



South East Sydney Bus Changes

Consultation Summary



211005_SE BUS



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Author: Transport for NSW
Date: November 2021

Introduction

At Transport for NSW (Transport) we're making our state a better place to live, work and visit by connecting people and communities to safer, easier and more reliable services. To help achieve this we are currently delivering Australia's largest infrastructure pipeline, a \$72 billion program. Our customers and communities in the South East will benefit from this investment, now and into the future.

We are investing in transport solutions that make places more liveable and sustainable. The CBD and South East Light Rail is a multi-billion dollar project delivered in 2019 that is already providing customers with faster journeys, and helping ease congestion on our roads.

As part of delivering the CBD and South East light rail there is an opportunity to better align our public transport services to ensure customers across the region are getting the most out of our modes and the assets we have.

Sydney's South East is a vibrant area, close to the CBD, beaches and other key precincts offering world class health and education. Our investment in transport, and the changes made to the bus network in the South East will support future growth, like at Green Square - Australia's largest urban renewal project that will be home to more than 60,000 people and over 20,000 jobs by 2030.





Following considerable change in land use across areas such as Zetland, Rosebery and Mascot, where former industrial land has been redeveloped into high density residential and mixed-use precincts, we've seen increased demand for efficient and frequent public transport services. We need to ensure we not only connect customers to the Sydney CBD, but also to other destinations across the region.

Similarly, current and future growth in the medical and education precinct in Randwick will continue to require frequent public transport services to connect the precinct with the wider south eastern suburbs. Continued growth in other areas will require a strong public transport network to support current and future travel demand within and across the South East.

To adapt to the changing needs of our customers, Transport developed a proposal for a new integrated network plan for the area.

The proposal we took to the community in mid 2021 aimed to improve the way customers travel around their local area and, following the introduction of the new light rail services to Randwick and Kingsford, provided the opportunity to improve how bus services operate across the region. The new network integrates with other modes, by strengthening some existing corridors connecting major destinations such as Bondi Junction, Randwick and Mascot.

The proposed network included buses integrating with rail and light rail to get local customers and visitors to where they want to go and provide much-needed capacity, supporting existing and emerging travel patterns with improved frequency and connectivity across the region. Key benefits of the proposed network included:

-  • **Frequency** - providing more frequent services, particularly outside the peaks, including a core network of All-Day Frequent Network (ADFN) routes;
-  • **Capacity** - increasing capacity to areas and at times of high demand;
-  • **Simplicity** - providing a simpler, easier to use network, by reducing the overlap of multiple routes;
-  • **Reliability** - improving reliability of the network, both during normal operations and during disruptions, through network design;



- **Connectivity** - improving connections between buses, and with other modes (metro, train, ferry, light rail) to give quicker journey opportunities to more destinations; and
- **Efficiency** - improving the efficiency of the network.

To ensure an effective integrated network and understand community needs, Transport sought feedback on the proposed changes to South East Sydney bus services.

This report summarises the feedback received during the extended eight-week consultation period from 6 May to 30 June 2021, which has helped shape the final, integrated network plan for Sydney's South East.

It identifies key themes emerging from community feedback about the proposed changes and the alternatives designed to provide more bus services where they are needed most.



What was proposed

An integrated network plan for Sydney's South East was developed to provide much needed capacity for customers as well as to support existing and emerging travel patterns.

With the average number of weekly bus trips across the South East growing by 130,000 in the three years to March 2019 and the new light rail changing how customers in the South East travel into and out of the CBD, the proposal aimed to help improve integration of different modes across the region.

The network was also designed to increase travel opportunities and reduce duplication with other bus, train, and light rail services around the Sydney CBD and the South East. It allows for service improvements in the remainder of the region taking into consideration Opal data, analysis of changed travel patterns and changes in land use, as well as feedback from customers and stakeholders.

Benefits of the proposal included:

- **Capacity boosted by around 40 per cent** in the morning peak (6am -10am) for those heading to the CBD and by around 45 per cent in the evening peak (3pm - 7pm) for those heading to the South East, compared to early 2019.
- **Light rail services operating every 4 minutes** between Circular Quay and Moore Park and every 8 minutes between Moore Park and Randwick/Kingsford on weekdays (7am to 7pm)
- **Eight frequent bus routes** across the South East as part of a new All-Day Frequent Network, operating every 10 minutes or better, seven days a week.
- **Retaining eight express bus routes** to and from the city in morning and afternoon peaks, many with earlier and later services.
- **New routes** to connect customers to their destinations and provide better integration with other modes of transport.
- Better east-west and north-south connectivity, with new and enhanced links based on customer travel behaviour.
- **More frequent services** to key locations, including Bondi Junction, UNSW, Newtown, the University of Sydney, Eastgardens, Green Square and Redfern.
- **Improved bus services to the beaches**, including Bondi, Tamarama, Coogee, Maroubra and La Perouse to encourage more customers to use public transport.





