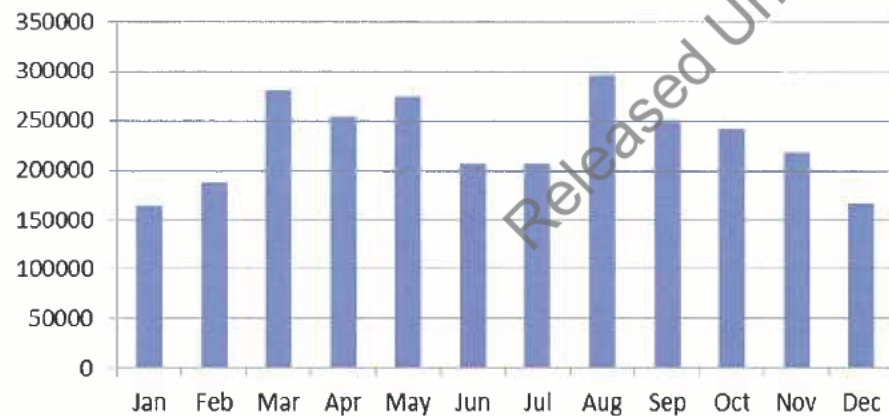
**Figure 1 Hourly Patronage 2016 -  
Weekday - bus driver console counts**



**Figure 2 Hourly Patronage 2016 -  
Weekend - bus driver console counts**



**Figure 3 Monthly Patronage 2016 -  
Weekday - bus driver console counts**



**Figure 4 Monthly Patronage 2016 -  
Weekend - bus driver console counts**

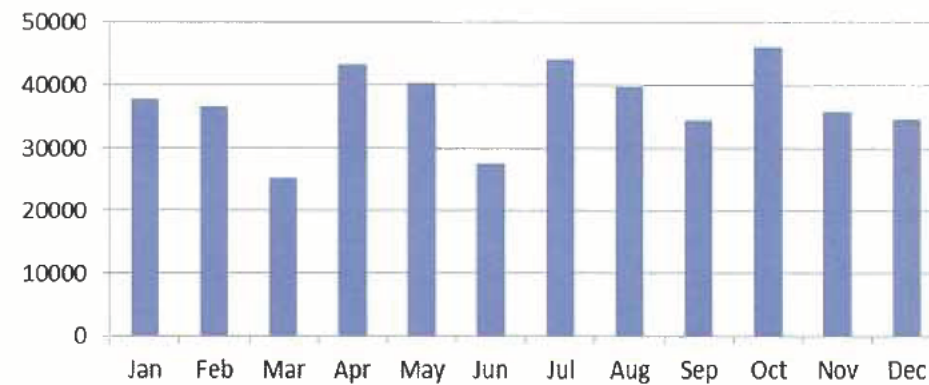


Figure 5 Weekday survey passenger counts

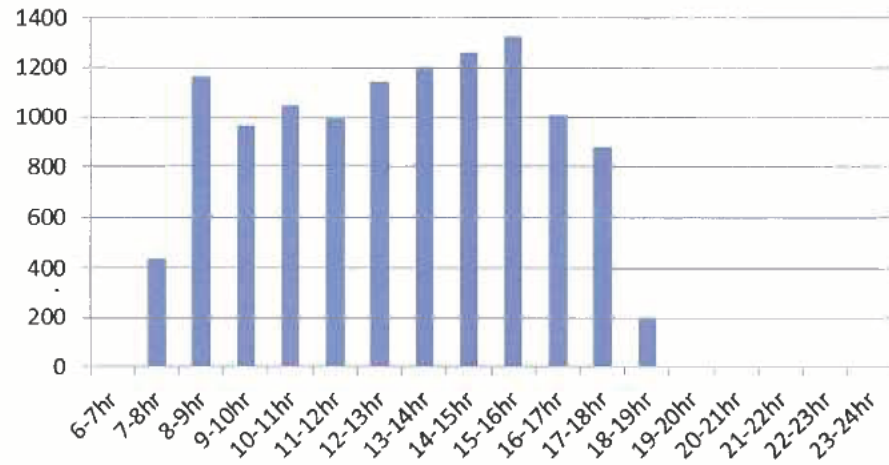


Figure 6 Weekend survey passenger counts

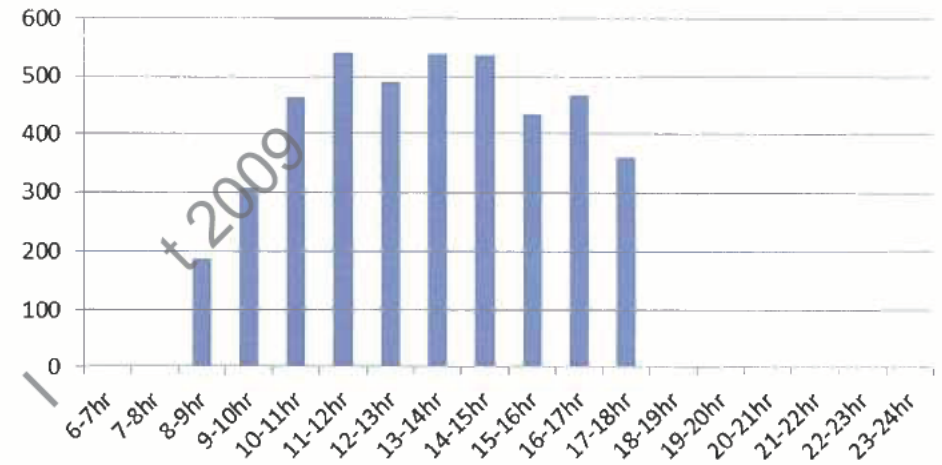
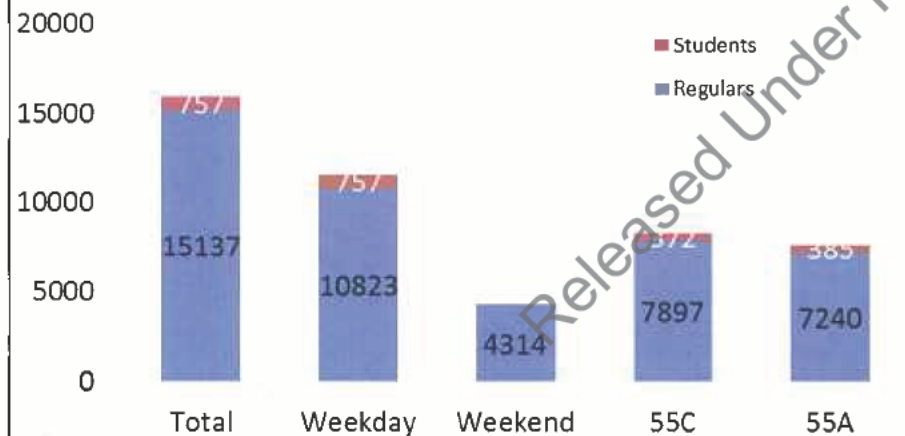


