

Bus service improvements for Albury

Why are there changes to the public transport network in Albury?

- It's important that people have a public transport network that they want to use, so we asked the key stakeholders in Albury 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 and from work, TAFE, Hospital, shopping, doctors' appointments, social and recreational places, for longer hours of the day.

What changes are being made to the Albury bus routes?

61 additional weekly services.

Route 901: Albury to West Albury

- Extension of hours on Thursdays and Fridays to 9pm by introducing 3 return trips
- Extension of hours on Saturdays to 7:30pm by introducing 4 return trips

Route 902: Albury to East Albury

- Extension of hours on Thursdays and Fridays to 9:30pm by introducing 3 return trips
- Extension of hours on Saturdays to 7pm by introducing 4 return trips

Route 903: Albury to South Albury

- Extension of hours on Thursdays and Fridays to 8:15pm by introducing 2 return trips
- Extension of hours on Saturdays to 5:30pm by introducing 2 return trips

Route 906: Lavington to Albury via Springdale Heights & North Albury

- Extension of hours on Thursdays and Fridays to 9pm by introducing 4 return trips
- Extension of hours on Saturdays to 6pm by introducing 5 return trips

Route 907: Glenroy & Quicks Hill to Albury via Lavington, TAFE & Mercy Hospital

- Extension of hours on Thursdays and Fridays to 9pm by introducing 3 return trips
- Extension of hours on Saturdays to 6pm by introducing 4 return trips

Route 908: Thurgoona to Albury via Charles Sturt University, Lavington & North Albury

- Extension of hours on Thursdays and Fridays to 9pm by introducing 3 return trips
- Extension of hours on Saturdays to 6:30pm by introducing 5 return trips

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

- There will be no changes to any existing services that are in the current timetable. These changes are all additional to the current services.

Will these changes impact on services in Wodonga?

- No, these service changes are in NSW only and all services crossing to Wodonga, Victoria will remain the same. TfNSW has been in discussion with Department of Transport Victoria to ensure the proposed changes will not affect cross border services.

Will there be changes to bus stop locations?

- Existing bus stops will be used for the new Albury bus timetable.
- Customers can plan their trip at 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 Albury bus network. Customers can plan their trip at www.transportnsw.info.
- Alternatively, the local community transport operator 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
 - Kalianna Community Transport can be contacted on 1300 704 530.
- 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 Albury 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.

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

Albury City Council, the scheduled bus operators Dysons Group and Martins Albury, Kalianna Community Transport, DoT Victoria, TAFE NSW Albury, Road 2 Success Committee, DPIE, Community and Justice, Health and NSW 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, especially for new developments
- Cross border transport and Wodonga network integration
- Connectivity to the Hospital and University
- Weekend services so people can access social activities and shopping
- Evening services
- Better customer information
- More direct bus routes to reduce travel time

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. During Holistic Planning, wider community and stakeholder consultation, led by a Human Centred Design approach, will be undertaken.

When will Albury get Opal?

- At this stage there are no plans to expand Opal to regional bus networks outside of the greater Sydney area.
- Information about Opal and Opal updates is available at www.transportnsw.info/opal

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

The improvements to the bus network across Albury are part of the NSW Government's 16 Regional Cities Services Improvement Program which is an election commitment to improving public transport services throughout regional NSW.

Improvements to bus services in Albury 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 bus services. In March 2020, Wagga Wagga benefited from more than 240 additional weekly bus services. Over the coming months planning will progress for other regional cities.

The cities included in the **16 Regional Cities Services Improvement Program** are:

- Wagga Wagga – complete
- Tweed Heads – complete
- Griffith – complete
- Bathurst – complete
- Orange – complete
- Dubbo – complete
- Parkes – complete
- Port Macquarie – complete
- Grafton – complete
- Nowra-Bomaderry – complete
- Queanbeyan – complete
- Coffs Harbour – complete
- Lismore – complete
- Albury – complete
- Albury – complete
- Armidale – complete

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, identifying the community's travel needs and gaps to help develop and deliver an integrated transport services plan.

The current changes to the Albury bus network in October 2020 are the Top Priorities phase, which will be followed by the more extensive Holistic Planning phase.

How can I get additional information?

- For Transport information and to plan your trip visit transportnsw.info
- Information about the new bus network across Albury, school services and fares is available at your local bus operator's webpage:
 - Dyson Group <http://dysongroup.com.au/>
 - Martins Albury <https://martinsalbury.com.au/>
- For information about the program visit <https://www.transport.nsw.gov.au/projects/programs/16-regional-cities-program> or call 1800 717 528



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