How we engaged

From 6 May 2021 through to 30 June 2021, customers, the community and other stakeholders were invited to comment on the integrated network plan and proposed changes to bus services in the South East. This feedback has helped us understand what is important to customers and communities in the South East.

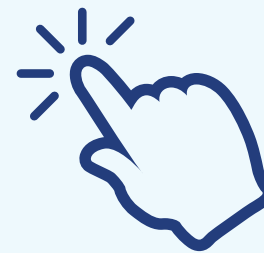
Transport is committed to listening to all feedback from stakeholders, the community and customers in response to the proposed network changes. The proposal we took to the community included a simpler bus network that integrates better with the existing rail and new light rail networks.

A survey was developed to capture feedback and insights from the community on the proposed changes to bus services in the South East. The survey focused on a series of questions relating to how customers move around the South East and how they feel about the proposed changes to local bus services. The online survey was distributed via email and through the My Sydney website – <https://www.mysydney.nsw.gov.au/>

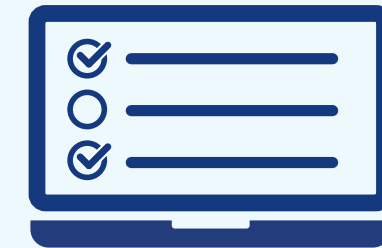
Transport used a range of engagement tools and techniques to raise awareness and encourage the community to have their say on proposed changes. These included a media release, an information flyer letterbox dropped to over 110,000 residential properties in the South East, a social media campaign through Facebook and links to the survey prominent on the Transport and My Sydney websites. **(Appendix A)**

In addition, briefings were held with key stakeholders including local councils, state MPs, healthcare professionals, local community groups and we also reached out to local schools.

The feedback period was extended to cover an eight-week period, allowing the public more time to provide feedback to help Transport shape the final plan.



11,000
users clicked onto the survey via the My Sydney website



We heard from **8801** individuals via the online survey

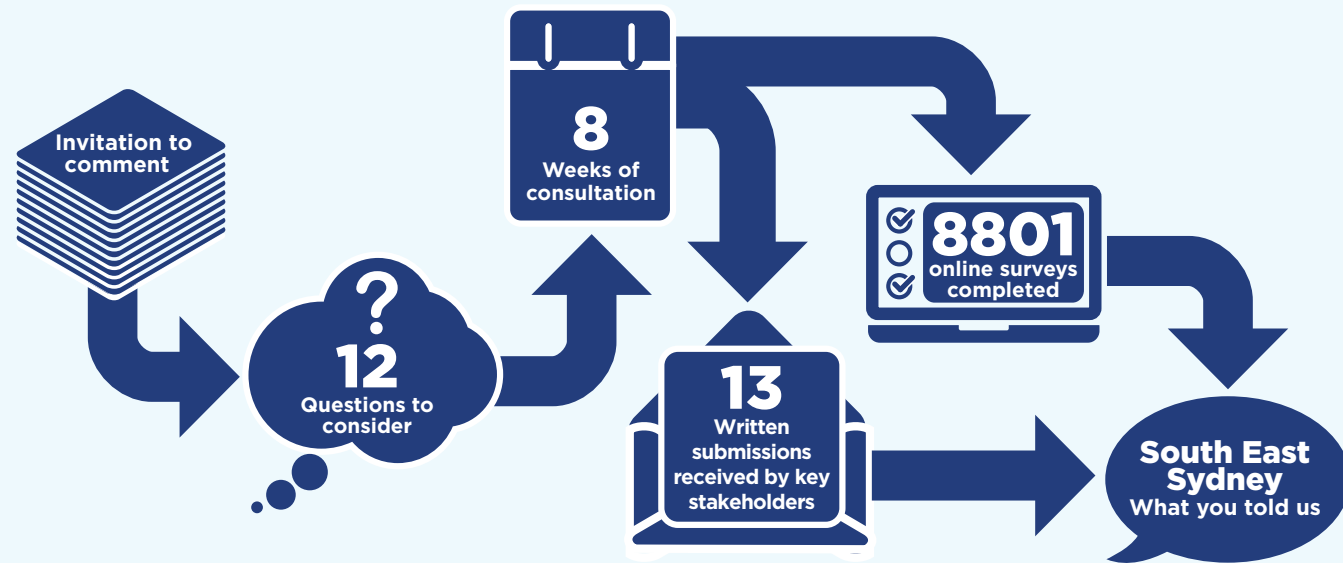


13
individual stakeholder submissions were received



110,000
flyers were delivered to residential properties outlining the proposed changes and seeking feedback via the survey