Figure 7 School students vs total boarding bus from survey counts





Appendix 2 Average and Max hourly load for seating (and standing) by bus stop (see key for bus stop locations)

Figure 1 55A - Ave load of seating capacity (%) by stop - weekday

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	18%	24%	39%	42%	84%	95%	83%	120	97%	83%
2	19%	24%	39%	43%	86%	101	101	121	105	79%
18	26%	32%	47%	46%	76%	92%	100	118	97%	80%
17	42%	39%	51%	48%	83%	91%	92%	106	93%	74%
16	44%	50%	50%	53%	90%	77%	83%	96%	90%	65%
15	49%	50%	49%	53%	94%	75%	75%	82%	85%	59%
14	34%	30%	27%	31%	67%	38%	45%	55%	56%	58%
13	33%	27%	26%	34%	64%	36%	47%	59%	59%	52%
12	32%	23%	28%	31%	60%	39%	44%	55%	55%	47%
11	39%	31%	26%	30%	60%	40%	39%	54%	46%	39%
10	46%	34%	24%	33%	40%	39%	38%	56%	43%	38%
9	50%	34%	24%	30%	37%	38%	35%	52%	38%	33%
8	70%	39%	35%	38%	33%	38%	36%	47%	32%	28%
7	62%	38%	37%	50%	41%	43%	42%	52%	42%	32%
6	90%	49%	51%	65%	50%	46%	52%	49%	41%	28%
5	116	65%	60%	77%	48%	46%	55%	42%	29%	18%
4	118	76%	66%	80%	56%	52%	39%	48%	27%	17%
3	100	83%	72%	80%	76%	63%	43%	73%	31%	18%

Figure 2 55A - Ave load of seating capacity (%) by stop - weekend

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	22%	29%	44%	66%	60%	33%	77%	35%	62%	52%
2	22%	30%	49%	59%	64%	37%	73%	36%	67%	51%
19	19%	28%	48%	60%	67%	33%	70%	33%	65%	52%
18	27%	33%	51%	68%	85%	47%	58%	63%	52%	50%
17	35%	46%	64%	80%	96%	57%	66%	60%	52%	52%
16	43%	49%	67%	90%	106%	74%	69%	64%	50%	61%
15	39%	44%	68%	95%	104%	72%	69%	59%	57%	59%
14	32%	27%	50%	62%	60%	54%	42%	47%	61%	71%
13	30%	28%	42%	77%	51%	68%	50%	52%	67%	67%
12	28%	23%	37%	76%	49%	72%	52%	53%	73%	62%
11	28%	27%	34%	71%	46%	79%	46%	59%	56%	59%
10	29%	24%	27%	64%	39%	67%	50%	50%	42%	44%
9	16%	21%	25%	59%	35%	59%	48%	20%	47%	43%
8	14%	21%	27%	44%	30%	59%	42%	18%	45%	38%
7	14%	20%	25%	36%	30%	50%	42%	16%	42%	33%
6	14%	21%	22%	37%	28%	51%	34%	22%	26%	31%
5	9%	26%	28%	48%	22%	49%	28%	18%	26%	7%
4	8%	28%	33%	53%	24%	41%	29%	16%	22%	7%
3	8%	28%	34%	56%	23%	41%	33%	16%	22%	7%

Figure 3 55A - Ave load of seating & standing capacity (%) by stop - weekday

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	12%	15%	26%	27%	54%	60%	54%	76%	62%	52%
2	12%	15%	25%	28%	55%	64%	66%	76%	60%	51%
18	17%	21%	30%	29%	49%	58%	65%	76%	60%	47%
17	27%	25%	33%	31%	55%	56%	60%	68%	58%	41%
16	27%	33%	31%	35%	55%	49%	54%	62%	56%	37%
15	31%	33%	31%	35%	58%	49%	47%	54%	53%	37%
14	21%	20%	17%	21%	41%	25%	29%	36%	35%	36%
13	21%	18%	16%	22%	39%	23%	30%	38%	37%	32%
12	20%	15%	18%	21%	36%	26%	28%	36%	34%	29%
11	25%	21%	16%	20%	36%	26%	24%	35%	29%	24%
10	29%	22%	15%	21%	25%	26%	24%	37%	27%	23%
9	31%	22%	15%	19%	23%	25%	22%	34%	24%	20%
8	44%	25%	22%	24%	21%	25%	23%	30%	20%	17%
7	39%	24%	24%	32%	26%	28%	27%	33%	27%	20%
6	57%	31%	33%	42%	31%	30%	33%	31%	27%	17%
5	76%	41%	40%	49%	30%	30%	35%	26%	18%	11%
4	78%	48%	43%	50%	36%	33%	26%	31%	17%	11%
3	65%	53%	47%	50%	49%	39%	28%	46%	20%	11%

