



Public Transport Service Planning Guidelines

Rural and Regional NSW

October 2015

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|------------|---------------------------|
| AUTHOR: | Integrated Planning |
| DATE: | October 2015 |
| VERSION: | Final |
| REFERENCE: | -- |
| DIVISION: | Infrastructure & Services |

1. INTRODUCTION

“Transport will always be about people and connections. Like any well-oiled machine, the transport system requires the right parts to be in the right places and to work together at the right times. Transport is complex, but it is essential that we get it right as it is critical to the life of this State and the people who live here.”

Transport for NSW, 2012(a)

1.1 Objectives of the Public Transport Service Planning Guidelines

The Public Transport Service Planning Guidelines for Rural and Regional NSW provide the foundation for short and medium term service planning by Transport for NSW across government funded bus, coach and train services. In doing so, the objectives of the guidelines are to:

- Support a transparent, evidence based and multi-disciplinary approach to service planning
- Provide guidance to transport planners and practitioners on service planning considerations using a consistent approach across public transport modes
- Align service planning outcomes with strategic transport directions outlined in the NSW Long Term Transport Master Plan and Regional Transport Plans
- Provide indicators for service development over a 10 year horizon to align with Government priorities and funding availability

1.2 Background

Regional NSW is growing and changing, with new opportunities being generated alongside some difficult challenges. Across the regions, many changes will influence travel demand over the next two decades. Population growth has averaged 1.2% per annum since 2006 and it is expected to average 0.8% through to 2031. The population will continue to get older, with 21% of the population expected to be over 65 years in 2031.

Fast growing centres and regions must balance increasing demand for housing, infrastructure and services. There is a need to accommodate new travel demand and patterns that are being overlaid on routes, corridors and infrastructure designed many decades ago to suit markedly different industries and circumstances. Areas where populations are declining need to ensure customers continue to have access to services, resources and opportunities they need.

Transport for NSW is the transport authority of the NSW Government providing an integrated approach to the planning and delivery of safe, reliable and efficient transport. A key role of Transport for NSW is the planning and procurement of transport services. This document sets out the network hierarchy, service planning principles and service delivery guidelines to be used for the planning and procurement of government funded bus, coach and train services in rural and regional NSW to ensure integrated service delivery that is responsive to changing needs.

The Public Transport Service Planning Guidelines for Rural and Regional NSW aim to align service planning guidelines across all public transport modes. The guidelines provide a framework for developing and implementing public transport services in an integrated fashion that considers land use patterns, customer values, demand and operational specifications in an environment of continuous improvement.

The spatial area for the use of these guidelines is shown in Figure 1 and includes government funded passenger bus services and coach and train services delivered by NSW TrainLink. It should be noted that these guidelines do not cover outer metropolitan areas identified in the Hunter and Illawarra regions.

Figure 1 Rural and Regional NSW



For some people living in rural and regional NSW, it is more convenient to travel to other major Australian cities to access key services. This reinforces the importance of making efficient connections between these cities and regional NSW. Figure 2 shows that the influence of Brisbane, Melbourne, Adelaide and Canberra extends well into the state of NSW.

Figure 2 The Influence of Other State Capital Cities on Regional NSW



Source: Transport for NSW, 2012(b)

The Public Transport Service Planning Guidelines for Rural and Regional NSW aim to improve the efficiency and effectiveness of the passenger transport network. They provide a tool to support improvements to bus, coach and train services over the short to medium term (up to 10 years). These improvements are informed by the NSW Long Term Transport Master Plan and the Regional Transport Plans. The guidelines strive to achieve a balance between service frequency and service coverage, simplicity and legibility of the network. Any changes to services will be progressively implemented to align with customer demand, government priorities and funding availability.

These guidelines support efforts by Transport for NSW on a number of NSW Government initiatives. These initiatives are outlined in Table 1 below.

Table 1 NSW Government Initiatives

| NSW Government Initiatives | |
|-------------------------------------|---|
| Initiative | Relevant Linkages |
| NSW Long Term Transport Master Plan | The guidelines reflect the principles and network structure identified through the Master Plan process and support service planning and delivery across bus, ferry, light rail and train services. The guidelines support the identified need to improve accessibility through a better mix of transport options available across regional NSW, and facilitate access to vital services for an ageing regional population with increasing rates of disability. |
| Regional Transport Plans | The plans provide a strategic direction for the delivery of transport infrastructure and services in the state's regions over the next 20 years. The Regional Transport Plans identify that the ageing population will change travel patterns and require improved transport access to health and aged care services in the region's main centres. The Plans also identify that there are some areas in rural and regional NSW that have a high proportion of social disadvantage, which will need to be considered as part of future transport service for each region. |

The guidelines also provide a mechanism for addressing, fully or in part, a number of specific actions identified in the Regional Transport Plans. These actions are:

- Develop and implement regional transport servicing principles to respond to growth and changes in demand
- Improve regional bus services
- Integrate NSW TrainLink coach services with regional bus services
- Investigate flexible or demand responsive transport
- Improve the integration of community transport services into the passenger transport system
- Improve public transport services in towns
- Improve NSW TrainLink services
- Improve public transport customer information

The guidelines exist within the broader planning context and contribute to the implementation of a number of other strategic plans. Table 2 shows the various plans and timeframes and how the Public Transport Service Planning Guidelines for Rural and Regional NSW exist within this context.

Table 2 Transport for NSW Service Planning Initiatives

| Transport for NSW Service Planning Initiatives | | |
|---|---------------|--|
| Initiative | Timeframe | Description |
| NSW Long Term Transport Master Plan | 20 years | Sets the framework for the NSW Government to deliver an integrated, modern transport system that puts the customer first. |
| Regional Transport Plans | 20 years | The plans provide a strategic direction for the delivery of transport infrastructure and services in the state's regions over the next 20 years. |
| Rural and Regional Passenger Transport Servicing Principles | 20 years | Strategic guiding principles underpinning the passenger transport services provided in rural and regional areas. |
| Public Transport Service Planning Guidelines for Rural and Regional NSW | 10 years | Provide guidance for service planning activities to support the implementation of the Long Term Transport Master Plan and Regional Transport Plans. |
| Rural & Regional Service Contracts | Up to 8 years | Sets out the terms and conditions on which contracted passenger services are to be carried on within, or partly within, NSW. The practical application of the principles and guidelines. |

The Public Transport Service Planning Guidelines for Rural and Regional NSW aim for incremental implementation of service planning initiatives over the next 10 years that align with customer needs and government priorities.

1.3 Travel in Rural and Regional NSW

Every day, people in regional NSW make around 7.5 million trips. Every year, regional bus services carry over 5.7 million passengers and NSW TrainLink carries approximately 1.9 million passengers each year, with 43% of these trips being within regional NSW. Community transport services deliver 1.1 million customer trips a year in regional NSW. Travel in regional NSW is largely undertaken by car.

In regional NSW approximately 90% of journeys to work are undertaken by car. Table 3 shows that trips by train or bus account for only 3% of journey to work trips. Journeys to work are not a significant public transport trip generator in regional NSW.

Table 3 Journey to Work Trips in Regional NSW, 2011

| Journey to Work Trips in Regional NSW (2011) | |
|--|------------|
| Trip Type | Mode Share |
| Car – driver | 81% |
| Car – passenger | 8% |
| Train | 2% |
| Bus | 1% |
| Other | 8% |
| | 100% |

Source: Transport for NSW, 2012(b)

Public transport use in rural and regional NSW is influenced by access to private vehicles and the availability of parking at key locations. The ease of car travel and low cost of and availability of parking in these areas means that public transport services are generally used by those in the community that are unable to drive or do not have a vehicle in the household. The service planning guidelines need to support these groups in the community.

Rural and regional customers experience circumstances specific to the environment in which they live, including:

- Longer distances
- Limited transport options
- Less frequent services
- Remote or isolated access points
- Different levels of economic or social advantage

Customer research conducted by Transport for NSW provides insights into planning for public transport services. Research has been undertaken to identify the customer value propositions for regional rail. These results are outlined in Table 4.

Table 4 Customer Value Propositions for Regional Rail

| Customer Value Propositions for Regional Rail | |
|--|--|
| Timeliness | <ul style="list-style-type: none"> • Total travel time • Keeping to schedule • Frequency of services • Time of day |
| Safety | <ul style="list-style-type: none"> • Safe on the train • Safe at the station |
| Comfort | <ul style="list-style-type: none"> • Seats available on board • Comfort of seats • Discomfort from other passengers |
| Convenience | <ul style="list-style-type: none"> • Connecting to other modes • Connecting services |

Source: Transport for NSW, 2014(a)

1.4 Structure of the Public Transport Service Planning Guidelines

The Public Transport Service Planning Guidelines for Rural and Regional NSW set out the principles and framework for service planning. The guidelines focus on three key elements:

- Strategic transport planning framework
- Strategic public transport service planning framework
- Implementation framework

The guidelines outline the approach identified in the NSW Long Term Transport Master Plan and the Regional Transport Plans and translate these into guidelines for the delivery of transport in the short to medium term (up to 10 years).

