

## Bus service improvements for Dubbo

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

- It's important that people have a public transport network that they want to use, so we asked the key stakeholders in Dubbo about local bus services, the community's transport needs and challenges in getting around.
- Key stakeholders identified that the community 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 stakeholders, we've created a network with additional services to help customers get to work, TAFE, shops, doctors' appointments, social and recreational places.

### What changes are being made to the Dubbo bus routes?

- 58 additional weekly services have been added to the existing timetable
- Trips have been added during evenings on Thursday and Friday, and from midday to late afternoons on Saturdays
- The additional trips will enable travel to and from employment, health services, TAFE, shopping and entertainment.
- Route by route changes are outlined below:

#### Route 570: Dubbo to Orana Mall via South Dubbo

- Extension of Thursday and Friday hours of services from 6pm until 9pm by introducing three additional trips from Dubbo CBD and three additional trips from Orana Mall.
- Extension of Saturday hours of service from 1pm to 6pm by introducing three additional trips from Dubbo CBD and three additional trips from Orana Mall.
- All services to travel via the South Dubbo expanding area.

#### Route 571: Dubbo to Orana Mall via North Dubbo

- Extension of Thursday and Friday hours of services from 6pm until 9pm by introducing two additional trips from Dubbo CBD and three additional trips from Orana Mall.
- Extension of Saturday hours of service from 1pm to 6pm by introducing three additional trips from Dubbo CBD and two additional trips from Orana Mall.

### **Route 572: Dubbo to West Dubbo Loop**

- Extension of Thursday and Friday hours of services from 6pm until 9pm by introducing three additional trips from Dubbo CBD.
- Extension of Saturday hours of service from 1pm to 5pm by introducing three additional trips from Dubbo CBD.

### **Route 573 (formerly Route 572A): Dubbo to West Dubbo/Delroy/Zoo Loop**

- Route renumbered from 572A to 573 for all services.
- Extension of Saturday hours of service from 1pm to 4pm by introducing two additional trips from Dubbo CBD.

### **Route 575: Dubbo to Orana Mall via Central South**

- Extension of Thursday and Friday hours of services from 6pm until 8pm by introducing three additional trips from Dubbo CBD and two additional trips from Orana Mall.
- Extension of Saturday hours of service from 2pm to 5pm by introducing two additional trips from Dubbo CBD and two additional trips from Orana Mall.

### **Will any existing routes or times be impacted by this change?**

- There will be minor changes to some trip times that are in the current timetable.

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

- Existing bus stops will continue to be used on Dubbo bus network.
- Some parking may be impacted at locations where bus zone hours have been extended.
- Generally, bus stops are placed approximately 400m to 700m apart.
- Customers can plan their trip at [www.transportsw.info](http://www.transportsw.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 Dubbo bus network. Customers can plan their trip at [www.transportsw.info](http://www.transportsw.info).
- Live Better 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

Live Better Community Services can be contacted on 1800 580 580

- Vision impaired customers may be eligible for the Taxi Transport Subsidy Scheme - for further details, please visit <https://www.transport.nsw.gov.au/projects/programs/point-to-point-transport/transport-disability-incentives-and-subsidies> .

### **Will there be some changes to school services?**

- No school services in Dubbo have been changed as part of this initiative.

### **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](https://transportnsw.info/tickets-opal/regional-tickets-fares/regional-buses-fares).

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

Dubbo City Council, the scheduled bus operator Dubbo Buslines, the Western NSW Local Health District and the community transport operator Live Better were all consulted in this process.

Some of the key themes captured from stakeholder feedback included:

- Frequency and hours of services
- Connectivity to workplaces and employment opportunities
- Connectivity to key destinations
- Weekend services so people can access social activities
- Evening services
- Better customer information

### **When will the community get opportunities to have their say and provide feedback?**

Community feedback and inputs will be sought in the next phase (Holistic Planning) of service planning, which is expected to kick off in 2021. During Holistic Planning, wider community and stakeholder consultation, led by a Human Centred Design approach, will be undertaken.

### **When will Dubbo get Opal?**

- 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](https://www.transportnsw.info/opal)

## Is the NSW Government making changes to bus networks in other cities too?

The improvements to the bus network across Dubbo 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 Dubbo 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
- Dubbo – underway
- Bathurst – underway
- Orange – underway
- Dubbo – underway
- Parkes – underway
- Port Macquarie – underway
- Coffs Harbour – planning underway
- Grafton – planning underway
- Albury – planning underway
- Nowra-Bomaderry – planning underway
- Queanbeyan – planning underway
- Tamworth – planning underway
- Armidale – planning underway
- Lismore – planning underway

## How will the bus service changes be implemented?

The program consists of two work streams: top priorities and holistic planning.

The Top Priorities phase will introduce some targeted early service improvements to the existing bus network. These will be delivered by mid to late 2020.

The Holistic Planning phase will include a review of the whole public transport network in the city, identification of travel needs and gaps to help develop and deliver an integrated transport services plan. These are expected to be complete by late 2023.

The current changes to the Dubbo bus network in July 2020 is the Top Priorities phase, which will be followed by a more extensive review expected to kick off in 2021.

## How can I get additional information?

- For Transport information and to plan your trip visit [www.transportnsw.info](http://www.transportnsw.info).
- Information about the new bus network across Dubbo, school services and fares is available at <https://www.buslinesgroup.com.au/Dubbo>
- For information about the program visit <https://www.transport.nsw.gov.au/projects/programs/16-regional-cities-program>