Figure 4 55A - Ave load of seating & standing capacity (%) by stop weekend

Stop	8-9	9-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18
1	14%	19%	28%	42%	39%	21%	50%	22%	40%	34%
2	14%	20%	31%	38%	41%	24%	47%	23%	43%	33%
19	12%	18%	31%	39%	43%	21%	45%	21%	42%	34%
18	17%	21%	33%	44%	55%	30%	37%	40%	34%	32%
17	22%	30%	41%	51%	62%	37%	42%	39%	34%	33%
16	28%	31%	43%	58%	68%	48%	44%	41%	32%	40%
15	25%	28%	44%	61%	67%	46%	44%	38%	36%	38%
14	20%	18%	32%	40%	39%	35%	27%	30%	39%	46%
13	20%	18%	27%	50%	33%	44%	32%	34%	43%	43%
12	18%	15%	24%	49%	31%	46%	34%	34%	47%	40%
11	18%	17%	22%	46%	30%	51%	30%	38%	36%	38%
10	19%	15%	17%	41%	25%	43%	32%	36%	33%	35%
9	10%	14%	16%	38%	22%	38%	28%	32%	27%	28%
8	9%	13%	18%	28%	20%	38%	31%	13%	30%	28%
7	9%	13%	16%	23%	19%	32%	27%	11%	29%	24%
6	9%	13%	14%	24%	18%	33%	22%	10%	27%	21%
5	6%	17%	18%	31%	14%	31%	18%	14%	17%	20%
4	5%	18%	21%	34%	15%	26%	19%	11%	17%	4%
3	5%	18%	22%	36%	15%	26%	21%	10%	14%	4%



Appendix 2 Contd. (see key for bus stop locations)

Figure 5 55C - Ave load of seating capacity (%) by stop - weekday

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	45%	17%	34%	33%	45%	66%	77%	93%	95%	134%
3	21%	20%	29%	31%	43%	71%	73%	129%	84%	126%
4	29%	26%	30%	29%	39%	69%	73%	136%	97%	96%
5	39%	41%	31%	30%	36%	66%	61%	113%	90%	78%
6	50%	44%	27%	29%	29%	58%	47%	92%	64%	49%
7	41%	29%	24%	31%	26%	46%	49%	87%	65%	55%
8	52%	34%	29%	36%	25%	47%	57%	84%	57%	44%
9	51%	36%	30%	40%	27%	43%	59%	85%	54%	36%
10	51%	43%	33%	44%	30%	46%	61%	87%	53%	37%
11	60%	45%	40%	46%	33%	46%	61%	88%	54%	34%
12	68%	55%	60%	47%	41%	50%	67%	73%	63%	53%
13	68%	50%	71%	49%	49%	57%	61%	78%	66%	55%
14	81%	58%	84%	71%	79%	82%	86%	83%	90%	89%
15	90%	73%	92%	74%	84%	81%	81%	83%	81%	72%
16	113%	80%	94%	71%	77%	77%	77%	74%	71%	71%
17	126%	95%	101%	82%	80%	86%	72%	65%	69%	59%
18	131%	102%	111%	89%	84%	86%	74%	70%	65%	53%
2	115%	102%	107%	99%	80%	88%	77%	75%	62%	50%

Figure 7 55C - Ave load of seating & standing capacity (%) by stop - weekday

Stop	8-9hrs	9-10hrs	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18
1	29%	11%	22%	21%	29%	42%	49%	60%	61%	88%
3	13%	13%	19%	20%	28%	46%	47%	83%	54%	84%
4	18%	17%	20%	19%	25%	45%	47%	87%	62%	63%
5	25%	27%	20%	19%	23%	42%	40%	73%	58%	51%
6	32%	28%	18%	18%	18%	37%	30%	59%	41%	32%
7	26%	19%	15%	20%	16%	29%	31%	56%	42%	36%
8	33%	22%	19%	23%	16%	30%	36%	54%	37%	28%
9	33%	23%	20%	25%	18%	27%	38%	55%	35%	23%
10	33%	27%	21%	28%	20%	30%	39%	56%	34%	24%
11	38%	29%	26%	30%	21%	30%	40%	56%	35%	22%
12	43%	36%	39%	30%	26%	32%	43%	47%	40%	34%
13	44%	32%	46%	32%	31%	37%	39%	50%	43%	35%
14	52%	37%	54%	46%	51%	53%	55%	53%	58%	57%
15	58%	47%	59%	48%	54%	52%	52%	53%	52%	46%
16	73%	51%	60%	46%	49%	50%	50%	48%	46%	46%
17	81%	61%	65%	52%	52%	55%	46%	42%	44%	38%
18	84%	66%	71%	57%	54%	55%	48%	45%	42%	34%
2	74%	65%	69%	64%	51%	57%	50%	48%	40%	32%

Figure 6 55C - Ave load of seating capacity (%) by stop - weekend

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	8%	22%	25%	37%	48%	34%	21%	31%	57%	32%
3	11%	15%	28%	39%	48%	30%	24%	29%	49%	32%
4	12%	16%	34%	46%	42%	30%	23%	33%	29%	32%
5	19%	27%	33%	61%	47%	36%	33%	35%	21%	36%
6	26%	36%	41%	70%	47%	43%	32%	37%	16%	38%
7	31%	32%	40%	62%	47%	56%	36%	36%	16%	41%
8	41%	41%	53%	56%	52%	60%	43%	34%	32%	50%
9	46%	43%	58%	53%	56%	61%	52%	40%	32%	49%
10	54%	44%	68%	65%	61%	67%	57%	44%	37%	52%
11	54%	48%	73%	62%	59%	62%	64%	47%	40%	43%
12	56%	43%	73%	66%	65%	71%	61%	63%	46%	41%
13	49%	45%	61%	51%	67%	84%	58%	70%	54%	48%
14	31%	28%	52%	58%	87%	93%	91%	107%	122	59%
15	16%	30%	47%	54%	67%	91%	96%	80%	117	53%
16	9%	26%	47%	48%	63%	79%	81%	71%	108	47%
17	9%	34%	44%	47%	62%	66%	72%	53%	94%	41%
18	18%	35%	55%	47%	56%	64%	54%	46%	79%	42%
19	22%	33%	60%	50%	61%	67%	54%	47%	76%	44%
2	22%	33%	63%	49%	63%	60%	52%	41%	62%	40%

