

## Bus service improvements for Coffs Harbour

### Why are there changes to the public transport network in Coffs Harbour?

- It's important that people have a public transport network that they want to use, so we asked the key stakeholders in Coffs Harbour 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, Uni, 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 Coffs Harbour bus routes?

**81** additional weekly services.

#### **360: Macksville to Coffs Harbour via Nambucca Heads & Toormina**

- Extend Friday service hours by providing additional services, and timetabled connections onto route 365:
  - Last service from Coffs Harbour to Macksville at 11:57pm
  - Last service from Macksville to Coffs Harbour at 9:49pm
- Extend Saturday service hours by providing additional services, and timetabled connections onto route 365:
  - Last service from Coffs Harbour to Macksville at 11:57pm
  - Last service from Macksville to Coffs Harbour at 9:49pm
- Introduce new Sunday service by providing two services each way during the day:
  - From Macksville to Coffs Harbour at 8:03am and 1:02pm
  - From Coffs Harbour to Macksville at 9:50am and 2:50pm

#### **364: Toormina to Coffs Harbour via Sawtell**

- Extend weekday service hours by providing additional services commencing at Toormina Gardens:

- Last service from Toormina Gardens at 7:45pm

### **365: Park Beach Plaza to Coffs Harbour City Centre via Coffs Harbour Jetty**

- Extend Friday and Saturday service hours by providing additional services, with timetabled connections onto route 360:
  - From Park Avenue to Park Beach Plaza at 7.05pm (Sat only) and 11:05pm (Fri and Sat)
  - From Park Beach Plaza to Park Avenue at 11:35pm (Fri and Sat)

### **370: Toormina to Coffs Harbour via Boambee East & Sawtell**

- Extend Friday evening service hours:
  - Additional trip from Coffs Harbour to Toormina Gardens at 10:05pm
- Extend Saturday evening service hours:
  - Additional trips from Coffs Harbour to Toormina Gardens at 8:15pm and 10:05pm

### **372: Grafton to Coffs Harbour via Woolgoolga**

- Extend weekday service hours and frequency:
  - Additional trips from Woolgoolga to Coffs Harbour Base Hospital at 6am, 11:55am and 8:30pm
  - Additional trips from Coffs Harbour Base Hospital to Woolgoolga at 7:10am, 10:50am and 7:35pm
- Introduce new Friday evening only services:
  - From Coffs Harbour Park Avenue to Woolgoolga at 9:41pm
  - From Woolgoolga to Coffs Harbour Park Avenue at 10:30pm
- Extend Saturday service hours and frequency:
  - Additional trips from Woolgoolga to Coffs Harbour Base Hospital at 7:15am, 12:15pm, 4:15pm, 6:30pm and 10pm\*
  - Additional trips from Coffs Harbour Base Hospital to Woolgoolga at 6:05am, 11:05am, 5:20pm, 7:35pm and Coffs Harbour Park Avenue to Woolgoolga at 11:11pm\*

*\* Route 372 10pm & 11:11pm trips do not service the hospital*

- Introduce new Sunday services:
  - Additional trips from Woolgoolga to Coffs Harbour Base Hospital at 8am, 10:15am, 2pm and 4:15pm
  - Additional trips from Coffs Harbour Base Hospital to Woolgoolga at 9:05am, 11:20am, 3:05pm and 5:20pm

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

- Most of the service changes are additional to the current services. No existing routes will be removed.

- To provide better connectivity to the Hospital, some trips on Route 372 will be amended slightly, only on Saturday afternoons

Route	Current departure		New departure	
	Location	Time	Location	Time
372	Park Beach Plaza	1:00 pm	Coffs Harbour Base Hospital	1:15 pm
372	Woolgoolga	2:00 pm	Woolgoolga	2:20 pm

Please check the new timetable (<https://forestcoachlines.com.au/>) for further details.

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

- Existing bus stops will be used for the new Coffs Harbour bus timetable.
- 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 Coffs Harbour bus network. Customers can plan their trip at [www.transportnsw.info](http://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
  - The Community Transport Company can be contacted on 1300 812 504.
- 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 any changes to school services?

- No school services in Coffs Harbour 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](http://transportnsw.info/tickets-opal/regional-tickets-fares/regional-buses-fares).

### **Was there any consultation undertaken before introducing changes to the Coffs Harbour bus network?**

Coffs Harbour City Council, the scheduled bus operators Busways and CDC (formerly Forest Coach Lines), The Community Transport Company, TAFE NSW Coffs Harbour, Northern NSW Local Health District, Southern Cross University, 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 both Coffs Harbour and Macksville Hospitals
- Weekend services so people can access social activities, shopping
- Evening services
- Better customer information
- Better integration between local and regional services
- Better transport options for refugee and migrant communities

### **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, Transport for NSW will undertake wider community and stakeholder consultation, led by a Human Centred Design approach, where we will meet with community members and customers to discuss their transport needs.

### **When will Coffs Harbour 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](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 Coffs Harbour are 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 Coffs Harbour provide better connections to where customers need to go for work, education, health, shopping, 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/Wodonga – planning underway
- Tamworth – planning underway
- Armidale – 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, identifying the community's travel needs and gaps to help develop and deliver an integrated transport services plan.

The current changes to the Coffs Harbour bus network in October 2020 are part of 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](https://transportnsw.info)
- Information about the new bus network across Coffs Harbour, school services and fares is available at your local bus operator's webpage:
  - Busways (<https://www.busways.com.au/nsw/plan-your-trip/route-timetables>)

- Forest Coach Lines (<https://forestcoachlines.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



**Contact us**

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