

## Bus service improvements for Parkes

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

- It's important that people have a public transport network that they want to use, so we asked the key stakeholders in Parkes about local bus services, the community's transport needs and challenges in getting around.
- Key stakeholders identified that the community wanted more 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, TAFE, shops, medical appointments, social and recreational places.

### What changes are being made to the Parkes bus routes?

- 45 additional weekly services have been added to the existing timetable
- Trips have been added to mornings and afternoons on weekdays
- The additional trips will enable travel to and from employment, TAFE, the CBD and Parkes Hospital
- Route changes are outlined below:

#### Route 550: Parkes South Loop, Parkes Hospital (anticlockwise)

- Operates along the same streets but in the reverse direction of Route 552 to provide return travel options from the hospital
- Operates in the afternoon. Travel to the hospital in the morning is on Route 552.
- Additional trips from the hospital to the CBD in the afternoon

#### Route 551: Parkes East Loop

- Additional morning and evening trip between Parkes CBD and Danilenko St.
- Minor adjustment to some trip times during the daytime

#### Route 552: Parkes South Loop, Parkes hospital (clockwise)

- Additional trip from the CBD arriving at the hospital before 8:00am
- Operates in the morning, adjustment to trip times during the daytime
- Return travel in the afternoon provided on Route 550

### **Route 553: Parkes North Loop**

- Additional trip from the CBD in the afternoon
- Adjustment to trip times during the daytime

### **Route 554: Parkes West Loop**

- One additional morning trip and two additional afternoon trips
- In the morning Route 554 services become Route 552 for improved access to Parkes Hospital from Parkes West
- In the afternoon Route 550 services become Route 554 for improved return travel from the hospital. No need to change and wait for the bus in the CBD.
- Adjustment to trip times during the daytime

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

- New bus Route 550 will operate in the reverse direction to Route 552, using the same streets.

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

- Existing bus stops and arrangements will be used in the Parkes bus network.
- Generally passengers can hail a bus at any safe point along a bus route in Parkes.
- 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 Parkes bus network. Customers can plan their trip at [www.transportnsw.info](http://www.transportnsw.info).
- Community Transport may be available to some members of the community. Contact Neighbourhood Central for further details at [www.ncentral.org.au](http://www.ncentral.org.au).
- 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 Parkes 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 Parkes bus network?**

Parkes City Council, the scheduled bus operator Western Road Liners, and the community transport operator Neighbourhood Central, were consulted in this process.

Some of the key themes captured from stakeholder feedback included:

- Low hours of services, especially before and after school hours
- Low profile of the bus service
- Connectivity to workplaces and employment opportunities
- Connectivity to Parkes hospital
- 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, which is expected to kick off in early 2022. During Holistic Planning, wider community and stakeholder consultation, led by a Human Centred Design approach, will be undertaken.

### **When will Parkes get Opal?**

- At this stage there are no plans to expand Opal to regional 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 in Parkes is 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 Parkes 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 services to the Tweed bus network. Over the coming months planning will progress for other regional cities.

The 16 Regional Cities in the program include:

- Wagga Wagga – complete
- Tweed Heads – complete
- Parkes – underway
- Bathurst – underway
- Orange – underway
- Dubbo – underway
- Griffith - underway
- Port Macquarie – underway
- Coffs Harbour – planning underway
- Grafton – planning underway
- Albury – planning underway
- Nowra-Bomaderry – planning underway
- Queanbeyan– planning underway
- Tamworth – planning underway
- Armidale – planning underway
- Lismore – 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, identification of travel needs and gaps to help develop and deliver an integrated transport services plan. These are expected to be complete by late 2023.

The current changes to the Parkes bus network in July 2020 is the Top Priorities phase, which will be followed by a more extensive review expected to kick off in 2021.

### How can I get additional information?

- For Transport information and to plan your trip visit [www.transportnsw.info](http://www.transportnsw.info).
- Information about the new bus network across Parkes, school services and fares is available at <http://www.westernroadliners.com.au/>
- For information about the program visit <https://www.transport.nsw.gov.au/projects/programs/16-regional-cities-program>