Figure 8 55C Ave capacity of seating & standing capacity (%) by stop-weekend

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	5%	14%	16%	24%	31%	22%	14%	20%	36%	21%
3	7%	10%	18%	25%	31%	20%	16%	19%	31%	21%
4	8%	10%	22%	29%	27%	19%	15%	21%	19%	21%
5	12%	17%	21%	39%	30%	23%	21%	22%	14%	23%
6	17%	23%	26%	45%	30%	36%	23%	23%	10%	26%
7	20%	20%	26%	40%	30%	36%	23%	22%	21%	32%
8	26%	26%	34%	36%	33%	39%	28%	22%	21%	31%
9	29%	28%	37%	34%	36%	40%	33%	26%	21%	34%
10	35%	28%	44%	42%	39%	43%	37%	29%	24%	34%
11	35%	31%	47%	40%	38%	40%	41%	30%	26%	28%
12	36%	28%	47%	42%	42%	46%	39%	41%	30%	26%
13	31%	29%	40%	33%	43%	54%	37%	45%	35%	31%
14	20%	18%	33%	37%	56%	60%	58%	69%	79%	38%
15	10%	19%	30%	35%	43%	59%	61%	51%	75%	34%
16	6%	17%	30%	31%	40%	51%	52%	46%	70%	30%
17	6%	22%	28%	30%	40%	42%	46%	34%	60%	27%
18	11%	22%	35%	30%	36%	41%	35%	30%	50%	27%
19	14%	21%	39%	32%	40%	43%	35%	30%	49%	28%
2	14%	21%	40%	31%	40%	39%	33%	27%	40%	26%



Appendix 2 Contd. (see key for bus stop locations)

**Figure 9 55A - Max load of seating capacity (%) by stop - weekday**

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	42%	42%	56%	90%	133%	149%	129%	140%	129%	138%
2	47%	48%	64%	92%	131%	149%	162%	142%	131%	133%
18	56%	62%	78%	84%	109%	145%	147%	144%	138%	122%
17	78%	70%	69%	70%	133%	149%	144%	136%	140%	107%
16	96%	80%	67%	93%	131%	147%	127%	138%	124%	93%
15	102%	84%	67%	98%	136%	135%	120%	126%	129%	80%
14	58%	52%	36%	58%	106%	61%	78%	96%	89%	98%
13	49%	44%	36%	72%	94%	47%	69%	84%	93%	93%
12	49%	40%	38%	76%	84%	60%	62%	64%	102%	96%
11	51%	52%	36%	68%	94%	69%	65%	71%	76%	91%
10	60%	54%	29%	70%	90%	71%	71%	76%	67%	87%
9	76%	52%	32%	58%	59%	84%	59%	64%	60%	71%
8	107%	56%	60%	58%	59%	84%	59%	64%	60%	71%
7	96%	56%	72%	74%	65%	100%	71%	64%	73%	84%
6	133%	82%	102%	86%	94%	113%	88%	60%	62%	44%
5	144%	113%	122%	118%	86%	120%	96%	60%	62%	44%
4	144%	138%	122%	118%	82%	138%	94%	96%	58%	42%
3	120%	138%	122%	116%	143%	140%	106%	110%	60%	44%

**Figure 10 55A - Max load of seating capacity (%) by stop - weekend**

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	29%	42%	71%	69%	76%	42%	111%	58%	89%	78%
2	31%	44%	69%	73%	78%	44%	113%	60%	91%	73%
19	31%	42%	73%	73%	76%	42%	118%	56%	91%	78%
18	42%	44%	73%	82%	91%	56%	67%	131%	87%	69%
17	51%	58%	89%	93%	100%	62%	69%	129%	82%	71%
16	60%	64%	93%	104%	111%	109%	78%	133%	80%	89%
15	62%	60%	96%	120%	107%	102%	73%	120%	84%	89%
14	53%	33%	69%	76%	67%	76%	51%	78%	98%	107%
13	53%	31%	58%	107%	53%	109%	67%	93%	113%	96%
12	47%	27%	38%	109%	58%	122%	73%	91%	127%	93%
11	47%	38%	36%	96%	53%	107%	73%	91%	129%	93%
10	44%	31%	31%	89%	42%	96%	84%	80%	111%	78%
9	18%	27%	29%	76%	40%	84%	84%	20%	96%	71%
8	16%	22%	36%	67%	40%	84%	71%	20%	91%	67%
7	16%	22%	33%	60%	42%	78%	71%	24%	80%	58%
6	16%	27%	27%	64%	40%	73%	67%	42%	49%	53%
5	13%	36%	42%	62%	27%	76%	47%	36%	47%	11%
4	9%	44%	42%	62%	29%	62%	42%	31%	42%	13%
3	9%	44%	44%	67%	24%	62%	49%	31%	42%	13%

**Figure 11 55A - Max load of seating & standing capacity (%) by stop - weekday**

Stop	8-9	9-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18
1	24%	30%	37%	64%	86%	99%	84%	100%	81%	89%
2	26%	34%	36%	66%	84%	99%	91%	100%	84%	86%
18	31%	44%	44%	60%	61%	96%	89%	103%	78%	79%
17	44%	50%	39%	50%	86%	99%	84%	97%	79%	69%
16	54%	57%	43%	60%	84%	97%	71%	99%	70%	60%
15	58%	60%	43%	63%	87%	89%	68%	90%	73%	51%
14	33%	37%	24%	41%	70%	41%	44%	54%	50%	63%
13	28%	31%	23%	51%	62%	31%	40%	48%	53%	60%
12	28%	29%	24%	54%	55%	39%	41%	41%	58%	61%
11	31%	37%	24%	49%	62%	44%	43%	53%	43%	61%
10	37%	39%	20%	50%	59%	46%	47%	54%	43%	59%
9	43%	37%	23%	41%	54%	53%	41%	54%	38%	56%
8	60%	36%	43%	41%	39%	54%	39%	46%	34%	46%
7	61%	36%	51%	53%	43%	64%	47%	46%	41%	54%
6	86%	53%	73%	61%	67%	73%	58%	40%	44%	46%
5	91%	73%	87%	76%	61%	77%	64%	39%	35%	29%
4	93%	89%	87%	76%	59%	89%	62%	64%	33%	27%
3	78%	89%	87%	74%	95%	90%	70%	79%	34%	29%

