

## Bus service improvements for Port Macquarie

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

- It's important that people have a public transport network that they want to use, so we asked key stakeholders in the community in Port Macquarie about local bus services, their transport needs and challenges in getting around.
- Key Stakeholders, such as Health, Education, local Council and local transport providers told us the local community wanted more reliable services and better connections to the places they want to visit, more often and longer times of the day.
- Using feedback we received from stakeholders TfNSW identified three Bus routes that would benefit the community with increased services.

### What changes are being made to the Port Macquarie bus routes?

Over 70 additional weekly services will be introduced across the three routes:

- **Route 325:** Monday to Friday the 325 will now have an additional 40 services a week providing additional daytime service between The Ruins Way, Base Hospital, Settlement City and Port Macquarie Town Centre. Monday to Friday 90 services a week will now be extended continuing via the Ruins Way and The Point Drive. Trips extended will show The Point Dr & Howell Ave on the timetable.
- **Route 334K:** Monday to Friday the 334K will have an early evening return service from Port Macquarie to Kendall. The service will depart Port Macquarie at 7:24pm weekdays with return trip from Kendall leaving 8:57pm. Additional weekend services to and from Kendall more than double weekend services between Kendall and Port Macquarie.
- **Route 335W:** Monday to Friday the 335W will have an early evening return service from Port Macquarie to Wauchope. The service will depart Port Macquarie at 8:17pm weekdays with return trip from Wauchope leaving back into Port Macquarie at 9:28pm. Additional weekend services to and from Wauchope will double weekend services between Wauchope and Port Macquarie.
- Monday to Saturday **the 334K and 335W** evening service from Port Macquarie has been timetabled to connect to Trainlink services.

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

- Very minor changes have been made to a small number of trips within the Port Macquarie Bus network. Please refer to the new timetable for more information.

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

- The 325 extension will be provided with additional stops into along The Ruins Way and Point Drive.
- Existing bus stops will continue to be used along the new Port Macquarie bus network.
- Transport for NSW worked closely with Port Macquarie Council and the Operator to identify and update time-restrictions at certain bus zones. Some parking may be impacted at these 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).

**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 Port Macquarie bus network. Customers can plan their trip at [www.transportnsw.info](http://www.transportnsw.info).
- Alternatively, Linked 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
  - Linked Community Transport can be contacted on 1300 488 226
- 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 Port Macquarie will not be 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 Port Macquarie bus network?**

Port Macquarie-Hastings Council, the scheduled bus operator Busways, the community transport operator Linked Community Services, and Trainlink 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
- Connectivity to trains and other modes of transport
- 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 early 2022. During Holistic Planning, wider community and stakeholder consultation, led by a Human Centred Design approach, will be undertaken.

### **When will Port Macquarie 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 Port Macquarie 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 Griffith 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 – 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 Port Macquarie bus network in July 2020 is the Top Priorities phase, which will be followed by a more extensive review expected to kick off in early 2022.

### **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 Port Macquarie, school services and fares is available at <https://www.busways.com.au/>
- For information about the program visit <https://www.transport.nsw.gov.au/projects/programs/16-regional-cities-program>