How we received feedback



Feedback snapshot from the survey

Key themes emerging from the proposed changes to bus services in the South East were largely focused on changes to customer routine. Key issues of importance to respondents were:

- Customer journey time
- Travel patterns
- Access to key destinations
- Ease of interchanging

What we heard

The community provided their feedback via an online survey, intended to provide Transport with an understanding of how the proposal impacted travel in and around the local area. The survey allowed for a broad range of feedback and showed us how customers travel in and around the South East.

We'd like to thank the community for taking time to provide their feedback during the consultation period. Your feedback helps Transport understand what is important to our customers and the community.

The survey has helped Transport:

- Understand community views relating to the network plan and changes to bus services
- Identify key themes on the proposal
- Provide insight into public opinion on specific changes such as routes, frequency and timetables
- Make adjustments to the proposal to further benefit the community.

The survey asked 12 questions, and a mixture of multiple choice and free text responses were available to respondents. **(APPENDIX B)**

Community feedback

During the extended eight-week consultation period the community completed 8,801 online surveys and 13 submissions were received from key stakeholders, like Councils.

When reviewing all of the feedback received it was clear that the most important topics to respondents were:

- Customer journey time
- Travel patterns
- Access to key destinations
- Ease of interchanging



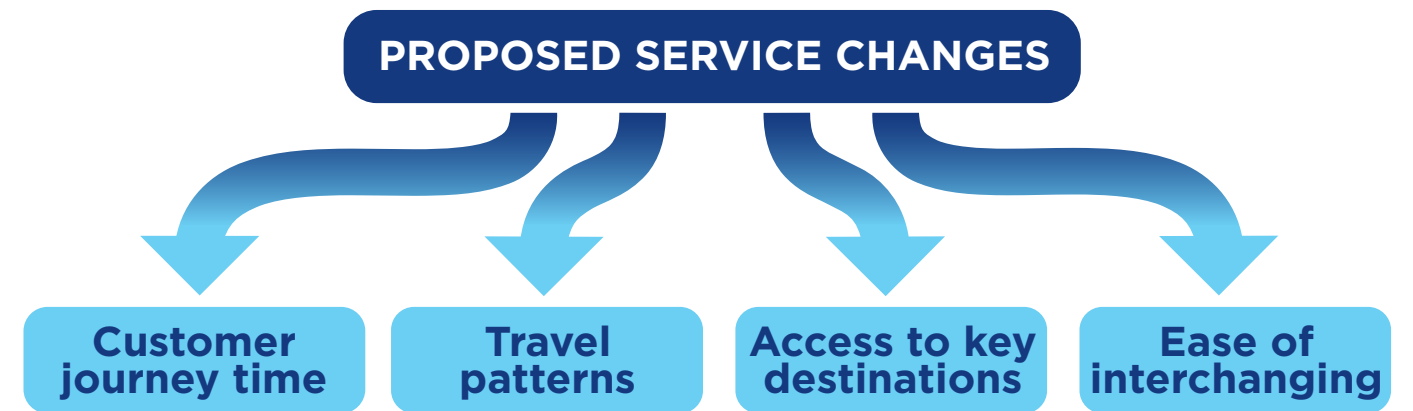
What was most important to our customers

- Minimise the amount of changes
- Improved journey times
- Light Rail extension to suburbs
- More off peak and night services
- Improvement in Light Rail journey times
- Improved safety/security while travelling on public transport
- Improved beach connections
- More weekend services
- Better access to schools
- More connections in suburbs
- Environmentally friendly buses
- More express routes to health precincts
- More express buses to key areas such as Anzac Parade, Bondi, Botany, Central and Randwick
- Better connections between inner west and eastern suburbs
- Improved options for Seniors, parents/prams and customers with accessibility requirements
- More direct access to CBD



Key theme overview

Based on respondents feedback on the proposal, four key themes emerged.



While the survey was made up of multiple choice and open-ended questions, a qualitative analysis was also undertaken across all responses.

An analysis of key questions in the survey data asking customers about access, improvements and their general comments on the proposed changes helps to understand the impact, attitudes and potential behaviours of customers.

It also guided an understanding of potential adjustments to the proposal that could further support their public transport needs.