**Figure 12 55A -Max load of seating & standing capacity (%) by stop - weekend**

Stop	8-9	9-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18
1	19%	27%	46%	44%	49%	27%	71%	37%	57%	50%
2	20%	29%	44%	47%	50%	29%	73%	39%	59%	47%
19	20%	27%	47%	47%	49%	27%	76%	36%	59%	50%
18	27%	29%	47%	53%	59%	36%	43%	84%	56%	44%
17	33%	37%	57%	60%	64%	40%	44%	83%	53%	46%
16	39%	41%	60%	67%	71%	70%	50%	86%	51%	57%
15	40%	39%	61%	77%	69%	66%	47%	77%	54%	57%
14	34%	21%	44%	49%	43%	49%	33%	50%	63%	69%
13	34%	20%	37%	69%	34%	70%	43%	60%	73%	61%
12	30%	17%	24%	70%	37%	79%	47%	59%	81%	60%
11	30%	24%	23%	61%	34%	69%	47%	59%	83%	60%
10	29%	20%	20%	57%	27%	61%	54%	57%	80%	59%
9	11%	17%	19%	49%	26%	54%	50%	51%	71%	50%
8	10%	14%	23%	43%	26%	54%	54%	13%	61%	46%
7	10%	14%	21%	39%	27%	50%	46%	13%	59%	43%
6	10%	17%	17%	41%	26%	47%	43%	16%	51%	37%
5	9%	23%	27%	40%	17%	49%	30%	27%	31%	34%
4	6%	29%	27%	40%	19%	40%	27%	23%	30%	7%
3	6%	29%	29%	43%	16%	40%	31%	20%	27%	9%



Appendix 2 Contd. (see key for bus stop locations)

Figure 13 55C - Max load of seating capacity (%) by stop - weekday

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	64%	29%	62%	89%	67%	107%	98%	151%	158%	162%
3	24%	27%	56%	82%	62%	111%	91%	149%	144%	149%
4	47%	40%	62%	82%	58%	109%	100%	149%	140%	140%
5	62%	78%	67%	73%	44%	104%	89%	138%	129%	104%
6	84%	89%	49%	62%	38%	87%	73%	122%	102%	76%
7	67%	67%	44%	71%	33%	87%	78%	122%	109%	89%
8	78%	64%	53%	67%	42%	87%	84%	102%	102%	80%
9	87%	64%	53%	76%	53%	87%	87%	100%	98%	67%
10	78%	64%	53%	76%	58%	87%	89%	102%	109%	73%
11	87%	62%	58%	71%	60%	87%	89%	104%	109%	78%
12	109%	76%	78%	84%	71%	73%	98%	93%	116%	98%
13	104%	73%	91%	80%	64%	87%	96%	100%	116%	107%
14	120%	67%	129%	98%	100%	113%	133%	104%	164%	158%
15	133%	133%	124%	102%	116%	111%	102%	102%	140%	160%
16	144%	138%	127%	87%	98%	109%	100%	96%	140%	142%
17	144%	140%	156%	111%	120%	120%	91%	84%	140%	118%
18	147%	151%	156%	124%	133%	109%	98%	102%	136%	113%
2	149%	147%	149%	122%	153%	116%	109%	107%	142%	107%

Figure 14 55C - Max load of seating capacity (%) by stop - weekend

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	13%	29%	40%	51%	60%	42%	36%	62%	78%	38%
3	13%	18%	42%	51%	56%	40%	38%	53%	62%	33%
4	18%	24%	44%	53%	56%	38%	36%	47%	58%	33%
5	22%	40%	40%	67%	53%	53%	44%	53%	36%	58%
6	27%	51%	44%	82%	51%	62%	47%	62%	24%	64%
7	36%	51%	42%	84%	62%	76%	51%	58%	29%	71%
8	42%	53%	60%	67%	69%	80%	64%	64%	67%	89%
9	49%	56%	67%	69%	80%	76%	89%	73%	62%	87%
10	58%	58%	78%	78%	76%	76%	102%	82%	69%	96%
11	58%	62%	87%	73%	67%	73%	116%	87%	73%	78%
12	64%	53%	87%	80%	93%	84%	116%	111%	76%	73%
13	53%	49%	78%	60%	84%	89%	82%	120%	93%	89%
14	33%	38%	60%	67%	102%	100%	122%	160%	151%	127%
15	20%	40%	49%	64%	82%	100%	124%	138%	138%	113%
16	9%	42%	47%	58%	76%	89%	107%	122%	131%	102%
17	9%	49%	47%	49%	76%	80%	102%	87%	120%	91%
18	18%	53%	60%	47%	71%	82%	78%	80%	91%	93%
19	22%	51%	71%	62%	80%	84%	76%	84%	98%	84%
2	22%	53%	78%	62%	84%	71%	73%	76%	76%	80%

Figure 15 55C - Max load of seating & standing capacity (%) by stop - weekday

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	41%	19%	40%	57%	43%	69%	63%	97%	101%	104%
3	16%	17%	36%	53%	40%	71%	59%	96%	93%	96%
4	30%	26%	40%	53%	37%	70%	64%	96%	90%	90%
5	40%	50%	43%	47%	29%	67%	57%	89%	83%	67%
6	54%	57%	31%	40%	24%	56%	47%	79%	66%	54%
7	43%	43%	29%	46%	21%	56%	50%	79%	70%	57%
8	50%	41%	34%	43%	27%	56%	54%	66%	66%	51%
9	56%	41%	34%	49%	34%	56%	56%	64%	63%	43%
10	50%	41%	34%	49%	37%	56%	57%	66%	70%	47%
11	56%	40%	37%	46%	39%	56%	57%	67%	70%	50%
12	70%	49%	50%	54%	46%	47%	63%	60%	74%	63%
13	67%	47%	59%	51%	41%	56%	61%	64%	74%	69%
14	77%	43%	83%	63%	64%	73%	86%	67%	106%	101%
15	86%	86%	80%	66%	74%	71%	66%	66%	90%	103%
16	93%	89%	81%	56%	63%	70%	64%	61%	90%	91%
17	93%	90%	100%	71%	77%	77%	59%	54%	90%	76%
18	94%	97%	100%	80%	86%	70%	63%	66%	87%	73%
2	96%	94%	96%	79%	99%	74%	70%	69%	91%	69%

