



# FAQ Wagga Bus Services

March 2020

## Bus service improvements for Wagga Wagga

### Why are there changes to the public transport network in Wagga?

- It's important that people have a public transport network they want to use, so we asked the community in Wagga about local bus services, their transport needs and challenges in getting around.
- Customers told us they wanted more reliable services and better connections to the places they want to visit, at the time they want to go.
- Using feedback we received from community and stakeholders, we've created a network with more direct routes and additional services to help customers get to work, Charles Sturt University, TAFE and school, shops, medical appointments, social and recreational places.

### What are the key changes to the bus network across Wagga?

- The bus network has been refined across Wagga to improve timetabled connections and provide better bus coverage.
- Bus services are now provided to new areas such as Lloyd and Botanical Gardens at MacLeay Street which previously didn't have bus services.
- More than 240 extra weekly services have been added across the network
- New afternoon and evening services for Thursday, Friday and Saturday operating until 9pm.
- Introduced new Sunday services for all routes.
- Reduced travel time for services operating to Charles Sturt University from Lake Albert, Bourkelands and Glenfield Park. Generally, customers will save between 15 to 39 minutes on routes to CSU.

### Will there be additional services provided throughout the week?

- In 2018, Transport for NSW consulted with Wagga customers about improving transport options. After reviewing customer feedback additional evening services will be provided to 9pm on Thursday, Friday and Saturday nights.
- New Sunday services have been introduced on most services and will operate between 8am to 6pm.
- Transport for NSW will continue to monitor the Wagga bus network and make adjustments to reflect customer travel patterns.

## Are there any new morning services?

- Following customer feedback, additional weekday morning services have been introduced on Route **965**.
- The two additional weekday morning services will enable customers from Forest Hill get to Central Wagga before 9am for work or shopping. Currently, the first service on Route **965** from Forest Hill arrives into Central Wagga at 9.46am.

## Was there any consultation undertaken before introducing changes to the Wagga bus network?

Customers, local businesses, key government agencies and the Wagga Wagga City Council were consulted about improvements to local public transport. Some of the key themes captured from customer, community and stakeholder feedback included:

- Coverage of bus routes
- Frequency of services and trip times
- Connectivity to workplaces and employment opportunities
- Connectivity to key destinations
- Weekend services so people can access social activities
- Evening services
- Better customer information

## Why are there changes to the Wagga Bus network?

The improvements to the bus network across Wagga is part of the NSW Government's regional Growth Buses program which is an election commitment to improving public transport services throughout regional NSW.

Improvements to bus services in Wagga provide better connections to where customers need to go for work, schools, health, and social and recreational activities.

In December 2019, the Tweed benefited from more than 450 additional weekly services to the Tweed bus network. Over the coming months planning will progress for other regional cities. The 16 regional cities in the program include:

- Wagga Wagga – [complete](#)
- Tweed Heads – [complete](#)
- Griffith – [planning underway](#)
- Bathurst – [planning underway](#)
- Orange – [planning underway](#)
- Coffs Harbour – [planning underway](#)
- Grafton – [planning underway](#)
- Albury – [planning underway](#)
- Nowra-Bomaderry – [planning underway](#)
- Queanbeyan – [planning underway](#)

## Frequently Asked Questions

Bus service improvements for Wagga Wagga

- Dubbo – [planning underway](#)
- Parkes – [planning underway](#)
- Port Macquarie – [planning underway](#)
- Tamworth – [planning underway](#)
- Armidale – [planning underway](#)
- Lismore – [planning underway](#)

### Are there changes to bus routes?

#### Route 960 – operating between Lake Albert and Charles Sturt University

- Route **960 has been** combined with Route **967** to provide a more direct service and reduced travel times for customers travelling from Lake Albert and Kooringal to Wagga CBD and university.
- Services via Tatton, previously provided on Route **960**, will now be provided on new Route **969**. Customers from Tatton can transfer between new Route **969** and Route **960** at Lakeside Drive and Lake Albert Rd bus interchange.

#### Railway Street – changes

- Route **960** will no longer operate along Railway St. This trip will now be made by new Route **969** which will operate along Railway St during morning and afternoon school periods between 8 – 9am, and 3 – 4pm
- Customers on Railway St can use the new Route **969** at Coleman St.