The four themes, drawn from the open-ended questions identified respondents that felt that the changes to the services will make access to key destinations challenging.

Many customers also saw the changes to bus services as cuts, limitations and reductions to bus services, which are ultimately forcing them to use the CBD and South East Light Rail.

It was important to respondents that the new integrated network be easy to navigate and didn't significantly change their current travel behaviour.

Customer journey time and ease of interchanging

Customer journey time and interchanging go hand in hand. Respondents were concerned about the potential time it will take and the effort involved in making the change.

Respondents were opposed to a change in behaviour and acknowledged that an increase in journey time would impact their travel.

The majority of comments centred on the following topics:

- Multiple modes of transport
- Less direct routes
- Reduced frequency
- Slower services, more stops
- The need to interchange
- Longer walks
- Longer waits

Travel patterns

Respondents identified potential scenarios where the proposal changes their travel patterns significantly. There were numerous comments received from customers whereby the 'perceived challenges' focused on the following scenarios:

- Decrease in the quality and reliability of services
- Fewer options available
- Routes will become confusing
- Disruption to their journey
- Perceived increased costs
- Capacity and congestion with withdrawn services
- Fewer seats and less space.

Access to key destinations

It was important for customers to continue to get to where they wanted to go. Many felt that they would no longer be able to access key destinations like they could before.

Respondents felt it was important to consider customer needs for:

- Access to health precincts
- Access to local areas, such as beaches and shopping/recreation
- Impact on students in school or higher education
- Impact on elderly and accessible transport users
- Impact on businesses and productivity

In addition, a smaller portion of customers who responded to the survey acknowledged that there were potential benefits as a result of the changes to bus services, including:

- More frequent and efficient bus services
- More direct and express access to the CBD resulting in less congestion
- Encouraging Light Rail usage
- Green options through introduction of electric buses
- A simpler network to navigate, and the removal of buses on already congested roads.

Response to community feedback

While acknowledging the key themes listed above, Transport has responded to the more specific concerns raised in response to the proposed changes to South East Sydney bus services.

Withdrawal of routes

Respondents were concerned that the withdrawal of routes would prevent their current journeys being made by bus.

They were concerned this will affect the way they access work, medical services, university, and specific places such as Bondi Junction and Sydney Airport.

Many respondents felt they would be inconvenienced by the proposed withdrawals, and in some instances, it was thought that the withdrawal of some routes would create longer commutes and walking distances.

There was a lack of understanding of the alternative options available for travel as part of the proposal.

Response:

Where a route has been changed as part of the new network, replacement options are available. These:

- may simply involve a change in route number; e.g. route 353 is replaced in its entirety by route 350, which operates up to three times more frequently than the 353.
- may involve a long route being replaced by two routes, requiring some passengers to change buses to complete their journey but retaining a single seat journey for the majority of customers, and with improved frequency for all customers; e.g. route 400 which is replaced by new ADFN routes 350 and 390X.

Links to Taylor Square

Customers wished to retain easy access to Taylor Square.

Respondents from the Little Bay and La Perouse area said the need for a link to Taylor Square was crucial.

They said access to health and medical services would have an impact with no direct access or less frequent services being provided as an alternative option.

Response:

Transport has responded to these concerns by maintaining route 373 from Coogee and Randwick to the City (Museum) via Taylor Square. This route – part of the ADFN – will provide frequent connections to Taylor Square from Coogee and Randwick.

Route 396 from Maroubra Beach to the City (Circular Quay) has also been upgraded to ADFN status, in response to feedback. This will also provide a frequent connection to Taylor Square from bus services on Anzac Parade.

For customers who previously had direct services to Taylor Square, connections will be available between local buses and frequent routes 373 and 396 at places such as Randwick, Maroubra Junction and Kingsford. In most instances these connections will be "same stop" transfer locations, where customers simply transfer between buses at the same stop, without needing to walk to a different bus stop.





Access to beaches

Respondents told us it was important to retain quality access to eastern beaches.

Feedback noted to a loss of access to beaches in suburbs such as Coogee, Bondi and Maroubra. Feedback noted that services would be less frequent to Coogee and a lack of night services to Maroubra beach.

Response:

The new bus network provides more frequency and more capacity to the eastern beaches. Bondi Beach, Bronte, Coogee, Maroubra and La Perouse will all be serviced by frequent and high capacity bus routes on the ADFN, with local routes providing access from nearby suburbs.

Access to key destinations

Having direct access to the city and other key locations such as the Randwick Health Precinct, the CBD and Taylor Square was identified by many respondents and stakeholders as one of the most important issues when providing feedback on the proposal.