Figure 16 55C -Max load of seating & standing capacity (%) by stop - weekend

Stop	8-9hr	9-10hr	10-11hr	11-12hr	12-13hr	13-14hr	14-15hr	15-16hr	16-17hr	17-18hr
1	9%	19%	26%	33%	39%	27%	23%	40%	50%	24%
3	9%	11%	27%	33%	36%	26%	24%	34%	40%	21%
4	11%	16%	29%	34%	36%	24%	23%	30%	37%	21%
5	14%	26%	26%	43%	34%	34%	29%	34%	23%	37%
6	17%	33%	29%	53%	33%	40%	30%	40%	16%	41%
7	23%	33%	27%	54%	40%	49%	33%	37%	19%	46%
8	27%	34%	39%	43%	44%	51%	41%	41%	43%	57%
9	31%	36%	43%	44%	51%	49%	57%	47%	40%	56%
10	37%	37%	50%	50%	49%	49%	66%	53%	44%	61%
11	37%	40%	56%	47%	43%	47%	74%	56%	47%	50%
12	41%	34%	56%	51%	60%	54%	74%	71%	49%	47%
13	34%	31%	50%	39%	54%	57%	53%	77%	60%	57%
14	21%	24%	39%	43%	66%	64%	79%	103%	97%	81%
15	13%	26%	31%	41%	53%	64%	80%	89%	89%	73%
16	6%	27%	30%	37%	49%	57%	69%	79%	84%	66%
17	6%	31%	30%	31%	49%	51%	66%	56%	77%	59%
18	11%	34%	39%	30%	46%	53%	50%	51%	59%	60%
19	14%	33%	46%	40%	51%	54%	49%	54%	63%	54%
2	14%	34%	50%	40%	54%	46%	47%	49%	49%	51%

# Key for Appendix 2 Figures 1 – 16

Stop No.	Route 55A	Stop No.	Route 55C
1	University of Wollongong, Stand D 2500310	1	University of Wollongong, Stand C 2500355
2	TAFE, University Ave 2500358	3	Princes Hwy - Wollongong & Keira HS 251911
19	North Wollongong Station, Porter St 2500122 (weekends only)	4	Princes Hwy after McGrath St 251913
18	Foley St near Catherine St 2500126	5	Elliots Rd, Fairy Meadow Station 251931
17	Mercury St opposite Greenacre Rd 2500342	6	Elliots Rd before Carters Lane 2519127
16	Wollongong Hospital, Crown St 250077	7	Innovation Campus, Squires Way 2519121
15	Piccadilly Shops/Wollongong Station, Princes Hwy 250078	8	Novotel North Wollongong Beach 250023
14	Crown St before Keira St 250079	9	Cliff Rd near Georges PI 250025
13	Greater Union Cinemas, Burelli St 250033	10	Navel Cadets Harbour St 2500205
12	Arts Centre/Ent Centre/Stadium/Library 250034	11	Corrimal St near Market St 2500330
11	Corrimal St after Market St 2500196	12	Burelli Street, Wollongong Council/Stadium/Library 2500326
10	Cliff Rd after Harbour St 2500336	13	Greater Union Cinemas, Burelli St 250031
9	Cliff Rd opposite Battery Park 2500335	14	Crown St after Keira St 2500329
8	Kembla St near Pleasant Ave 2500334	15	Piccadilly Shops/Wollongong Station, Princes Hwy 250045
7	Innovation Campus, Squires Way 2519120	16	Crown St before Osborne St 250046
6	Squires Way before Elliots Rd 2519158	17	Mercury St near Greenacre Rd 2500343
5	Elliots Rd before Grafton, Fairy Meadow Station 2519128	18	Foley St near Gipps St 2500159
4	Princes Hwy near Collaery Ave 251928	19	North Wollongong Station, Porter St 2500122 (weekends only)
3	Princes Hwy - Wollongong & Keira HS 251930	2	TAFE, University Ave 2500357

