

Bus service improvements for Grafton

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

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

What changes are being made to the Grafton bus routes?

41 additional weekly services.

Route 373

- Extend weekday hours from 8:01am to 6:42am by introducing one additional trip on all weekday mornings starting at Spring St at Zuber Lane, South Grafton
- Extend weekday hours from 5:10pm to 6:10pm by introducing one additional trip on all weeknights
- Introduce a new weekday morning service at 10:46am to enhance morning service level
- Introduce a new Saturday service - 3 new trips at 9:40am, 12:40pm and 14:40pm

Route 374

- Extend weekday hours from 7:40pm to 9:20pm by introducing one additional trip on all weeknights
- All services after 5:30pm on a weekday will operate along Bimble Avenue, to provide consistency along the route throughout the day
- Extend Saturday hours from 5:13pm to 9:13pm by providing 3 additional trips at 6:13pm, 7:13pm and 9:13pm

Route 378

- Extend the weekday route 4:25pm inbound service (school holiday period only) to finish in Grafton CBD (Prince St at Fitzroy St)
- Extend the weekday route 7:18am outbound service (school holiday period only) to start in Grafton CBD (Grafton Fire Station, Prince St)

Route 380

- Extend weekday hours from Grafton to Yamba from 5:50pm by one hour to provide the last service at 6:50pm
- Extend weekday hours from Yamba to Grafton from 6:06pm by nearly two hours to provide the last service at 7:57pm
- Extend current Saturday 12:48pm service from Grafton to operate to Yamba, and 11:16am service from Yamba to operate to Grafton, reducing the gap between services from 5 hours to 3 hours
- Extend Saturday evening service from Grafton to Yamba by 2 hours by providing 1 additional service departing Grafton at 6:25pm
- Extend Saturday evening service from Yamba to Grafton by nearly 2 hours through an additional service departing Yamba at 7:32pm

Route 375A

- Introduce an additional trip on Saturday evenings at 6:52pm

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 there be changes to bus stop locations?

- Existing bus stops will be used along the new Grafton bus network.
- Generally, walking distance to nearby bus stops is approximately 400m to 700m.
- 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 Grafton 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
 - *Connect You Too* community transport can be contacted on (02) 6645 3200.

- 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 Grafton 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 Grafton bus network?

Clarence Valley Council, the scheduled bus operator Busways, Connect You Too community transport operator, Clarence Valley Transport Committee (convened by Social Futures), TAFE NSW Grafton, Northern NSW Local Health District, 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
- Connectivity to workplaces and employment opportunities
- Connectivity to key destinations, including the hospital and the new Clarence Correctional Centre
- Weekend services so people can access social activities, shopping
- Evening services
- Better customer information
- Connectivity to new housing developments such as Alamy Creek
- Better integration between local and regional services

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 Grafton 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

How will the program 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 Grafton bus network in September 2020 are the Top Priorities phase, which will be followed by the more extensive Holistic Planning phase.

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

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

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

Transport for NSW delivered improved services in Tweed Heads (December 2019) and Wagga Wagga (March 2020) under a pilot program. Throughout 2020, the 16 Regional Cities Services Improvement Program will deliver initiatives in the remaining 14 cities as shown below.

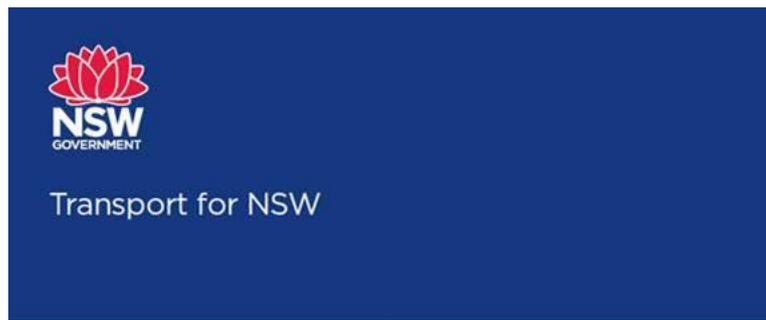
The holistic network services changes will be delivered in all of these cities over the next 2 to 3 years.

- Griffith – complete
- Bathurst – complete
- Orange – complete
- Dubbo – complete
- Parkes – complete
- Port Macquarie – complete
- Coffs Harbour – planning underway
- Lismore – planning underway
- Albury/Wodonga – planning underway
- Tamworth – planning underway
- Armidale – planning underway

- Grafton - **complete**
- Nowra-Bomaderry – **complete**
- Queanbeyan - **complete**

How can I get additional information?

- For Transport information and to plan your trip visit [transportnsw.info](https://www.transportnsw.info)
- Information about the new bus network across Grafton, school services and fares is available at <https://www.busways.com.au/nsw/plan-your-trip/route-timetables>
- For information about the program visit <https://www.transport.nsw.gov.au/projects/programs/16-regional-cities-program>
- Contact us on 1800 717 528 or via email regionalcitiesprogram@transport.nsw.gov.au



Contact us

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