The strategic transport planning framework outlines the strategic transport considerations along corridors of demand in rural and regional NSW, considering travel patterns between regions (inter-regional), within regions (intra-regional) and in major centres and towns. Further information on this approach is provided in section 2 of the guidelines.

The strategic public transport service planning framework outlines an integrated approach in responding to strategic transport planning by identifying passenger transport servicing principles and guidelines to support the delivery of public transport service improvements. Further information on this approach is provided in section 3 of the guidelines.

The implementation framework outlines the service planning process for rural and regional NSW. Further information on this approach is provided in section 4 of the guidelines.

2. STRATEGIC TRANSPORT PLANNING FRAMEWORK

The NSW Long Term Transport Master Plan identifies the major transport challenges facing regional NSW as:

- Delivering better transport links to and within regional cities
- Improving accessibility through a better mix of transport options across regional NSW
- Providing convenient, reliable and safe travel in regional areas by modernising and making best use of our transport networks – especially bus, rail and taxi services
- Making sure our state roads in the regions support the needs of customers, communities and regional industries
- Finding workable transport solutions that will preserve the vitality, amenity and character of country towns
- Making walking and cycling easier and safer and giving customers choice when travelling within their towns
- Facilitating access to vital services for an ageing regional NSW population and people with disabilities
- Identifying and preserving key transport corridors

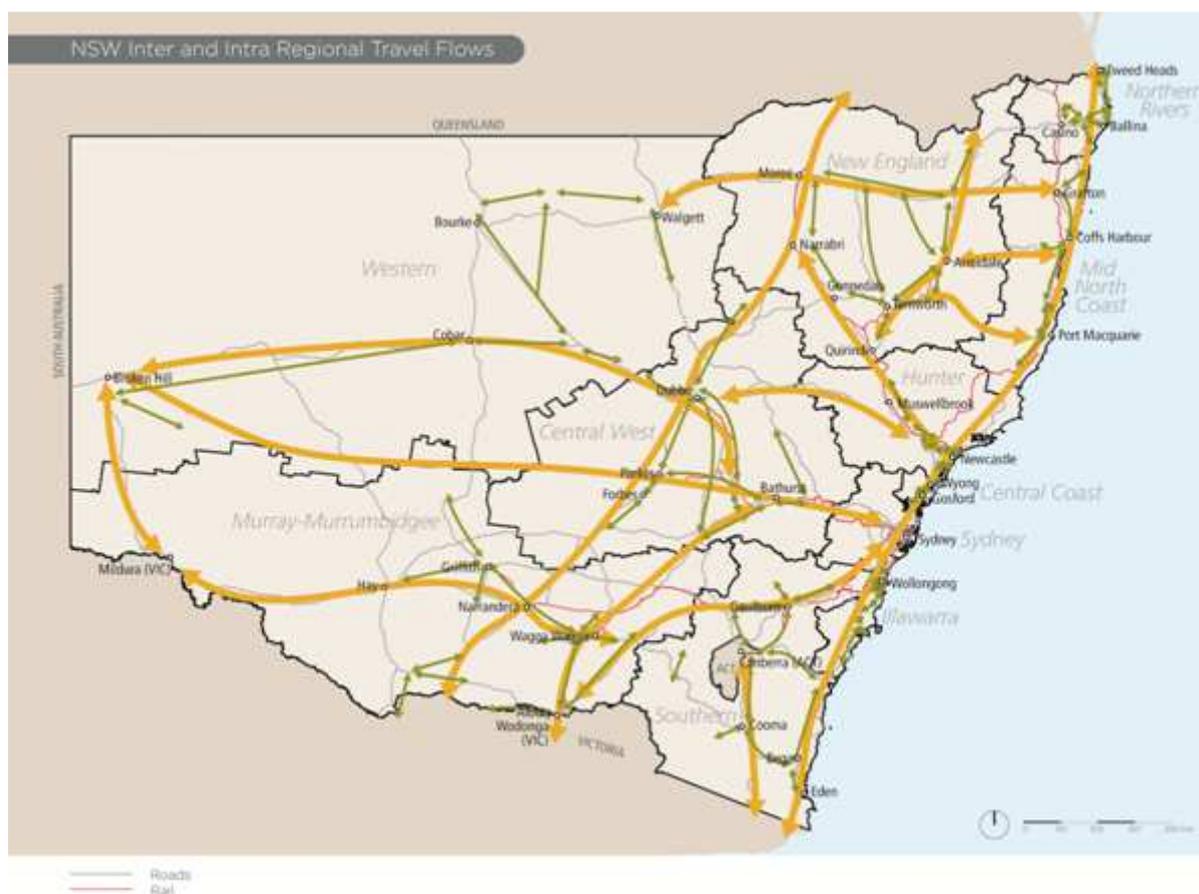
These challenges are addressed in the Regional Transport Plans that have been developed across rural and regional NSW. These plans cover the following regions that are relevant to the Public Transport Service Planning Guidelines for Rural and Regional NSW: Central West; Hunter (part); Illawarra (part); Mid North Coast; Murray-Murrumbidgee; New England; Northern Rivers; Southern; and Western.

A specific focus of the Regional Transport Plans is identifying inter-regional and intra-regional travel patterns as well as those in major centres and towns. Further information on these travel patterns are outlined below.

2.1 Inter-regional Travel

Inter-regional travel is focussed on travel between regions. Regions may be adjoining or travel may be required across a number of regions to reach cities. To support inter-regional travel, a number of road and rail corridors across rural and regional NSW have strategic value in supporting economic development and population and employment growth. These strategic regional corridors, identified in the Regional Transport Plans are shown below in Figure 3.

Figure 3 Key Strategic Regional Corridors in NSW



Source: Transport for NSW, 2014(a)

2.2 Intra-regional Travel

Intra-regional travel is focused on links within each region to access a range of land use activities and public services. Improving transport outcomes for travel within each region relies on the transport network being planned and managed in an integrated fashion. The Regional Transport Plans outline the key links within each region that will be considered as part of the Public Transport Service Planning Guidelines for Rural and Regional NSW.

2.3 Travel in Major Regional Centres and Towns

Major regional centres and towns in each region act as regional focal points, providing access to jobs, shops, education, community services, health care and tourism facilities. It is important that public transport services support access to these facilities and provide linkages within these major centres and towns.

Major regional centres are the largest regional population centres. Most major regional centres have a population greater than 30,000. However, the categorisation of major regional centres is also driven by the functions and services it provides for the wider region. For example, Broken Hill is the major regional centre for the Western Region, even though its population is less than 30,000.

To support travel in major regional centres and towns, the Regional Transport Plans identify these locations in each region, these are outlined in Table 5. These locations will be used to inform the application of the public transport service planning guidelines for rural and regional NSW. Towns and villages not listed will be considered as part of the needs assessment process outlined in Section 3.2.

Table 5 Major Centres and Towns in Rural and Regional NSW

| Region | Major Regional Centres | Major Towns | Towns |
|-------------------------------|---------------------------------|--|---|
| Central West | Bathurst Orange Dubbo | Lithgow Parkes | Cowra* Forbes* Mudgee* |
| Hunter | | Forster-Tuncurry Muswellbrook | Scone* |
| Illawarra | | Nowra-Bomaderry Ulladulla | Kiama* |
| Mid North Coast | Coffs Harbour Port Macquarie | Kempsey Grafton Taree | |
| Murray Murrumbidgee | Wagga Wagga Albury-Wodonga | Griffith | |
| New England North West | Tamworth | Armidale | Narrabri* Moree* Inverell* Gunnedah* |
| Northern Rivers | Tweed Heads-Coolangatta | Ballina Lismore | Byron* Casino* Murwillumbah* |
| Southern | Queanbeyan | Goulburn Batemans Bay Moss Vale-Bowral- Mittagong | Bega* |
| Western | Broken Hill | | |

* Due to the influx of visitors during peak periods, as recognised in the Regional Transport Plans, these towns should be categorised as Major Towns for service planning purposes

- Table to be used as a guide and is not a complete list of all towns within the regions

- In the Hunter and Illawarra regions some major regional centres and towns are covered under service planning guidelines for outer metropolitan areas and are excluded from the table

3. STRATEGIC PUBLIC TRANSPORT SERVICE PLANNING FRAMEWORK

In rural and regional NSW there is generally no disincentive to drive, with lower traffic volumes than metropolitan areas and plentiful parking. Limited public transport, with a focus on school days and weekdays, may also act as an incentive to drive. Where people have access to a car in rural and regional NSW this will generally be their mode of choice. The strategic public transport service planning framework recognises the need to focus resources to those without alternative transport options, while providing a base level of service in major regional centres.