#### Red Hill Road – Changes

- Route **960** will no longer operate along the 1km section of Red Hill Road between Tamar Drive and Lake Albert Road. Currently, there is no bus stop on this section of Red Hill Road.
- Customers near Red Hill Road between Tamar Drive and Plumpton Road can hail and ride on Route **960** via Lake Albert Rd or new Route **969** at either Lansdowne Avenue or Tamar Drive. The walking distance for hail and ride services is approximately 400m to 700m.

#### Route 969 – Tatton and Central Wagga via TAFE and Botanic Gardens

- Introducing new Route **969** which provides 140 new weekly services between Tatton and Central Wagga via the TAFE and Botanic Gardens.
- Customers in Tatton will have direct services to Kooringal Mall on morning and afternoon school periods only between 8 – 9am, and 3 – 4pm. Alternatively, Tatton customers can use new Route **969** towards Lake Albert to transfer to Route **960** at Lakeside Drive and Lake Albert Rd.

### Route 966 – Central Wagga and Estella Rise

- Routes **964, 966 and 968** have been consolidated into new route number **966** which provides improved services to the new residential community at Estella Rise.
- Services will operate every two hours, seven days a week, instead of the three services on weekdays.

### How many services go to Charles Sturt University?

- Route **960** will provide over 60 extra weekly services to CSU, increasing the frequency of weekday services from every two hours to every hour.

### Will there be direct services to TAFE?

- Customers from Tatton, Tolland, Mount Austin and Turvey Park will have direct services to TAFE on Route **969**.
- Alternatively, customers can travel towards Wagga Court House and interchange for connecting services to TAFE on Route **969**.
- Customers will also have the option of walking to TAFE from Central Wagga.

### Will there be changes to bus stop locations?

- Existing and new bus stops will be used along the new Wagga bus network.
- Transport for NSW worked closely with Wagga Wagga City Council to inform local businesses of these changes.
- There will be some changes to hail and ride services and stopping patterns at some locations.
- Generally, walking distance to a nearby bus stops is approximately 400m to 700m.
- Customers can plan their trip at [www.transportnsw.info](http://www.transportnsw.info).

### Will customers be required to interchange onto other bus services?

- All Wagga bus routes provide direct connections to Central Wagga, and Wagga Court House for interchange onto connecting services.
- Generally, interchange between connecting bus services is between 8-15mins depending on where the customer is travelling to and time of travel. Customers can plan their trip at [www.transportnsw.info](http://www.transportnsw.info).

## **Are there alternative transport services for senior customers?**

- Public transport is available for all community members to use.
- Senior customers are entitled to a discounted fare when traveling on the Wagga bus network. Customers can plan their trip at [www.transportnsw.info](http://www.transportnsw.info).
- Alternatively, Valmar Community Transport provides services to recreational and shopping areas, medical and social services and social contact for people experiencing transport disadvantage, including:
  - people who are financially disadvantaged, isolated, lack public transport or have a mobility impairment
  - older people who are frail and their carers
  - people with disabilities and their carers
- Valmar – Wagga Wagga Community Transport can be contacted on 02 6925 0601.

## **What is the On-demand Bomen service (Route 970)?**

- A new public transport service to and from Bomen Business Park on trial over a 12 month period
- Service is a hybrid between timetabled and on demand bus services, and will operate from designated stops in Wagga to the Bomen Business Park.
- Services run on weekday morning and afternoons, up to 8 services per day, and two services will operate on Saturday.

## **What are the operating hours of the On-Demand service?**

- Four morning weekday services are offered to customers from across Wagga to Bomen Business Park. The first morning service will be timetabled to get customers to Bomen Business Park by 5:30am for work. The remaining three services will be provided as on demand services, and will operate when customers book the service
- Four afternoon weekday services are offered to customers from Bomen Business Park to suburbs across Wagga. The first and second service will operate to a fixed timetable departing Bomen Business Park at 15.05pm and 16:10pm to get customers back to their designated pick up and drop off points. The remaining two services will be provided as on demand and will operate when customers book the service.
- A timetabled Saturday service operates with a morning service to Bomen Business Park, and an afternoon service returning to Wagga suburbs.

## Where can I catch the On Demand service to Bomen Business Park?

The service has designated pick up and drop off areas for customers across Wagga. Pick up and drop off areas include:

- Bomen Business Park
- Bourkelands
- Estella and Estella Rise
- Glenfield
- Kooringal
- Lloyd
- Tatton
- Turvey Park
- Wagga CBD.