Respondents provided feedback relating to a loss of direct access to the CBD.

While direct access to the city was a high priority for many respondents, the feedback provided showed that customers valued access to other parts of the region such as the Randwick Health precinct and University, Sydney Airport and Bondi.

Customers felt that the current convenience of their travel would be impacted through the need to interchange, resulting in more time and effort. Concerns were raised in relation to perceived overcrowding and loss of access.

Respondents said it was crucial to continue to have direct and convenient access to their destinations, with a range of reasons such as work, education, shopping or entertainment.

Respondents also noted that off peak in particular would be affected by the proposed changes to services.

Response:

Transport recognises that people want direct services, which is why direct connection to and from the CBD have been retained for many customers as part of the new network.

The new network will improve access to key destinations using public transport. These improvements are intended to support an increasing number of journeys that can be taken using public transport and support the ability for residents to reach key employment, educational, health and leisure precincts across the South East.

This is achieved by operating services more frequently, particularly improving cross-suburban services to avoid customers having to travel via the CBD. Each key destination in the south eastern suburbs is now served by multiple ADFN routes, linking destinations and complemented by a more frequent network of local routes. Access is especially improved with more frequent off peak, evening and weekend services.

Interchanging

Many respondents were concerned that some of the options would mean they would have to interchange to get to their destination. This would add to their journey time and make public transport less attractive.

Respondents also pointed out that interchanging was difficult for some people including those with mobility needs, people with disability, families with young children and older people

Response:

We recognise that customers would prefer not to have to interchange during their journeys. However customers also value frequency and access to multiple destinations. The new bus network balances these considerations, retaining single seat journeys for many customers, but recognising that in order to provide more frequent services, and access to a wider range of destinations, some customers will need to transfer under the new network. Connections are made easier by:

- More frequent services reducing waiting time between services
- Revised running times resulting in more reliable services
- Simplifying the network
- Improving connections between different modes as part of an integrated transport network
- Focusing on appropriate locations for interchange



Journey time and frequency of services

Respondents were concerned that journey times would increase under the new network.

Some stakeholders felt that without detailed timetable information, it was difficult to adequately comment on the proposal.

Response:

We have created 10 new ADFN routes, in addition to existing route 333, to provide customers in the South East with bus services operating every 10 minutes or better during the day (20 minutes or better early morning/late evening) 7 days a week, complementing frequent train and light rail services.

Door to door journey times on the new network are comparable to the current services, and while some trips may take longer, the changes reflect actual journey times. This should provide a more reliable service for customers across an integrated network.

In some cases the better frequencies will help reduce journey time, such as waiting time and removing the need to consult a timetable with such regular services operating.

Capacity

Customers were concerned that the new network would provide insufficient capacity, especially where the number of routes is reduced.

Response:

When planning the network, Transport took into consideration 2019 Opal data, to analyse travel patterns and changes in land use, as well as feedback from customers and stakeholders.

The new network has been specifically designed to provide enough capacity for demand (measured pre-Covid 19), with additional capacity provided in growth areas such as Green Square and at busy times (such as to beaches in summer). Increased use of high-capacity articulated buses and a simpler more reliable network which should see less bunching of buses will also see more room available on the bus network.

School services

Respondents from the school community, both parents and students noted that the proposal would affect some travel for students catching regular route services. Topics of concern were overcrowding as a result of reduced services, and safety while waiting at bus stops.

Timetabling was also raised, around ensuring that students' arrival times were considered.

Areas most commonly mentioned included those travelling from Bondi to Waverley, Kensington and Eastgardens to Bondi.

Response:

We engaged with over 90 schools to ensure students and the local community were aware of the proposed changes, as we know many students use buses operating on the regular network.

We wanted schools and the school community to understand the proposal so they could provide feedback during consultation.

Careful consideration has been given to the needs of school students in the new network. All existing school special services have been retained, with some extended and others retimed to address late running issues.

Where regular services have been altered, we have endeavoured to maintain current student travel movements, including deviations of regular routes to/from schools.

Every year the travel patterns of students change. Next year this will be closely monitored for any issues arising from the new bus network, and any issues addressed promptly.

Transport will continue to work closely with individual schools to communicate any impacts before the changes are introduced.

Services in Green Square

While the feedback on the uplift of services for Green Square was largely welcomed, some respondents provided feedback regarding bus services in Green Square, including the introduction of bus services in the northern section of Gadigal Avenue, Waterloo.

Concerns noted the suitability of this road due to high pedestrian activity.