Traditionally service planning has been based on population, with minimum service levels for different population bases. This approach does not take into account the needs of the population, other locally available services and their interface with public transport or seasonal and major event demand.

The rural and regional strategic public transport service planning framework uses the concept of local needs as the basis of planning for service delivery, rather than solely relying on population size. It recognises that public transport provides inter-regional travel, intra-regional travel and travel within major regional centres and towns. The service planning framework also acknowledges the interface between public transport and other local transport services.

This framework provides a guide for the planning of public transport services in rural and regional NSW within the context of an integrated network. It is intended to be used as a guide rather than a performance measure. The framework consists of a set of servicing principles and guidelines that are common to all public transport types. Guidelines for individual mode types are also included to reflect the unique characteristics of each public transport mode.

3.1 Rural and Regional Passenger Transport Servicing Principles

The Rural and Regional Passenger Transport Servicing Principles provide the strategic framework underpinning the passenger transport services provided in rural and regional areas. The principles will inform ongoing improvements to services and ensure that service planning meets the changing travel needs of customers in rural and regional NSW.

The servicing principles provide an overarching framework for service planning for government funded bus, coach and train services. These servicing principles underpin Transport for NSW's service planning; however, they are not intended to prescribe a particular outcome. These servicing principles are based on a customer-focussed multi-disciplinary approach that considers access, flexibility, connectivity, legibility, timeliness, information provision and efficiency. These principles support an evidence based approach to service planning in rural and regional NSW.

The servicing principles for rural and regional passenger transport services, together with their associated objectives, rationales and target outcomes are outlined in Table 6.

Table 6 Servicing Principles for Rural and Regional Passenger Transport Services

| Servicing principle | Objectives | Rationale | Outcome |
|---------------------|---|---|---|
| Access | <p>To provide the majority of residents in major regional centres and towns with a passenger transport service within a 10 minute walk.</p> <p>To provide passenger transport access to key destinations from smaller towns and villages.</p> | <p>Major regional centres and towns are provided with a similar level of passenger transport coverage as in outer metropolitan areas.</p> <p>Smaller towns and villages with identifiable transport needs are included within the passenger transport network.</p> | <ul style="list-style-type: none"> ■ Improved access to passenger transport. ■ Passenger transport access to employment, retail facilities, education and leisure facilities. ■ Services reflecting local needs. |
| | <p>To provide passenger transport services that support surrounding land use.</p> <p>To inform and influence future land use and transport planning.</p> | <p>Attractive, customer focussed passenger transport requires service levels and hours of operation which reflect and support the land use it serves.</p> | <ul style="list-style-type: none"> ■ Service design and delivery reflects catchments and passenger transport generators such as hospitals, shopping centres, and retail, employment, education, health and recreation facilities. ■ Hours of operation corresponding to the needs of the generators served. |
| | <p>To broadly align the delivery of passenger transport services with the strategic planning hierarchy.</p> | <p>The passenger transport service planning framework reflects the categories of rural and regional towns/villages identified by the Department of Planning and Environment in its NSW Regional Growth Plans. These categories are Major Regional Centres, Major Towns, Towns and Villages.</p> | <ul style="list-style-type: none"> ■ Broadly similar outcomes for towns and villages of comparable size and/or with similar characteristics. |
| | <p>To provide access for people with a disability.</p> | <p>Reducing transport disadvantage for people with disability and building an accessible transport network.</p> | <ul style="list-style-type: none"> ■ Improved access for people with a disability. |

| Servicing principle | Objectives | Rationale | Outcome |
|---------------------|---|--|---|
| Flexibility | To incorporate flexibility in the delivery of passenger transport services. | The passenger transport needs of small communities or isolated areas may not be able to be met efficiently or effectively through traditional passenger transport services. Flexibility in service provision and/or the hours at which services operate may provide an economical and demand driven service, where the alternative may be no service at all. | Flexibility in addressing: <ul style="list-style-type: none"> ■ When and how often services are provided. ■ Where services are provided. ■ The service delivery model used. ■ Who is best placed to provide the service. ■ Identifying areas and times of the day where demand may be best met by flexible rather than fixed route services. |
| | To make the best use of available public transport resources. | Opportunities for improved customer outcomes can be identified by taking a system wide view of the public transport offer, and how different assets and infrastructure are used. Delivering an appropriate distribution of passenger transport assets. | <ul style="list-style-type: none"> ■ Improved school bus fleet utilisation. ■ Area/catchment planning, rather than individual service planning. ■ NSW TrainLink coaches, community transport and taxi fleets are utilised as part of the overall passenger transport offer. |
| Connectivity | To provide an integrated network of passenger transport services (all modes). | Scheduled, reliable connections between services and modes can deliver an integrated passenger transport system, rather than a collection of stand-alone services and routes. | <ul style="list-style-type: none"> ■ Identified hub(s) for connecting services. ■ Improved connectivity between modes. |
| Legibility | To provide passenger transport services, and a passenger transport network, that is effective, easy to understand and navigate. | People are encouraged to use passenger transport that is easy to understand and is user intuitive. | <ul style="list-style-type: none"> ■ Direct routes. ■ Timetable and route consistency (days of the week, school term and school holidays). ■ Articulation of route variations. ■ Timing points and bus stops. ■ Interchange (requirements and opportunities). ■ Common/local livery. |

| Servicing principle | Objectives | Rationale | Outcome |
|-----------------------|--|---|---|
| Timeliness | To improve passenger transport travel times and the hours at which services operate. | The attractiveness of passenger transport (particularly for those who may not currently use it) is enhanced if routes are perceived to be reasonably direct and non-circuitous, with broadly comparable journey times to private transport. | <ul style="list-style-type: none"> ■ Improved quality of service for customers. ■ Route design (minimising long one way loops, multiple diversions, back-tracking). ■ Accuracy in the scheduling of running times to ensure service punctuality. |
| Information Provision | To provide accurate and accessible information on passenger transport services. | The availability of comprehensive, accurate, user friendly information can encourage use of and confidence in the passenger transport system. Delivery of a positive customer experience. | <ul style="list-style-type: none"> ■ Standardisation of timetables and maps. ■ Incorporation of rural and regional areas in the TfNSW Way-finding strategy. ■ Comprehensive information for rural and regional passenger transport services on the Transport info website. ■ Locally tailored information provided to suit the needs of the communities (easy read brochures/ direct consultation through regional staff). ■ Program of community consultation and feedback. ■ Opportunity to improve information on all services, online via significant upgrade to http://countrytransport.131500.com.au. |
| Efficiency | To ensure services delivered represent value for money for the Government and customers. | Capturing value for public investment. | <ul style="list-style-type: none"> ■ Value for money for the customer. ■ Value for money for the Government. |

3.2 Guidelines for Public Transport Service Planning

The guidelines for public transport service planning provide a series of baseline indicators that support a consistent approach to the planning and development of public transport services. The guidelines focus on four areas – service capacity, service coverage, service provision and service performance – within the context of inter-regional, intra-regional and travel in major regional centres and towns.

3.2.1 Service Capacity

Service capacity considers the number of people who can be moved by each vehicle and how to make the most efficient use of existing infrastructure when moving people. While the public transport service planning guidelines are to be used across all service modes, the unique characteristics of each service type also need to be taken into consideration. The indicative capacities for public transport used as part of public transport service planning are provided in Table 7.

Table 7 Public Transport Service Planning – Service Capacity

| Public Transport Service Planning - Service Capacity | | | |
|--|--|---|---|
| Service Mode | Description | Indicative Vehicle Capacity* | Considerations |
| Bus | A key component of the overall transport system expanding the train catchment area. Provides travel within major centres and towns and intra-regional travel. Provides limited mass transit. | Smaller bus – varies from 12 to 30 people. Standard bus – varies from 50 to 60 people. | Can be demand responsive, offer local services and tailored to provide mass transport along strategic corridors or low level service provision. Services can be changed quickly to service emerging issues, new operating conditions and link regions that cannot be connected by other modes. |
| Coach (government funded) | A specialised transport mode that provides inter-regional and intra-regional connections. | Smaller coach – varies from 20 to 30 people. Standard coach – varies from 50 to 60 people. | An attractive form of transport for both commuters and tourists. Services can be changed to service emerging issues, new operating conditions and link regions that cannot be connected by other modes. |
| Train | Mass transit mode, able to move many people quickly. Provides inter-regional travel with some intra-regional travel. | XPT – seating capacity of 21 to 68 passengers per car, depending on internal configuration. XPLOERER – seating capacity of 44 to 66 passengers per car, depending on internal configuration. | Focus on inter-regional travel. Typically actions implemented on the train network affect all other transport modes. |

* Indicative vehicle capacity includes both seated and standing customers, unless otherwise stated.

