

Bus service improvements for Lismore

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

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

What changes are being made to the Lismore bus routes?

59 additional weekly services.

Route 682: Lismore to Goonellabah via Southern Cross University

- Better connections with the services to North and South Lismore on weekdays
- Additional trip on weekday evenings
- Additional trip on Saturday midday
- Additional trips on Saturday afternoons until 5.30pm
- New trips on Sundays from 8.30am to 5pm

Route 683: Lismore to Lismore Heights via Southern Cross University

- Additional trip on weekday early mornings with connection to North and South Lismore
- Additional trip on Saturday mornings
- Additional trips on Saturday afternoons until 5pm
- New trips on Sundays from 9am to 4pm

Route 684: Lismore to South Lismore via East Lismore

- Extension of early morning trip to commence from Lismore Hospital

- Additional trips to the industrial area in north and south Lismore on weekday afternoons
- Additional trips on Saturdays until 5pm

Route 685: Lismore to Goonellabah via Lismore Base Hospital & Lismore Heights

- Better connections with the services to North and South Lismore on weekdays
- Additional trip on weekday evenings
- Additional trip on Saturday midday
- Additional trips on Saturday afternoons until 4pm

Route 688 (Late-Nighter)

- New trips on Saturdays early in the evening, travelling from Goonellabah to Lismore

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 facilitate improved connections with buses to and from North & South Lismore, some trips on Routes 682, 685 and 683 will be amended slightly, as follows:

Route	Departing from	Current departure time	New departure time
682	Goonellabah	7:16 am	7:05am
685	Goonellabah	7:30 am	7:15 am
683	Lismore Transit Centre	5:55 pm	6:00 pm

- Please check the new timetable (<https://www.buslinesgroup.com.au/northern-rivers-maps-timetables>) for further details.

Will there be changes to bus stop locations?

- Existing bus stops will be used along the new Lismore bus network.
- 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 Lismore bus network. Customers can plan their trip at www.transportsw.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
 - Hart Services community transport can be contacted on (02) 6628 6000
- 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 Lismore 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 Lismore bus network?

Lismore City Council, TAFE NSW Lismore, Northern NSW Local Health District, Hart Services (Community Transport), Lismore Transport Committee (convened by Social Futures), Buslines (Contracted scheduled bus services operator), 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
- Weekend services so people can access social activities, shopping
- Early morning and late afternoon services on weekdays
- 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, 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 Lismore 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 Lismore 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 Lismore 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
- Grafton - complete
- Nowra-Bomaderry – complete
- Queanbeyan - complete
- Coffs Harbour – complete
- Lismore – complete
- Albury/Wodonga – planning underway
- Tamworth – planning underway

- Port Macquarie – complete
- 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 Lismore 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
- Information about the new bus network across Lismore, school services and fares is available at <https://www.buslinesgroup.com.au/northern-rivers-maps-timetables>
- 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

16 Regional Cities Services Improvement Program
P 1800 717 528 E regionalcitiesprogram@transport.nsw.gov.au