More information about detailed pick up and drop off areas across Wagga is available at [www.busaboutwagga.com.au](http://www.busaboutwagga.com.au).

## Where does the On-Demand service stop in the Bomen Business Park?

- The On-demand service will provide transport connections to the Bomen Business Park dropping customers on Jersey Street, near Teys Australia truck and emergency services entry, at the back carpark gate.

## How long is the trial period for the On-Demand service?

- The On-Demand service is being trialled for 12 months, and it may be adjusted over the trial period, based on customer feedback to better meet the community's needs.

## How much does the On-Demand service cost per trip?

- Depending on where you live within Wagga, generally, customers may pay up to \$5 per one way trip.
- Regular customers using the On-Demand service will have one free after nine paid trips.

## How do I book the On-Demand service?

Customers can book the On-demand service to and from Bomen Business Park by:

- Calling 02 6921 2316
- Booking at [www.busaboutwagga.com.au/](http://www.busaboutwagga.com.au/)

## Why have you introduced a special service for Bomen Business Park?

- Bomen Business Park is a strategic industrial zone located approximately nine kilometres north east of Wagga's city centre, and is home to a mix of employers including Teys Australia, Heinz Watties, Riverina Oils & Bio Energy, Enirgi, Southern Oils, Livestock Marketing Centre and Proway.
- The Wagga Special Activation Precinct (SAP), which includes the 300 hectare Bomen Business Park, will become a freight and logistics port that capitalises on the Inland Rail and operates as a manufacturing and agribusiness precinct for local businesses and draws business from interstate into regional NSW.
- The need for public transport services was identified during community consultation. To make sure we fully understood the travel needs of the employees, we developed an employee travel survey to identify the level of demand and the most appropriate suburbs to connect to Bomen.

## Will there be some changes to school services?

- The school bus interchange at Lutheran Primary School has been removed to ensure the safety of school children.
- Other school service changes includes new direct services introduced from Forest Hill to schools in Kooringal and Lake Albert, and from Springvale to The Riverina Anglican College, South Wagga Public School, Kildare College, Wagga High School and Henschke Public School.
- More information about school services is available at [www.busaboutwagga.com.au/](http://www.busaboutwagga.com.au/).

## What are the changes to the Lutheran Primary School bus stop?

- From 30 March 2020, there will be some changes to how school services operate at Lutheran Primary School bus stop, to improve the safety of all students around buses entering and existing the Lutheran Primary School driveway.
- The bus stop located on Lutheran Primary School land will now be used by Lutheran Primary School students for morning school bus service drop offs, and afternoon school service bus pickups only.

## Can non Lutheran Primary School students continue to use the bus stop at Lutheran Primary School?

- No, students will no longer be able to connect to other school services at the Lutheran Primary School.
- The bus stop at Lutheran Primary School will be used to drop off Lutheran Primary School students in the morning, and pick up Lutheran Primary School students in the afternoon.
- Non Lutheran Primary School students can use the existing school services bus stops along with new bus stop locations at Deakin Avenue, Lloyd Road or Lakeside Drive.

## How will schools and parents be notified?

- Busabout, the local bus operator, will continue to engage with local schools in providing parents and students information about the Lutheran Primary School bus stop changes.
- A flyer will be provided sent to schools and handed out to students that are dropped off and walk to the Lutheran Primary School bus stop

## Will bus trips cost the same?

- Yes. There will be no changes to the cost of a bus trip.
- More information about regional bus fares is available at [transportnsw.info/tickets-opal/regional-tickets-fares/regional-buses-fares](http://transportnsw.info/tickets-opal/regional-tickets-fares/regional-buses-fares).

## When will Wagga get Opal?

- The rollout of the Opal network across Sydney metropolitan area is now complete and is available on Sydney Trains and NSW Trainlink Intercity services, all Sydney ferries, Stockton ferry in Newcastle, Sydney and Newcastle light rail and all buses in Sydney, the Blue Mountains, Central Coast, Hunter and Illawarra.
- At this stage there are no plans to expand Opal to regional networks outside of the greater Sydney area.
- Information about Opal and Opal updates is available at [www.transportnsw.info/opal](http://www.transportnsw.info/opal)

## How can I get additional information?

- For Transport information and to plan your trip visit [transportnsw.info](http://transportnsw.info).
- Information about the new bus network across Wagga, On-Demand services, school services and fares is available at [www.busaboutwagga.com.au](http://www.busaboutwagga.com.au).