

Bus service improvements for Queanbeyan

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

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

What changes are being made to the Queanbeyan bus routes?

Route 837 - Queanbeyan to Googong

- Services will be extended further into the Googong township, to service the key destination of Googong Village Centre, hosting a supermarket, medical and veterinary services, dining and entertainment and other local services.
- A new and improved service is also provided past the Anglican School and on to Wellsville Drive.
- Additional services to Googong on weekdays (12 trips every weekday), including an extra service to Queanbeyan in the early morning, an extra service from Queanbeyan late in the afternoon, and new services during the day.
- New services to Googong on Saturday (8 trips every Saturday). Services to operate between 8:00am and 5:00pm

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 Queanbeyan bus network.

- Generally, walking distance to a 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 Queanbeyan 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
 - Valmar Support Services (local community transport) can be contacted on 1300 825 627.
- 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 Queanbeyan 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 Queanbeyan bus network?

Queanbeyan-Palerang Regional Council, the scheduled bus operator Qcity, Valmar Support Services (community transport operator), TAFE, Department of Planning, Industry and Environment 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. During Holistic Planning, wider community and stakeholder consultation, led by a Human Centred Design approach, will be undertaken.

When will Queanbeyan get Opal?

- Opal machine is available at Queanbeyan train station.
- 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 Queanbeyan 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 Queanbeyan 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 Queanbeyan 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
- Grafton - complete
- Nowra-Bomaderry – complete
- Queanbeyan - complete
- Coffs Harbour – planning underway
- Lismore – planning underway
- Albury/Wodonga – planning underway
- Tamworth – planning underway
- Armidale – planning underway

How can I get additional information?

- For Transport information and to plan your trip visit www.transportnsw.info
- Information about the new bus network across Queanbeyan, school services and fares is available at <https://qcitytransit.com.au/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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