3.2.2 Service Coverage

Planning for service provision considers the ratio of service to be directed to support customer demand and the ratio to be directed to coverage to extend the reach of public transport services. Service coverage guidelines support the development of a connected and integrated public transport network that facilitates travel opportunities to meet the needs of different customer groups. Coverage guidelines also provide social benefits by ensuring inclusion and equity of access to all members of the community.

The guidelines are to be considered as a starting point when determining service coverage. It is recognised that uniform geographic coverage cannot always be achieved due to constraints such as topography and street network restrictions. Local characteristics and evidence need to be considered when determining service coverage.

Service coverage considers ease of access, proximity to households, consideration of the walking component of travel and the percentage of the households covered within a defined distance. This has traditionally been an important standard as part of public transport service planning for rural and regional NSW and will continue to be so.

Rural and regional service coverage guidelines have previously only been defined for bus services and have been measured at 400 metres (as the crow flies) of a bus route during the day. The guidelines did not specify the span of hours to be covered or the frequency of services. This resulted in situations where the coverage guidelines were met without consideration of span of hours or frequency.

The coverage guidelines have been revised so that travel within major regional centres has a separate guideline to intra-regional travel. Travel within major regional centres is to be measured to a stop, rather than a route, and is to cover a specified span of hours and service frequency. The distance measured has been extended to 800 metres, in line with the servicing principles and the capacity of the network to meet the guidelines across the span of hours at the specified frequency. The coverage guidelines are a minimum and services at the local level may be offered at a greater level.

The span of hours defined in the coverage guidelines recognises the needs of public transport users. Only 3% of journeys to work in rural and regional NSW are undertaken by public transport. The span of hours allows for journeys to work but does not consider this the primary purpose of public transport. The primary users of in-town services do not have access to a vehicle and are eligible for fare concessions, suggesting they are not in full time employment. The span of hours reflects the need to access essential services during business hours.

The guidelines also introduce a new approach for town and village services, with a new needs-based assessment process for these communities. In addition, the guidelines also promote consideration of alternative service delivery approaches, such as demand responsive services, where this will improve transport access and provide value for money within the contractual framework.

The service coverage guidelines for rural and regional NSW are provided in Table 8. A key focus of service coverage is the evidence based approach in undertaking a needs assessment for public transport services to ensure that local requirements can be achieved with the available resources. The specific factors that should be considered in a needs assessment are outlined in Table 9.

Table 8 Public Transport Service Planning – Service Coverage Guidelines

| Public Transport Service Planning – Service Coverage Guidelines | |
|--|--|
| Inter-regional | Needs assessment to determine service coverage to Sydney and major regional centres, based on customer travel profiles, infrastructure capacity and resources availability. |
| Intra-regional | Needs assessment to determine service coverage between major centres and towns, based on regional and district travel profiles. |
| Travel in major regional centres and towns | Travel within major regional centres: <ul style="list-style-type: none"> • 85% of households to be within 800 metres (as the crow flies) of a bus stop, train station or coach stop: <ul style="list-style-type: none"> ○ Weekday: 07:00 – 18:00 ○ Saturday: 08:00 – 18:00 ○ Sunday and Public Holidays: 09:00 – 18:00. |
| | Travel within major towns and towns: <ul style="list-style-type: none"> • needs assessment to determine service coverage, based on local demand and resource availability. |
| | Travel between villages, towns, major towns and/or major regional centres: <ul style="list-style-type: none"> • needs assessment to determine service coverage, based on local demand and resource availability. |

Table 9 Public Transport Service Planning – Factors for Consideration in a Needs Assessment

| Public Transport Service Planning – Factors for Consideration in a Needs Assessment | |
|--|---|
| Factors | Characteristics |
| Origin Generators | <ul style="list-style-type: none"> • Population aged 11 – 20 years • Population aged 60 years and over • Student numbers • % of population not holding a drivers licence • % of households with no vehicle • Australian Bureau of Statistics, SEIFA Index of Relative Socio-Economic Disadvantage • NSW Department of Planning and Infrastructure, Projected Annual Population Growth Rate of NSW LGAs |
| Destination Generators | <ul style="list-style-type: none"> • Location of major regional centres, major towns and towns, and the relationship of the trip origin to these • Location of hospitals and health services • Location of education facilities • Location of transport hubs • Tourist attractors • Retail services and precincts • Specialised precincts and sectors • Land use activities |
| Customer Assessment | <ul style="list-style-type: none"> • Available transport services (contracted, non-contracted) • Customer benefits and impacts • Consideration of alternatives |

As part of service coverage, an understanding of catchment areas for public transport modes informs the planning and development of public transport services. Further details are provided in Table 10.

Table 10 Public Transport Service Planning – Service Catchment Areas

| Public Transport Service Planning - Service Catchment Areas | | |
|--|--|---|
| Travel Pattern | Service Type Attribute | Description |
| Inter-regional | Travel to cities or other major centres. Focus on train services. | Focus is generally on transport to cities or major centres in the adjoining region. Catchment area is the whole region, requiring passengers to travel to the major centre to access inter-regional services. |
| Intra-regional | Travel between major centres within the region. Some travel from towns to major centres. Focus on coach, some train services and some bus services. | The primary focus of intra-regional travel is between major centres within the region. The secondary focus is from towns to major regional centres. Catchment area is the major regional centres and major towns. Catchment may be widened by passengers travelling to major centres or where the service operates through villages. |
| Travel in major centres and towns | Travel within major regional centres, major towns and towns. Some travel from villages to towns. Focus on bus services. | Walking catchment is generally within 800 metres (as the crow flies) of the stop for bus services within a major regional centre. Targeted catchment for travel within major towns and towns, as well as travel between villages, towns, major towns and major regional centres. |

Service coverage is also a function of the service days and service periods. In order to achieve network simplicity in an integrated network, standard service days and service periods are to be observed when planning for public transport services, as outlined in Tables 11 and 12 respectively.

Table 11 Public Transport Service Planning – Service Days

| Public Transport Service Planning - Service Days | |
|---|---|
| Period | Description |
| Weekday | Monday – Friday |
| Saturday | Saturday |
| Sunday | Sunday |
| Public Holidays | Public holidays, both national and state. Operators recommend which timetable will be used to reflect local conditions. |

Table 12 Public Transport Service Planning – Service Periods

| Public Transport Service Planning - Service Periods | | |
|---|--|---|
| Inter-regional | Intra-regional | Travel in Major Regional Centres and Towns |
| Daily and/or per week, where provided. | Daily and/or per week, where provided. | Travel within major regional centres: <ul style="list-style-type: none"> • Weekday: 07:00 – 18:00 • Saturday: 08:00 – 18:00 • Sunday and Public Holidays: 09:00 – 18:00. |
| | | Travel within major towns and towns: <ul style="list-style-type: none"> • Targeted services, based on outcomes of needs assessment. |
| | | Travel between villages, towns, major towns and/or major regional centres: <ul style="list-style-type: none"> • Targeted services, based on outcomes of needs assessment. |

The service periods in Table 12 represent the minimum periods across which services will operate and meet the service coverage guidelines. Opportunities for extended service provision for the purpose of social inclusion, particularly to meet the needs of late night travel, are to be considered on an as-needs basis. Where extended services are provided, consideration should be given to flexible or on-demand transport as a way to meet these needs.

When determining service provision, Transport for NSW and operators need to take into consideration connecting services and the timetables they will be operating, particularly in relation to seasonal demand and school holidays.

Local needs may vary from the service periods specified. Where variations to the service periods are considered, evidence of the need for a variation is to be collected and documented.

3.2.3 Service Provision

Service provision considers the components required for quality service delivery and sets out the guidelines that need to be met to achieve this. The service provision guidelines, as outlined in Table 13, should be used as a starting point when planning public transport services across all modes.

Table 13 Public Transport Service Planning – Service Provision Guidelines

| Public Transport Service Planning - Service Provision Guidelines | |
|---|---|
| Guideline | Description |
| Minimum service frequency to be applied | Minimum mode specific service provision based on scope and role of service, unless it is a targeted service. |
| Consistent running time between stops | Unless required due to circumstances such as peaks the running times between stops should be consistent. |
| Consistent timetable journey time for each trip | Same journey time from start to finish for each trip. Service may have different journey times to take into account changed conditions. |
| Service stopping patterns will be repetitive | Minimum variants to stopping patterns, unless required for a diversion. |
| Provide even spacing of services | Where services are not operated as turn up and go then clock-face, memory timetables should be implemented. Services depart at regular intervals and at the same number of minutes past each hour. |
| Services will have a consistent span of hours | This provides a simple and consistent message on all first and last services. |
| Provide accessible services for customers | Service provision in line with the Transport for NSW Disability Action Plan. Accessible services refer to both the infrastructure (stops and interchanges) and the transport modes. |
| Services complement other service providers | Where existing services are being successfully operated by a private or community based operator, public transport services work with these. |

A connected transport network is also supported through the integration of timetables where possible to minimise travel time for customers. In order to maximise travel opportunities in rural and regional NSW all types of transport, including public, private and community based are considered in a connected transport network. Guidelines for this approach are outlined in Table 14.

