

## Bus service improvements for Orange

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

- It's important that people have a public transport network that they want to use, so we asked the key stakeholders in Orange 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, Uni & TAFE, shops, doctors' appointments, social and recreational places.

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

- 33 additional weekly services have been added to the existing timetable
- Trips have been added to late afternoons on Thursdays and Fridays, and from midday to late afternoons on Saturdays
- The additional trips will enable travel to and from employment, Uni & TAFE, shops, and Hospital
- Route-wise changes are outlined below:

#### Route 531: Orange City Centre to Glenroi (Loop Service)

- Extension of Thursday and Friday hours of services from 5 pm until 7 pm by introducing additional 2 return trips.
- The first weekday morning service will commence 10 minutes earlier in order to arrive at Orange CBD before 8am better aligning to normal business hours
- Extension of Saturday hours from midday to 5 pm by introducing additional three return trips

#### Route 532: Orange City Centre to East Orange (Loop Service)

- The first weekday morning service will commence 10 minutes earlier.
- Extension of Thursday and Friday hours of services from 5pm until 7pm by introducing additional 2 return trips.
- Extension of Saturday hours from midday to 4:30 pm by introducing additional 2 return trips

**Route 533: Orange City Centre to North Orange (Loop Service)**

- Extension of Saturday hours from midday to 4pm by introducing additional 2 return trips

**Route 534: Orange City Centre to Warrendine (Loop Service)**

- Extension of Thursday and Friday hours of services from 5pm until 7pm by introducing additional 3 return trips.
- Extension of Saturday hours from midday to 2:30pm by introducing one additional return trips

**Route 535: Orange City Centre to Bel-Air via Westlea (Loop Service)**

- Extension of Saturday hours from midday to 5:30pm by introducing additional 2 return trips

**Route 535A: Orange City Centre to Bel-Air via Calare & Ploughmans Hill Estate (Loop Service)**

- Extension of Saturday hours to 3pm by introducing one additional return trip

**Route 537: Orange City Centre to Orange Hospital (Loop Service)**

- Extension of Thursday and Friday hours of services from 5 pm until 7 pm by introducing additional two return trips.
- Extension of Saturday hours from 2pm to 5 pm by introducing additional two return trips

**Route 538: Orange City Centre to Charles Sturt University via North Orange (Loop Service)**

- Extension of Saturday hours from midday to 4pm by introducing additional two return trips
- All Saturday services will operate via CSU Orange campus.

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

- The first weekday morning service will commence 10 minutes earlier in order to arrive at Orange CBD before 8am better aligning to normal business hours
- Saturday timetables of route 531, 533, 534, 535A and 538 will be adjusted to allow all 538 services to operate via CSU campus.

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

- Existing bus stops will be used along the new Orange bus network
- Some parking may be impacted at locations where bus zone hours have been extended.

- 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).

#### **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 Orange bus network. Customers can plan their trip at [www.transportnsw.info](http://www.transportnsw.info).
- Alternatively, LiveBetter Community Services 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
  - LiveBetter 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 Orange 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](http://transportnsw.info/tickets-opal/regional-tickets-fares/regional-buses-fares).

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

Orange City Council, the scheduled bus operator Orange Buslines, the community transport operator LiveBetter, and CSU Orange were all consulted in this process.

Some of the key themes captured from stakeholder feedback included:

- Coverage of bus routes
- 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 be delivered in 2021. During Holistic Planning, wider community and stakeholder consultation, led by a Human Centred Design approach, will be undertaken.

### **When will Orange 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](http://www.transportnsw.info/opal)

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

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

- Port Macquarie – **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 Orange bus network in July 2020 is the Top Priorities phase, which will be followed by a more extensive review expected to delivered in 2021.

### **How can I get additional information?**

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