

NEW BUS NETWORK

REPORT ON WHAT WE HEARD



NEW BUS NETWORK

We're getting ready for a city of 500,000 people by 2030. To support our growing population the ACT Government is delivering an integrated transport network with buses working alongside light rail to get Canberrans and visitors where they want to go.

We want Canberrans to be better connected.

Currently only eight percent of the population use a bus to get to work. The new network will be designed to get more people using Transport Canberra's integrated public transport network. We asked how we could support you to use the new network.



The proposed bus network was created based on [what we heard in a conversation](#) with the community in late 2017 about what you wanted from your bus network. Through that conversation we heard some key themes:

- *we want buses to come more often*
- *we want services to be more reliable*
- *we want buses to run for longer hours across seven days-a-week*
- *we want to have faster journeys times*

THE CONVERSATION

From 18 June to 12 August 2018 we went out into the community to introduce the new bus network, consult with the community on the proposed changes and receive feedback on how the new network could meet the needs of current users and those who currently don't use the bus.

Over eight weeks we spoke to people in bus interchanges, schools, at community councils and other community meetings, conducted an online survey and focus groups.

Feedback gathered will help us deliver better, more connected bus services and improve the overall customer experience of connecting to an integrated transport network.

WHO ENGAGED

Our staff had more than 1600 conversations with a wide range of community members and key stakeholders;

- the general community at shopping centres
- weekday and weekend commuters at bus interchanges
- school principals and peak bodies for schools
- parents of school children
- residents of several retirement villages
- Community Council organised public meetings ([Community Council What We Heard reports](#))
- disability groups
- university students and youth groups

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- advocacy groups
- cultural groups
- government departments
- social responsibility reform groups

Approximately 99 percent of feedback via YourSay was from current bus users.

Consultation channel	Numbers we spoke to
Survey on www.yoursay.act.gov.au	9,735 surveys completed
Community Council meetings	350 attendees at 7 meetings
Email comments and submissions	504 emails + 16 submissions
Pop up roadshows	1,165 conversations at 21 roadshows with 334 recorded feedback
Access Canberra	99 phone calls
Focus groups	19 parents of school children at 2 focus groups
Omnibus survey	1,000 surveys completed
Stakeholder meetings	25 meetings with stakeholder groups
Total	12,913 conversations 11,722 items of feedback
Social media	# of posts 42 # of comments 713 Reach / impressions 295,581
Website hits	13,892 visits to TC landing page



Key insights from the community

Personal impact

1. We have heard extensive feedback from existing bus users on specific routes, journeys and stop locations and how the changes could affect individuals

More buses more often

2. We have heard you are happy about getting more buses more often, running longer hours and on weekends

Removal of 'Xpresso' journeys

3. We have heard 'Xpresso' users are concerned the removal of single seat crosstown Xpresso services will make travel times longer

Safety

4. We have heard that you want to feel safe when you are using public transport
5. We have heard you want to ensure students are safe on public transport, when transferring buses and when traveling between schools grounds and bus stops

Information

6. We have heard you want more information on school services to prepare for the new network

WHAT'S NEXT?

We will do more detailed analysis of your feedback and report back with a post-consultation engagement report in the coming weeks.

We will make changes to the network and release map routes and timetable advice to give users plenty of time to prepare for the network. This information will be released from October 2018 onwards.

We will consider which of the measures you suggested we can introduce to support you to use the network.

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OVER AN 8-WEEK CONSULTATION PERIOD - THANK YOU FOR YOUR FEEDBACK

9,735

We reached 9,735 people via YourSay

12,913

We spoke to 12,913 individuals

350

We delivered 16 presentations to over 350 people

1,165

We visited businesses, community groups, shopping centres set up 21 roadshows and distributed over 334 brochures

504

We sent emails to over 504 + 16 submissions to organisations and community groups

295,581

We reached a social media audience of approx. 295,581

11,500

We received 11,500 items of written feedback

Across the public, community and special interest groups, this is the most engaged-with public consultation through ACT Government ever undertaken.