Table 14 Public Transport Service Planning – Timetable Integration Guidelines

| Public Transport Service Planning - Timetable Integration Guidelines | |
|--|---|
| Guideline | Description |
| Interchange/s are identified in major regional centres and major towns, with services operating to interchanges | Identified interchanges with services operating through these improve the opportunity for connectivity between services and modes. Designated interchanges make public transport easier to understand and navigate. |
| Transfer opportunities should respond to the frequency of connecting transport services | Services should be timetabled to the same frequency or a derivative of that frequency. As an example, if a service is operating to a 15 minute frequency, services meeting it should operate at a 15, 30, 60 or 120 minute frequency. Transfer opportunities should consider public transport services and services provided by community and private operators (eg. community transport, taxis and courtesy services). |
| Transfers between services should be timetabled at between 5 – 60 minutes | The proximity of services, frequency and services being met needs to be taken into consideration when determining the transfer time. Transfers to or from inter-regional and intra-regional services should be timetabled at between 10 – 60 minutes. Transfers between in-town services should be timetabled at between 5 – 15 minutes. |
| All services should focus on the need for connection in an integrated network | Particular attention should be given to services with a low frequency or where there are specific traveller needs (eg school student transfers). Connections are generally timetabled to meet but do not wait if a service is running late. |
| Where multiple services meet, service transfers/timetable integration should be targeted to the most common transfers | Integration across all services may be difficult at major interchanges where customers come in and leave on a multitude of services. This level of planning requires knowledge of customers' movements. Consideration should be given to pulse timetabling where appropriate. |
| Consideration is to be given to stopping locations to minimise perceived transfer penalty for customers transferring and enhance waiting times | The proximity of stops and ease of transfer can directly influence a customer's perception of the transport network. Where transfers involve significant waiting periods consideration needs to be given to passenger comfort and safety. |
| The first and last services with the earlier starting or finishing time will have planned transfers, where appropriate | Planned transfers may not be in place during the day where services are frequent but first and last services should have planned transfers. |
| The timetable to be used for public holidays will be based on demand, with consideration given to integration with other service types | Public holiday services will operate at a minimum on a Sunday timetable. In determining service levels, demand needs be considered as well as integration with other service types or the timing of seasonal events. |

Travel from towns and villages to major regional centres and major towns is provided based on need and constrained by available resources. Service provision for needs based transport needs to consider both when the need justifies service provision and how to provide the required services. Guidelines specific for needs based transport services are outlined in Table 15.

Table 15 Public Transport Service Planning – Needs Based Service Provision Guidelines

| Public Transport Service Planning – Needs Based Service Provision Guidelines | |
|---|--|
| Guideline | Description |
| A needs assessment is undertaken | A needs assessment is used to establish the need and the service level required. The needs assessment clearly states the need to be met and the outcome to be achieved by service provision. |
| Available resources are identified | Resources available to deliver needs based transport are identified. Where sufficient resources do not exist to meet the identified needs, a prioritisation process will need to be undertaken. |
| Needs based services connect with available existing mainstream services | Where existing mainstream services are available, needs based services should connect with these services rather than trying to replicate them. |

3.2.4 Service Performance

Service performance considers service patronage, operational performance, customer feedback and the rate of take up of new services. It also considers the overall network design and the network’s responsiveness to changes in the public transport service environment.

Ongoing service performance monitoring and review is vital to achieving services that meet the needs of the customer and contribute to the overall viability of the network. Service review is generally conducted at a regional or modal level. The indicators outlined in Table 16 are to be considered when undertaking a service review.

Table 16 Public Transport Service Planning – Service Performance Indicators

| Public Transport Service Planning - Service Performance Indicators | | |
|---|--|--------------------------------|
| Patronage | Total patronage this financial year | Number |
| | Total patronage previous financial year | Number |
| | Change in total patronage | Percentage |
| | Routes with significant growth | Route number, name, % increase |
| | Routes with significant decline | Route number, name, % decrease |
| Operational Performance | On-time running this financial year | Percentage |
| | On-time running previous financial year | Percentage |
| | Change in on-time running | Percentage |
| | Boardings per km this financial year | Number |
| | Boardings per km previous financial year | Number |
| | Change in boardings per km | Percentage |
| | Capacity utilisation | Percentage |
| Customer Feedback | Customer satisfaction | Percentage |
| | Complaints this financial year | Number |
| | Complaints previous financial year | Number |
| | Changes in total complaints | Percentage |
| | Key complaints raised | Description, percentage |
| | Key service issues raised | Description |
| Customer Value Proposition | Timeliness | Yes/No, description |
| | Safety | Yes/No, description |
| | Comfort | Yes/No, description |
| | Convenience | Yes/No, description |
| Growth | New release areas | Yes/No, precinct name/s |
| | Development infill and renewal areas | Yes/No, precinct name/s |
| | Scale | No. of dwellings/ hectares |
| | Time | Years |
| Operator Feedback | Operational performance | Yes/No, description |
| | Service considerations | Yes/No, description |
| Review Outcomes | Service proposals | Description |
| | Travel time and reliability proposals | Description |
| | Timetable proposals | Description |

In addition to the indicators above, service performance needs to consider other transport services being offered in the region and their impact on public transport services. The indicators outlined in Table 17 are to be considered when undertaking a service review.

Table 17 Public Transport Service Planning – Identifying Private Transport Services

| Public Transport Service Planning – Identifying Private Transport Services | | |
|---|--|-------------------------|
| Other Transport Services | Community transport | Describe regular routes |
| | Taxis / hire cars | Description |
| | Long distance coaches | Description |
| | Courtesy services | Description |
| | Regional air services | Description |
| Duplicate Services | Identify services that duplicate those offered by public transport | Description |
| | Identify impact if public transport service was removed | Description |
| | Identify impact if public transport services are not removed | Description |

Another element of performance is the level of customer loading on public transport services. Loading guidelines are used to adjust the frequency of services based on loads relative to capacity and minimum service frequencies. Services may operate at a greater frequency than the minimum service frequency guidelines. Where a service operating at a frequency above the minimum frequency fails to meet the minimum load guidelines, the service should be reviewed with a view to services being reduced or alternate transport arrangements being provided. Further details of these indicators are provided at Table 18.

Table 18 Public Transport Service Planning – Minimum Load Guidelines

| Public Transport Service Planning - Minimum Load Guidelines | | |
|---|----------------------|--|
| Inter-regional | Intra-regional | Major Regional Centres and Towns |
| >20% seated capacity | >20% seated capacity | >20% seated capacity, except for targeted services |

In rural and regional NSW, public transport is not able to provide service to all locations across the state due to low population density and the distances to be covered. Where needs based services are delivered additional service performance guidelines are in place to ensure that services are being delivered to the correct locations. These performance guidelines apply to services not covered by the minimum service frequency guidelines, generally services operating from towns and villages to major regional centres and major towns. The needs based service performance indicators are outlined in Table 19.

Table 19 Public Transport Service Planning – Needs Based Service Performance Indicators

| Public Transport Service Planning – Needs Based Service Performance Indicators | |
|--|--|
| Guideline | Description |
| Patronage as a percentage of potential users | Potential users identified through the needs assessment. |
| Service delivers against stated need | The needs assessment established the need and the service level required. Does the service need continue to exist? Does the service being delivered meet the need and is it delivered at the required level? |
| Identify other areas of need | Does the service being delivered continue to meet the greatest need within the region, within the constraints of available resources? |

3.3 Guidelines for Modal Service Planning – Bus

The role of bus in rural and regional NSW is to provide public transport services for travel in major regional centres and towns, as well as linkages from villages and other land use activities to these locations. The planning for bus services supports this role through the provision of customer focused services in existing locations, linking urban growth areas with the existing transport network and targeted access to support local needs.

As outlined in section 3.2, the public transport service planning guidelines for rural and regional NSW apply across all modes of public transport. In addition to these tools there are a number of bus specific guidelines that need to be considered as part of the service planning process.

3.3.1 Service Capacity

In relation to service capacity for bus services, the following guidance is provided when undertaking service planning:

- Where demand is increasing, preference should be given to increasing frequency rather than increasing vehicle capacity
- Where demand is reducing, preference should be given to reducing vehicle capacity rather than reducing frequency.

3.3.2 Service Coverage

No additional bus service planning guidelines are provided.

3.3.3 Service Provision

Bus service contracts between Transport for NSW and operators outline responsibilities for developing contract service levels and approving timetables. Service design will consider service kilometres and hours, operating requirements and the number of available buses. Submissions for a new bus route or a change to a bus route are covered as part of the contract arrangements.

In addition to the public transport service planning guidelines, specific bus service guidelines for service provision and service frequency are outlined in Table 20 and Table 21 respectively.

