

Bus service improvements for Tamworth

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

- It's important that people have a public transport network that they want to use, so we asked the key stakeholders in Tamworth 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 and more days of the week.

What changes are being made to the Tamworth bus routes?

93 additional weekly services.

Route 430: Tamworth to Oxley Vale via Tamworth Hospital

- Operate via Hospital on inbound trips
- Extension of hours on Saturday afternoons to 5:30pm by introducing 3 new services
- Service Taminda at weekday work times

Route 431: Tamworth to North Tamworth via Tamworth Hospital

- Extension of hours on Saturday afternoons to 1:40pm by introducing 1 new services
- Service Taminda at weekday work times

Route 433: Tamworth to South Tamworth

- Extension of hours on Saturday afternoons to 4:30pm by introducing 3 new services
- Service Taminda at weekday work times

Route 435: Tamworth to Tamworth Sports Dome via South Tamworth

- Improved journey times by removal of Calala loop
- Service Sporting Precinct Mon-Sat
- Extension of hours on Saturday afternoons to 5:20pm by introducing 3 new services

- Service Taminda at weekday work times

Route 436: Tamworth to Calala via Goonoo Goonoo Rd & Tamworth Shoppingworld

- Introduction of new, more direct route (Tamworth CBD to Calala via Goonoo Goonoo Rd and Tamworth Shoppingworld – loop service)
- 7 trips Mon-Fri, and 5 on Saturdays
- Service Taminda at weekday work times

Route 428: Quirindi to Tamworth

- Introduction of Quirindi and Tamworth services on Saturdays between 9am and 4pm
- Introduction of Quirindi town services on Saturdays between 8:30am and 2:30pm

Route 437: Tamworth to Coledale and Westdale

- Extension of hours on Saturday afternoons to 5pm by introducing 4 new services
- Extension of the last weekday trip to service Hospital and TAFE
- Extension of the first weekday trip to service Taminda

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

- To improve public transport connectivity to the Hospital, Calala, Taminda and the Tamworth Sports Dome, some trips on Routes 430, 433, 435 and 437 will be amended as follows:

Route	Change(s)	Reason(s)
430	<ul style="list-style-type: none"> • Changes to trip times 	<ul style="list-style-type: none"> • To enable servicing the Hospital on the inbound leg
433	<ul style="list-style-type: none"> • Changes to trip times 	<ul style="list-style-type: none"> • To allow extension to Taminda around work times
435	<ul style="list-style-type: none"> • Changes to trip times • Does not service Calala • Services Tamworth Sports Dome 	<ul style="list-style-type: none"> • To enable extension to Tamworth Sports Dome and removal of Calala loop
437	<ul style="list-style-type: none"> • Changes to time of first weekday trip • Last weekday trip commences at Tamworth Hospital 	<ul style="list-style-type: none"> • To allow extension to Taminda around work times • Enable customers to get a journey back from the Hospital and TAFE on weekdays

Will there be changes to bus stop locations?

- Existing bus stops will be used for the new Tamworth bus timetable.
- Customers can plan their trip at www.transportsw.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 Tamworth 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
 - Oxley Community Transport can be contacted on 1800 951 770.
- 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 Tamworth 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 Tamworth bus network?

Tamworth City Council, the scheduled bus operators Buslines, Hannafords Coaches and Fiona's Mini-Buses, Oxley Community Transport, TAFE NSW Tamworth, 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, especially for new development areas such as Calala
- Connectivity to workplaces and employment opportunities, including the Taminda industrial estate

- Connectivity to the Hospital and the sporting precinct
- Weekend services so people can access social activities, shopping
- Evening services
- Better customer information
- 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 Tamworth 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 Tamworth 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 Tamworth 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
- Grafton – complete
- Nowra-Bomaderry – complete
- Queanbeyan – complete
- Coffs Harbour – complete
- Lismore – complete

- Dubbo – complete
- Parkes – complete
- Port Macquarie – complete
- Albury/Wodonga – complete
- Tamworth – 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 Tamworth bus network in November 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 Tamworth, school services and fares is available at your local bus operator's webpage:
 - Tamworth Buslines (<https://www.buslinesgroup.com.au/tamworth-maps-timetables>)
 - Hannafords Coaches are also available at the Tamworth Buslines' web-link above
- For information about the program visit <https://www.transport.nsw.gov.au/projects/programs/16-regional-cities-program> or call 1800 717 528



Transport for NSW

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16 Regional Cities Services Improvement Program

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