Response:

The new network provides for a number of service improvements in the Green Square area, supporting current and emerging growth in the wider precinct.

Route 304 (Green Square to City) will be routed to operate via the full length of Gadigal Avenue and Potter Street, in Zetland and Waterloo. The high density of this area has long been intended to be served by public transport, and quality, frequent, high-capacity buses are appropriate for the nature of the area.

Route 304, since its introduction in 2018, has been extremely popular with high patronage growth. When it was established via the southern part of Gadigal Ave, this area became the highest patronised bus stop on the route within three weeks, and we expect a similar response in the northern section of Gadigal Avenue.

In response to feedback, route 392 has been adjusted from the original proposal (operating via Gadigal Avenue and Potter St) to instead operate via O’Dea Avenue and Bourke St. This will significantly reduce the number of buses that will operate in Gadigal Avenue and Potter Street.

Franchising of services

Some respondents questioned if the changes to services were linked to the franchising of the South East bus network

Response:

The franchising of bus services in the South East and the bus network changes are separate processes.

The community consultation and implementation of the South East integrated public transport plan do not impact the tender process and transition timing to a new bus operator.

The new network will be implemented by State Transit in advance of any transition to an incoming operator.

Fare increase for transfers

Some respondents noted that the transfer of services may incur a fare increase.

Response:

Some customers who transfer from a bus to light rail may be required to pay more for their journey under the current Opal fare structure, however many customers will continue to have a direct bus or light rail journey available to their destination.

In the majority of cases where customers no longer have a direct bus option in the new network, there will be an option to transfer between buses to continue your journey. In these instances there is no fare increase.

For transferring between different modes, like a bus to light rail, there is a \$2 transfer discount.

Consultation process

Some stakeholders and community members were concerned that the information provided as part of the proposal and the survey didn’t allow for a meaningful position on the changes, while others welcomed the opportunity to provide feedback.

Response:

Transport recognises that some respondents and stakeholders felt that they couldn’t adequately comment on the proposal.

During the consultation period, additional information was provided to further explain the proposal.

The survey was designed to provide Transport feedback on how the proposal would change travel in and around the local area.

It helped us to understand the sentiment and identify the key themes to help inform adjustments to the proposal.



Key changes made to the proposal following consultation

The below table represents key changes made to the proposal as a direct result of feedback received from the customers who submitted a response to the survey. There are other changes that have been made to the final network, reflecting operational requirements, and addressing key stakeholder feedback.

Route	What was proposed	What we changed
303	The 303 service would be adjusted to operate between Sans Souci and Randwick via UNSW. It would also be adjusted in Eastlakes, operating via Florence Avenue and George Street instead of via Maloney Street. More services would operate during off-peak, on weekends and in the evening, with a bus every 30 minutes between Mascot and UNSW.	The 303 service will operate via Maloney Street, instead of via Florence Avenue and George Street to maintain a more direct route path between Mascot and UNSW. The new 306 will also provide services in this area.
306	The new 306 service would operate between Mascot Station and Redfern via Eastlakes and Rosebery, operating via King St (between O’Riordan Street and Maloney Street) and via Maloney Street.	The 306 service has will operate via Florence Avenue and George Street Eastlakes, and via Botany Road and Coward Street instead of King Street (west of Botany Road).
307	The 307 service would operate between Eastgardens and Marrickville Metro via Mascot station, and no longer operate between Port Botany and Eastgardens.	The 307 service will be retained to operate between Eastgardens and Mascot, no longer extending to Marrickville Metro as proposed. To improve local access, the 307 service will be more frequent during the weekday off peak and weekend daytime has been improved from 30 mins to 20 mins (compared to both current and proposed).
309	The 309 service would operate between Port Botany and Redfern, no longer operating between Redfern and Central. More frequent services would operate at least every 10 minutes during the day and at least every 20 minutes early morning and evening, seven days a week between Matraville and Redfern.	More services have been introduced during weekday peak times between Redfern and Port Botany to support the growing industrial area.
313	The 313 service would be adjusted to operate via Albion St instead of Carrington Rd, between Frenchmans Rd and Bronte Rd. Additional services would operate during the day, seven days a week, with services operating every 20 minutes (currently every 30 minutes). Earlier and later services would operate throughout the week.	The 313 service will be retained via Carrington Road, instead of via Albion Street, to maintain existing customer access along Carrington Road