Table 20 Bus Service Planning – Service Provision Guidelines

| Bus Service Planning – Service Provision Guidelines | |
|---|--|
| Guideline | Description |
| Customers should be taken as close as possible to their destination. | At major locations such as shopping precincts stops will be as close as possible to the assumed destination, however complicated or indirect routings should be avoided. At public facilities, such as hospitals, stops will be as close as possible to the main entrance. |
| Routes should be designed so that they provide a reasonably direct journey for the majority of customers. | Routes generally to be between 30 – 60 minutes in duration in major centres and towns. Divisions from the fastest or shortest route (between termini) to be no more than 50% of the time or distance. Deviations in excess of 50% may be considered if the generators near a route are of sufficient size to warrant deviations. |

Table 21 Bus Service Planning – Minimum Service Frequency Guidelines

| Bus Service Planning – Minimum Service Frequency Guidelines | | | |
|--|-----------------------|-----------------------|---|
| | Inter-regional | Intra-regional | Travel in Major Regional Centres and Towns |
| Stopping pattern | N/A | N/A | Mixed stopping patterns |
| Days of operation | N/A | N/A | Varied |
| Minimum service levels | N/A | N/A | Travel within major regional centres: <ul style="list-style-type: none"> • Weekday (commuter peak): 30 minutes (primary corridor), 60 minutes (secondary route) • Weekday (off-peak): 60 minutes (primary corridor), 120 minutes (secondary route) • Saturday: 60 minutes (primary corridor), 120 minutes (secondary route) • Sunday and Public Holidays: 120 minutes (primary corridor), targeted services (secondary route) |
| | | | Travel within major towns and towns: <ul style="list-style-type: none"> • Targeted services, based on outcomes of needs assessment |
| | | | Travel between villages, towns, major towns and/or major regional centres: <ul style="list-style-type: none"> • Targeted services, based on outcomes of needs assessment |

Unless exceptional cases exist, bus services should operate at no less than the minimum service frequency. Transport for NSW may contract to operate services at greater than the minimum frequency. In circumstances where services are operating at greater than the minimum frequency, consideration of connections between transport services should be undertaken.

Targeted bus services for major towns, towns and villages (whether within or between these locations) do not operate at a set frequency. Services are provided following a needs assessment and should reflect local considerations.

Where regular route services are operated, dedicated school bus services should be kept to a minimum in order to maximise the frequency and availability of normal route services. Where dedicated school bus services are operated, paying passengers may also use these services.

3.3.4 Service Performance

In reviewing the performance of bus services, the indicators outlined in Table 22 are to be used. These indicators should be considered in addition to the service performance guidelines across all public transport modes. Reviews are usually conducted at the contract or regional level to ensure integration of services.

Table 22 Bus Service Planning – Service Performance Indicators

| Bus Service Planning – Service Performance Indicators | | | |
|---|----------------|----------------|--|
| | Inter-regional | Intra-regional | Travel in Major Regional Centres and Towns |
| Patronage exceeds % of legal bus capacity* | N/A | N/A | 85% |
| On time running | N/A | N/A | 95% -2/+5 minutes |

* At maximum load point and averaged by the number of trips operated during any 20 minute period.

In instances where public transport service patronage exceeds the service performance indicators consideration should be given to increasing service frequency. Preference should be given to increasing frequency rather than increasing vehicle capacity. Where patronage falls below the minimum load guidelines, bus services may continue to be provided to meet coverage requirements. However, service planning would also be used to review the most appropriate mode of transport or the characteristics of the service.

3.4 Guidelines for Modal Service Planning – Government Funded Coach

The role of government funded coaches in rural and regional NSW is to provide intra-regional public transport services, with the primary focus on travel between major centres within the region. Where inter-regional travel is not provided by trains, this role is also undertaken by government funded coaches. The planning for government funded coach services supports this role through the provision of services along former rail corridors, connections with inter-regional train services and being responsive to changing inter-regional and intra-regional needs of customers. Coaches also provide an opportunity to better complement rail services by providing connections from smaller communities to major centres which can be the focus of express services.

As outlined in section 3.2, the public transport service planning guidelines for rural and regional NSW apply across all modes of public transport. In addition to these tools, there are a number of government funded coach specific guidelines that need to be considered as part of the service planning process.

3.4.1 Service Capacity

In relation to service capacity for government funded coach services, the following guidance is provided when undertaking service planning:

- Where demand is increasing, preference should be given to increasing frequency rather than increasing vehicle capacity
- Where demand is reducing, preference should be given to reducing vehicle capacity rather than reducing frequency.

3.4.2 Service Coverage

No additional government funded coach service planning guidelines are provided.

3.4.3 Service Provision

Government funded coach service contracts between Transport for NSW and operators outline responsibilities for developing contract service levels and approving timetables. From a contractual perspective service design will consider service kilometres and hours, operating requirements and the number of available coaches. Submissions for a new coach route or a change to a coach route are covered as part of the contract arrangements.

Coach services that are not funded by Transport for NSW are not covered by these service planning guidelines as arrangements are undertaken by the private coach operator.

In addition to the public transport service planning guidelines, specific government funded coach service guidelines on service provision are outlined in Tables 23.

Table 23 Government Funded Coach Service Planning – Service Provision Guidelines

| Government Funded Coach Service Planning – Service Provision Guidelines | |
|--|---|
| Guideline | Description |
| Coach services are delivered following the key strategic regional corridors in NSW | The key strategic regional corridors in Figure 3 inform the intra-regional services to be delivered by coaches. |
| Intra-regional travel allows for a return trip to be made on the same day | Arrival and departure times allow for a return trip to be made on the same day, with sufficient time at the destination. The time allowed at the destination considers the range of activities to be undertaken at major regional centres. |
| Customers should be taken as close as possible to their destination | At major centres and interchanges, stops will be as close as possible to the assumed destination/s, however complicated or indirect routings should be avoided. |
| Routes should be designed so that they provide a reasonably direct journey for the majority of customers | Diversions from the fastest or shortest route (between termini) to be no more than 20% of the time or distance. Deviations in excess of 20% may be considered if the generators near a route are of sufficient size to warrant deviations. |

Stopping patterns, days of operation and service frequency will be considered on a case-by-case basis, taking into account inter-regional and intra-regional travel patterns, including connections with rail services and access to services in major centres.

3.4.4 Service Performance

In reviewing the performance of government funded coach services, the indicators outlined in Table 24 are to be used. These indicators should be considered in addition to the service performance guidelines across all public transport modes. Reviews are generally undertaken at a contract or regional level to ensure integration of services.

Table 24 Government Funded Coach Service Planning – Service Performance Indicators

| Government Funded Coach Service Planning – Service Performance Indicators | | | |
|--|-----------------------|-----------------------|---|
| | Inter-regional | Intra-regional | Travel in Major Regional Centres and Towns |
| Patronage exceeds % of legal coach capacity* | 85% | 85% | N/A |
| On time running | 90% +/- 10 minutes | 90% +/- 10 minutes | N/A |

* At maximum load point and averaged by the number of trips operated during any 20 minute period.

In instances where patronage exceeds the service performance indicators consideration should be given to increasing service frequency. Preference should be given to increasing frequency rather than increasing vehicle capacity.

3.5 Guidelines for Modal Service Planning – Train

The role of train in rural and regional NSW is to provide inter-regional public transport services, with a focus on access to Sydney and serving a specified set of origin-destination pairs. Some intra-regional travel is also provided by train services. The planning for train services support this role through limited stop connections to Sydney and major centres and towns, connections with intra-regional train and coach services, and identifying opportunities to enhance train services between major centres and towns within rural and regional NSW.

As outlined in section 3.2, the public transport service planning guidelines for rural and regional NSW apply across all modes of public transport. In addition to these tools, there are a number of train specific guidelines that need to be considered as part of the service planning process.

3.5.1 Service Capacity

Given the higher capital costs involved, increasing train capacity to reflect seasonal peaks or increasing demand is appropriate for rail services. Ongoing and sustained increases in demand will require consideration of increased frequencies.

3.5.2 Service Coverage

No additional train service planning guidelines are provided.

3.5.3 Service Provision

Train contracts between Transport for NSW and NSW TrainLink outline responsibilities for developing contract service levels and developing master timetables. Service design will consider service hours, operating requirements and the number of trains available. Submissions for a new train service or change to a train service are covered as part of the contract arrangements.

Stopping patterns, days of operation and service frequency will be considered on a case-by-case basis, taking into account inter-regional and intra-regional travel patterns and access to services in major centres.

3.5.4 Service Performance

In reviewing the performance of train services, the indicators outlined in Table 25 should be used to ensure the best utilisation of the available capacity. These indicators should be considered in addition to the service performance guidelines across all public transport modes. Reviews are generally undertaken at a sector level or across the network to ensure integration of services.