Appendix 3 Data from intercept interviews

Figure 1 Occupation

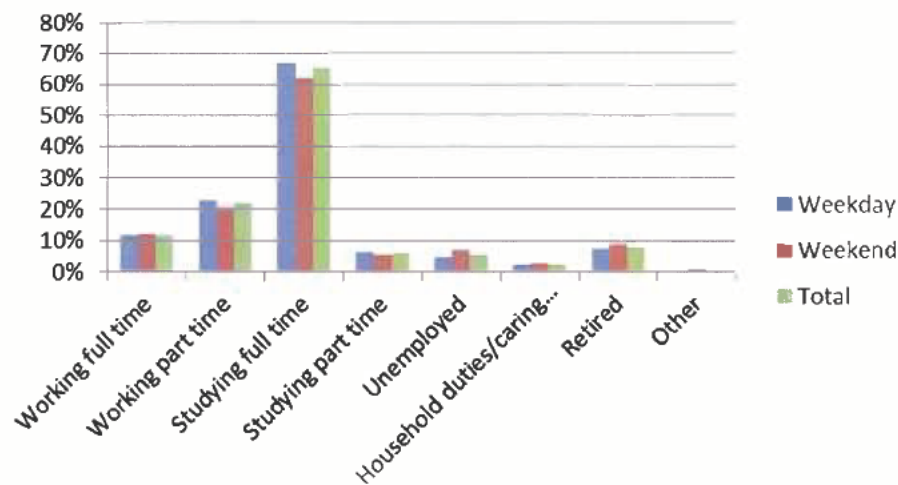


Figure 2 Age Group

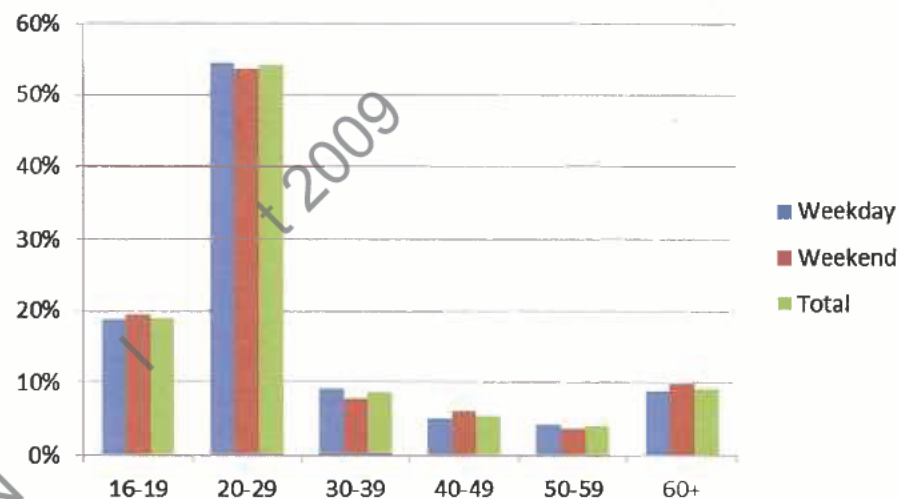


Figure 3 Trip Purpose

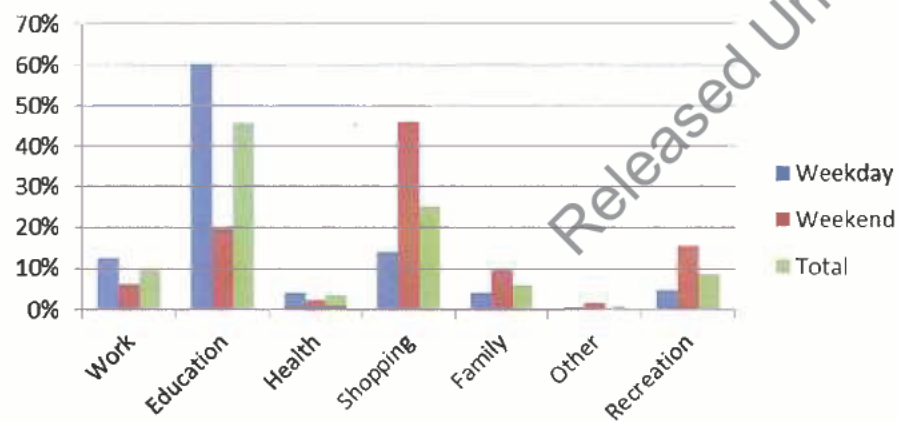
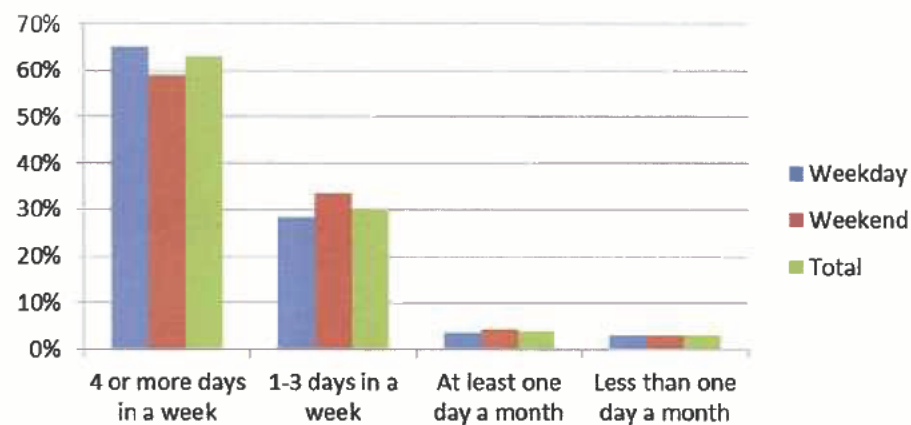


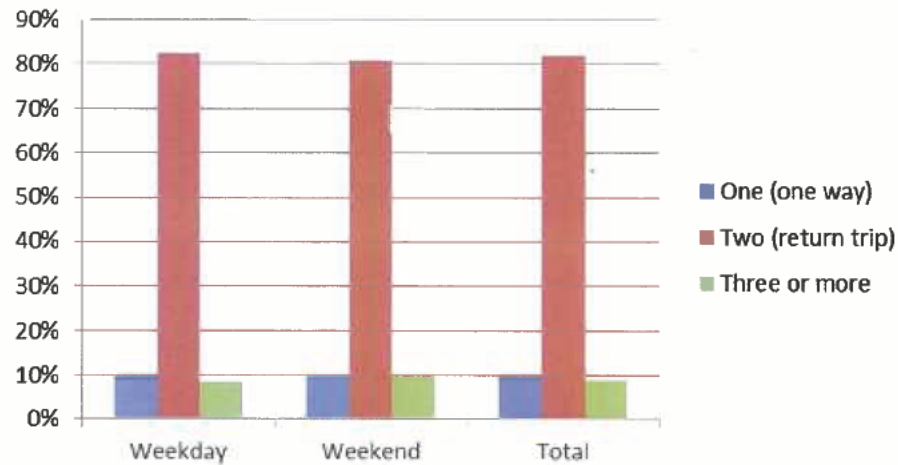
Figure 4 Trip Frequency Per Month





Appendix 3 Cont.