Route	What was proposed	What we changed
343	The 343 service would be adjusted to operate via Green Square Station instead of Joynton Avenue. More frequent services were proposed to operate at least every 10 minutes during the day and at least every 20 minutes early morning and evening, seven days a week.	The 343 service will be retained to operate via Joynton Avenue, instead of via Green Square Station, to maintain existing customer access along Joynton Avenue.
350	The new 350 service would partially replace the existing 353 service, providing a direct high frequency service between Sydney Airport, Eastgardens, Maroubra, Coogee, and Bondi Junction. More frequent services would operate at least every 10 minutes during the day and at least every 20 minutes early morning and evening, seven days a week.	The 350 service will operate via Fitzgerald Avenue and Maroubra Beach (existing 353 service), retaining customer access to buses along Fitzgerald Avenue and supporting customer access between Maroubra Beach, Coogee and Bondi Junction.
362	An extension was proposed for the 362 service from Bondi Beach to Rose Bay Wharf via Curlewis Street and O’Sullivan Road. The 362 service would start earlier and finish later on weekends during summer. The 362 service would have extended hours of operation, to include Monday to Friday during the summer school holidays.	The 362 service will operate via Rose Bay shops between Bondi Beach and Rose Bay Wharf to improve customer access to the Rose Bay area from Coogee and Bondi Beach.
370	The 370 service would operate between Coogee and The University of Sydney, and no longer operating between The University of Sydney and Leichhardt. It would also operate along Carr Street and The Spot, between Coogee and Randwick. More frequent services would operate at least every 10 minutes during the day and at least every 20 minutes early morning and evening, seven days a week.	The 370 service will operate between Glebe Point and Coogee, to maintain customer access from Glebe towards Newtown, Green Square and UNSW.
373	The 373 service was proposed to be withdrawn.	The 373 service will be retained between Coogee and City (Museum), maintaining connections between Coogee/Randwick to Taylor Square and the south-eastern edge of the CBD. This supports customer access to the medical precinct at St Vincent’s Hospital. More frequent services will operate at least every 10 minutes during the day and at least every 20 minutes early morning and evening, seven days a week.

Route	What was proposed	What we changed
374	The 374 service would be adjusted to operate between Coogee and Central, no longer operating between Central and Circular Quay and to operate via Bream Street direct in Coogee in both directions. Additional services would operate throughout the week.	The 374 service will operate via Brook Street in Coogee for inward journeys, maintaining customer access. More frequent services have been added during weekday PM peak extended to include school peak, supporting customer demand.
374X	The 374X service would be adjusted to operate via Bream Street direct in both directions	The 374X service will operate via Brook Street in Coogee for inward journeys, maintaining customer access.
392	The 392 service would be adjusted to operate between Little Bay and Redfern, operating direct via Little Bay Road instead of Mirrabooka Crescent, and no longer operating between Kensington and Circular Quay. More frequent services would operate at least every 10 minutes during the day and at least every 20 minutes early morning and evening, seven days a week.	The 392 service will operate via O'Dea Avenue and Bourke Street Zetland, instead of via Gadigal Avenue and Potter Street, reducing the number of buses in those streets, and maintaining customer access to bus services along O'Dea Avenue. Selected trips will divert via Mirrabooka Crescent in Little Bay on weekdays to maintain customer access to bus services.
392X	The 392X service would operate express services between Kingsford and Sydney CBD	An additional stop has been added at UNSW to improve frequency, and provide better connectivity to Randwick via the 390X service.
396	More frequent services would operate every 10 minutes during the day and every 20 to 30 minutes early morning and evening, seven days a week.	More frequent services will operate at least 10 minutes during the day and at least every 20 minutes early morning and evening, seven days a week, providing better connections from other services to the 396 for Taylor Square and central CBD access.
Other		Timetables for the 348, 356, 375, 390X and 392 services have been adjusted to improve school student capacity and provide more direct services to/from schools.

Next steps

Transport would again like to thank all those that provided feedback on proposed bus service changes in the South East.

The new network has now been finalised and the feedback Transport received during the extended consultation period helped to shape the final plan.

Changes to bus services in the south east will commence on Sunday 5 December, 2021.

For more information including maps and timetables, please visit www.mysydney.nsw.gov.au/South_East_Bus_Changes.

From 21 November 2021 the transportnsw.info trip planner will be updated to allow customers enough time to view and understand the changes and plan their new journeys.



Appendix A - how we engaged

Transport used a range of engagement tools and techniques to ensure community and stakeholders were aware of the network plan and proposed changes to bus service and were able to have their say via the survey.