Table 25 Train Service Planning – Service Performance Indicators

| Train Service Planning – Service Performance Indicators | | | |
|---|--------------------|--------------------|--|
| | Inter-regional | Intra-regional | Travel in Major Regional Centres and Towns |
| Patronage exceeds % of seated capacity* | 85% | 85% | N/A |
| On time running | 78% +/- 10 minutes | 78% +/- 10 minutes | N/A |

3.6 Service Planning Interfaces

Public transport services operate in a broad environment and directly and indirectly interface with other services. These services need to be taken into consideration as part of the service planning process.

3.6.1 Land Use Considerations

Land use across rural and regional NSW is constantly changing. There are regular upgrades and additions to the existing infrastructure. These changes need to be taken into account when considering changes to the public transport network.

In existing areas, public transport service planning needs to identify opportunities for improved public transport services to key centres in line with the strategic directions within the NSW Long Term Transport Master Plan and Regional Transport Plans. These opportunities should reflect the level of public transport services provided and the ability to increase the number of people that can access a major centre by public transport.

In new growth areas, public transport services should be available to residents as early as possible after they move in. The early introduction of services provides residents with an alternative to car use and helps to establish public transport use in the area.

3.6.2 School Services

The School Student Transport Scheme (SSTS) provides subsidised travel for eligible school students on public transport services in rural and regional NSW. Subsidised travel is available between home and school on school days.

An integrated approach to public transport service planning will consider the needs of school students as part of normal route services. School locations and the number of students travelling by public transport are to be considered in determining the need for normal route services or dedicated school services. Dedicated school services may be justified when:

- Placing students in large numbers on regular passenger services would exceed the maximum passenger loading criteria

- Schools are located away from regular routes
- The opportunity exists to hub students of a school or set of schools into a regional centre and transfer to dedicated school specials
- Placing students on another transport mode would significantly adversely affect that mode.

Where dedicated school services are operated paying passengers may also use these services.

3.6.3 Community Transport

Community transport provides a range of supplementary and specialised services across rural and regional NSW that respond to the specific needs of the community. These services are provided by a range of transport operators.

Community transport is delivered under a number of State and Federal funding schemes and is aimed at reducing isolation and allowing people to live independently by providing access to their community, whether it is to access services, to shop or simply to socialise. Community transport is the continuation of public transport access beyond route services and is customer-centric.

Community transport aims to address transport disadvantage and connects with existing mainstream services, rather than trying to replicate these. There may be opportunities for existing community transport services to be provided as regular public transport services or for community transport services to operate regular local services for targeted journeys.

3.6.4 Other Transport Services

The public transport network, consisting of bus, coach and train services, is complemented by other privately operated transport services. These additional services complement the network and provide targeted services for specific groups in the community. Privately operated services include:

- Council run services (eg shopper shuttles)
- Long distance coach services
- Employer funded services
- Self-funded services (eg school owned buses)
- Taxis and hire cars
- Tourist services
- Courtesy services
- Regional air services

These services may complement existing public transport services or may be operating to fill a service gap. The impact on these transport services when introducing or changing service provision in a region should be considered as part of the public transport service planning approach.

3.6.5 Cross-Border Services

Cross-border services refer to services that cross the NSW border into a neighbouring state or services that commence in a neighbouring state and enter NSW.

The impact on cross-border transport services and the other state's network should be considered as part of the public transport service planning approach when introducing or changing service provision in a region.

3.6.6 Active Transport

Active transport includes walking and cycling. An integrated approach to public transport service planning will be aware of these needs when planning route services.

3.6.7 Disability Standards for Accessible Public Transport

The Disability Standards for Accessible Public Transport are prescribed under section 31 of the Disability Discrimination Act (DDA). The purpose of the Transport Standards is to provide a structure for planning and achievement over time of accessibility of all public transport services. Transport for NSW is committed to compliance with the Standards.

The Transport for NSW Disability Action Plan sets out a process of continuous improvement to deliver high quality services to all customers including those with a disability or limited mobility. The actions of the plan are to be considered when undertaking public transport service planning.

3.6.8 Major and Seasonal Events

A number of major and seasonal events are held in rural and regional NSW each year, with the movement of large numbers of people by public transport. Special arrangements are in place for the development of traffic and transport management strategies for major and seasonal events. These event specific arrangements are separate to public transport service planning for route services.

3.6.9 Interchanges

Interchanges are places where people join or leave the public transport system, or transfer between train, bus, coach or other services. Effective transfer is essential as there will not be direct transport for every journey. Transferring between services will be taken into consideration in service planning. Interchanges should offer seamless transfer opportunities.

Due to the distances travelled in rural and regional NSW journeys may occur late in the evening, overnight or early in the morning. The timing and location of transfers along a route need to be considered to ensure that customer safety, comfort and convenience are maximised.

3.6.10 Car Parking

A range of on-street and off-street car parking arrangements generally exist to access the public transport network. The availability of car parking to access the public transport network can influence the level of customer demand for services. An integrated approach to service planning will consider the role of car parking as part of route services.

3.6.11 Security and Emergency Management

Transport for NSW is the lead agency for the development and coordination of security and emergency plans and strategies for transport agencies. Security and emergency management contributes to the overall customer experience by ensuring cross modal security standards, guidelines and procedures that are operationalised by transport agencies.

Customer personal safety and security, both actual and perceived, is addressed in the Transport for NSW document 'TCS200 Customer Standards: Personal Safety and Security on Public Transport'. Customer standards refer to the standards of service that customers should expect from all public transport modes. The document is aimed at stakeholders and transport operators and highlights what is required to be delivered for the customer.

Table 26 outlines relevant public transport service planning considerations that relate to security and emergency management.

Table 26 Security and Emergency Management Planning

| Security and Emergency Management Planning | |
|--|---|
| Task | Outcome |
| Review major hazard facilities in NSW. | Identify major hazard facilities in the operating area. |
| Review Emergency Risk Management Study produced by Local Emergency Management Committee. | Identify local hazards and risks in the operating area, particularly those on major transport corridors. |
| Consider identified local hazards and risks during route planning. | Where appropriate transport routes avoid known potential hazards. Where transport routes traverse potential hazardous areas, operators plan and test alternative route options for use during an incident. |
| Review TCS200 Customer Standards: Personal Safety and Security on Public Transport. | The Customer Outcomes of the Standards are delivered. |

4. IMPLEMENTATION FRAMEWORK

The servicing principles and guidelines outlined in these public transport service planning guidelines for rural and regional NSW are to be used by Transport for NSW and operators to inform the development and implementation of public transport service improvements. These include network reviews, service reviews, route changes and the introduction of new services to the network.

Service planning will be undertaken at the regional level, with consideration given to inter-regional, intra-regional travel and travel within the major regional centres and towns. Until such time as the service planning process is undertaken by Transport for NSW, services will continue to be delivered in their current form.

The service planning framework does not dictate the timeframe or order in which service planning will be undertaken. This will be dependent on resources and local priorities but will be mindful of the ten year period the guidelines are working towards.

This section outlines the key components of the implementation framework for the rural and regional service planning guidelines. This includes the service planning process, funding considerations, and the contract variation process.

4.1 Rural and Regional Service Planning Process

The service planning guidelines for rural and regional NSW provide a tool to support public transport service improvements over the short to medium term (up to 10 years). The service planning process provides an evidence based, passenger-centric approach that aligns service levels with demand and enables resources to be targeted to areas of demand across a region. This process will also support the strategic direction identified in the Regional Transport Plans.

An outline of the rural and regional service planning process is provided in Figure 4. As part of the process, a number of key elements for service planning process have been identified and are outlined in Table 27. These elements include an analysis of current transport service performance, identification of gaps and opportunities, and development of service options.

Following the development of service proposals, a cost estimate will need to be prepared. Where services result in an additional cost (ie they do not result in savings or are not cost neutral), funding will be required. Any allocation of funding for services will be considered by Transport for NSW in the context of competing needs and demands. A business case may be required to demonstrate the value for money of a service proposal.

4.2 Rural and Regional Contract Variation Process

Following the outcomes of the service planning process, any changes to service provision will require a change to the operator's contract. Specific details of the process are managed by Transport for NSW as part of contract management arrangements. It should be noted that contractual changes and funding will need to be approved prior to the implementation of any service changes.