Figure 5 Trip Frequency Per Day



Combining Modes

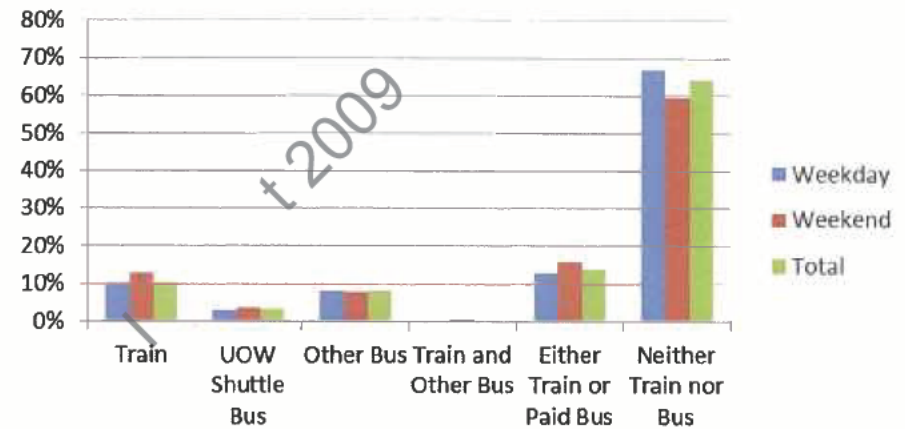


Figure 7 Opal Card Ownership

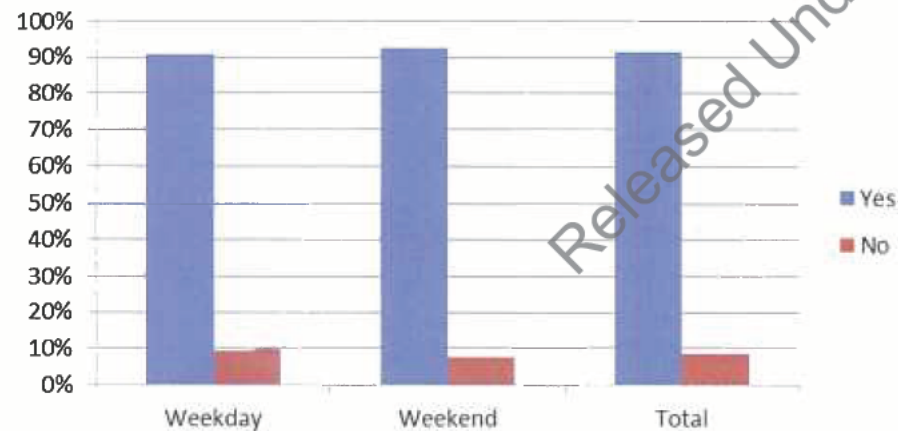
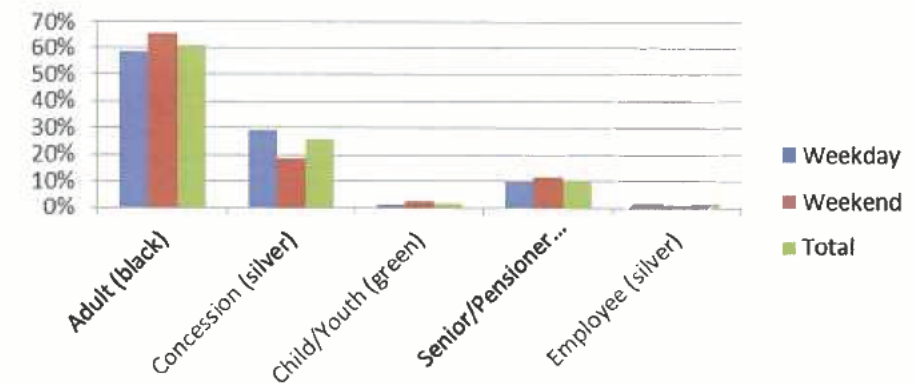


Figure 8 Opal Card Type



### Appendix 3 Cont.

Figure 9 Personal Income

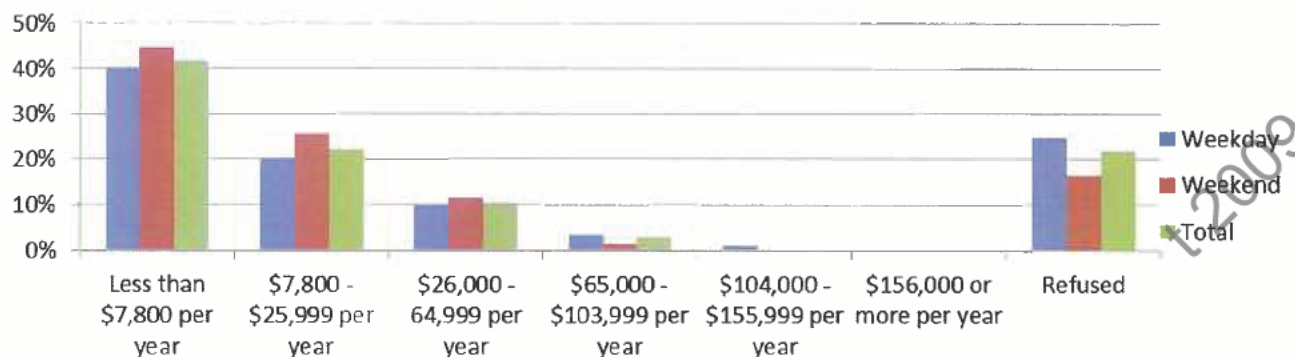


Figure 10 Destinations

	Week day	Weekend	55A	55C	Total
1) University of Wollongong	36%	24%	20%	43%	32%
14) Keira St, Crown St (Chemist Warehouse/Medical Centre/bank)	9%	20%	23%	4%	13%
16) Wollongong Hospital	7%	6%	6%	7%	7%
4) Princes Hwy, Fairy Meadow	4%	8%	6%	5%	6%
7) UOW Innovation Campus	7%	2%	4%	6%	5%
8) Bourke St (Novotel)	3%	6%	5%	4%	4%
5) Princes Hwy & Elliotts Rd (Fairy Meadow Train Station)	4%	3%	3%	5%	4%
17) Greenacre Rd, Bligh St (Weerona College)	3%	3%	3%	3%	3%
18) Foley St (near Catherine St)	3%	4%	3%	3%	3%
15) Wollongong Station/Piccadilly Arcade	3%	4%	4%	2%	3%
13) Burelli St (Greater Union Cinemas)	3%	3%	5%	1%	3%
11) Corrimal St, Smith St (near Market St)	3%	2%	4%	2%	3%
10) Wollongong Harbour (Cliff & Harbour Sts)	3%	3%	3%	2%	3%
6) Cnr Elliotts Rd & Squires Way (Sporting Fields)	3%	2%	2%	3%	3%
12) Entertainment Centre /Stadium/Council/Library (Burelli St)	3%	1%	3%	1%	2%
2) TAFE	3%	1%	2%	2%	2%
19) North Wollongong Station	0%	6%	2%	2%	2%
3) Wollongong & Keira High Schools	3%	0%	1%	3%	2%
9) Gipps St, Georges Pl (Battery Park)	1%	1%	1%	1%	1%