Figure 4 Rural and Regional Service Planning Process

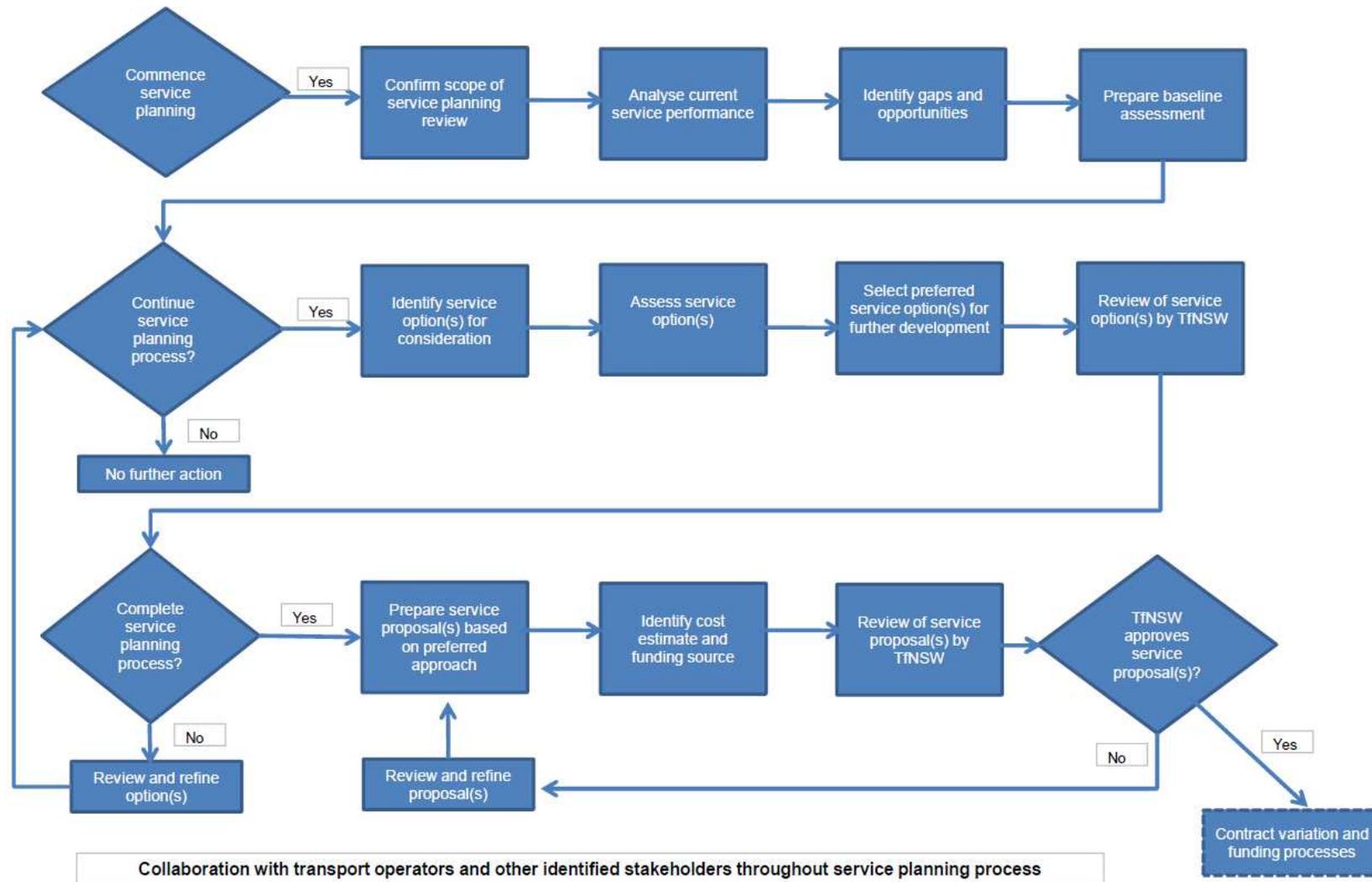


Table 27 Key Elements of the Rural and Regional Service Planning Process

| Public Transport Service Planning – Key Elements of the Rural and Regional Service Planning Process | |
|--|---|
| Element | Scope |
| Baseline Assessment | <ul style="list-style-type: none"> • Identify current public transport service provision relevant to the scope of the service planning process, such as inter-regional services, intra-regional services or travel in major centres and towns. • Collaborate with transport operator(s) to understand current service provision and local travel patterns • Review the performance of identified services, including current patronage, trip times and service costs. • Identify non-public transport service provision as it relates to the service review process. • Identify travel demand relevant to the scope of the service planning process. This can be informed by: <ul style="list-style-type: none"> ○ Census data ○ Journey to Work data ○ destination data that shows the origin of trips to that destination ○ patronage trends based on loading history and analysis of ticketing data ○ stakeholder engagement • Undertake a needs assessment relevant to the scope of the service planning process. This would consider origin generators, destination generators and customer assessment. • Engage with stakeholders to identify other relevant demand and customer needs data. These stakeholders include state government agencies, local government, health, education and business sector representatives and non-public transport operators. • Prepare a baseline assessment that outlines travel requirements and identified gaps for the scope of the service review. |
| Development of Service Options | <ul style="list-style-type: none"> • Based on the results of earlier steps of the service planning process, service proposal to be prepared. The service options will be based on the outcomes of the baseline assessment undertaken for the scope of the service planning review. • Engage with stakeholders to consider feedback and requirements when developing service options. |
| Preparation of Preferred Service Proposal | <ul style="list-style-type: none"> • Based on the results of earlier steps of the service planning process, a preferred service proposal can be prepared. The service proposal will be based on the outcomes of the baseline assessment and development of service options undertaken for the scope of the service planning review. • The development of a service proposal should ensure that it: <ul style="list-style-type: none"> ○ links with a major regional centre, major town(s) and/or town(s) ○ targets origin generators and destination generators identified in the needs assessment ○ takes into account the customer assessment undertaken in the needs assessment ○ provides opportunities for service integration ○ are multifunctional where possible (serving journeys to work, education, shopping and recreation) ○ are direct and delivered at an appropriate service level ○ meets the service planning guidelines ○ provides value for money and is a cost effective solution. • Engage with transport operator(s) to prepare the preferred service proposal, including cost estimate and funding source. • Confirmation by TfNSW on whether the preferred service proposal is to proceed. |

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6. GLOSSARY

| GLOSSARY | |
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| Term | Definition |
| Clock-face timetable | A service pattern where services depart at regular intervals, and thus at the same number of minutes past each hour. |
| Community transport | Programs and services that provide essential transport to allow disadvantaged groups to access essential services and social contact where conventional public transport systems are not generally viable or appropriate. |
| Connecting service | Where two or more services are timetabled to meet. The time taken to transfer between services is taken into consideration and may be directed at either boarding or alighting customers or resting time may be timetabled to allow the transfer of customers between services. |
| Courtesy service | A transport service that is provided free of charge by an organisation to its customers. |
| Cross-border service | Services that cross the NSW border into a neighbouring state or services that commence in a neighbouring state and enter NSW. |
| Framework | A structure for supporting or enclosing something. A fundamental structure as for written work. A structural plan or basis of a project. |
| Guidelines | A statement or other indication of policy or procedures by which to determine a course of action. A detailed plan or explanation to guide you in determining a course of action. |
| Hire car | A hire car is a motor vehicle, other than a bus or taxi, that provides a public passenger service, other than a regular passenger service, a long-distance service, a charter service or a tourist service. |
| Integration / transport integration | All modes of public transport operate as one seamless entity for the benefit of the fare paying customer. A seamless journey that is as door to door as possible. |
| Interchange | A facility to transfer from one mode of transport, or one transport service, to another. This can include a major train station or bus facility. See transfer. |
| Long distance coaches | A deregulated public passenger service conducted according to regular routes. Each passenger is carried for at least 40 km. |
| LTTMP | NSW Long Term Transport Master Plan. |
| Memory timetable | A timetable that is easy to remember as departure times are consistent across some or all of the transport periods. |
| Mode | The type of vehicle or method used for a trip (e.g. train, bus, car, motorbike, cycle, ferry, walking). |
| Principles | A rule or standard. A fixed or predetermined policy or mode of action. |
| Public passenger service | A public passenger service is the carriage of customers for a fare or other consideration by motor vehicle along a road or by vessel. |
| Public transport leg | A single trip within a journey taken on public transport. |
| RTP | Regional Transport Plan. |
| Pulse timetabling | Services are scheduled to meet together. Generally all services dwell, allowing passengers to transfer between services. Pulse timetabling is particularly effective where services operate at a low frequency and traffic congestion does not affect running times. |

| GLOSSARY | |
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| Term | Definition |
| Regional air services | Regional air services provide passenger air services to communities without sufficient demand to attract mainline services. Provide links to rural and regional centres across NSW. The NSW Government regulates intrastate air routes by limiting competition on low volume routes and licensing these routes on a one-route one-licence basis. Higher volume routes are deregulated. |
| School service | A service that operates to transport primary or secondary students to or from school or for other school purposes. |
| Taxi | A taxi is a motor vehicle that provides a public passenger service, other than a regular passenger service, a long-distance service, a charter service or a tourist service. In order to procure passengers taxis ply or stand for hire in a road or related area. |
| Transfer | Moving from one public transport trip to another as part of an overall journey. See Interchange. |
| Turn-up-and-go | High frequency public transport services, where the timetable is less significant and customers can simply turn up and go. Services with a frequency of 15 minutes or better are considered to be turn up and go in these guidelines. |