	How we engaged	Stakeholder/audience reach
Online	Formal online survey on project website https://www.mysydney.nsw.gov.au/SE_bus_changes Opened for an extended eight weeks from 6 May to 30 June 2021 12 questions	8,801 surveys 87,270 visitors 3822 respondents requested project updates
	Facebook ads Static advertisements were produced for Facebook, linking to the web page and online survey Geo-targeted approach based on postcode	About 520,000 clicks on the ads About 11,000 clicks through to the website About 504,000 users saw the ads at least once More than 1200 reactions 160 shares on Facebook About 1000 comments
Indirect	Letterbox drop On 19 May 2021, an information flyer was distributed by post encouraging people to provide feedback via survey	Reached more than 110,000 households across the region
	Print ads* Half-page advertisement in early general news section of local paper Advertisement was published on 16 May 2021	One advertisement in the Sydney Morning Herald

	How we engaged	Stakeholder/audience reach
Direct	Briefings via video conferencing One-on-one stakeholder briefings	Local Government: Bayside City Council Waverley Council Randwick City Council City of Sydney Randwick City Council - Councillors Waverley Council - Councillors State MPs: Member for Coogee and representatives for Member for Maroubra Other: Health Infrastructure Bays and breaches Precinct Committee University of NSW Randwick City Council - Precinct Coordination Committee Sydney Airport University of Sydney
	Phone calls and emails Reached out to a range of stakeholders identified as impacted and also in a position to help promote the engagement	Over 200 stakeholders were issued with information about the survey and encouraged to participate and have their say including: Schools (primary and secondary) Universities Hospitals Business chambers Community groups Health Education
	Media release Sent out to media outlets when survey launched on 6 May 2021	A media release was distributed on 6 May 2021. Significant media attention was given to the proposed changes with coverage across TV, radio, newspapers, Facebook and other online sources (including petition pages).

Appendix B - survey results

Customers and the community provided feedback via a survey, sharing their views on the proposed changes to bus services in the South East between 6 May and 30 June 2021 with 8,801 surveys completed.

The survey results

The survey included a combination of multiple choice and free text questions.

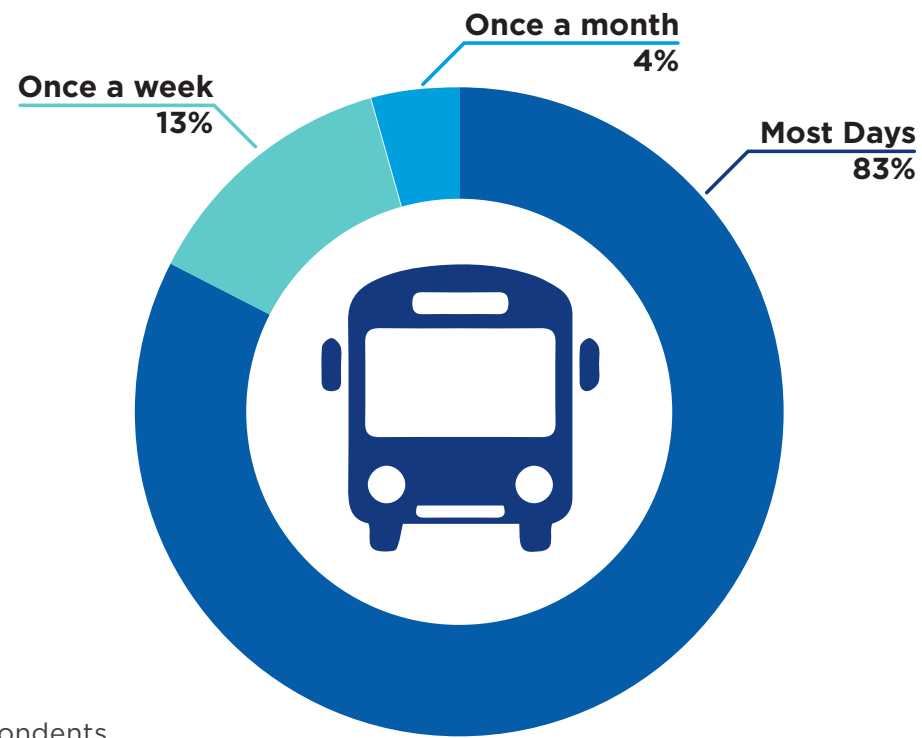
Multiple choice questions could be answered with “Yes” or “No,” or have a limited set of possible answers (such as: A, B, C, or All of the Above. Answers to closed-ended questions can more easily be analysed statistically.

Free text questions are those which allow someone to give a free-form answer. In the case of these questions high level qualitative analysis into the key themes, motivations, behaviours, and concerns was undertaken.

Questions 1 – 7 and 12 were multiple choice and questions 8-11 allowed respondent to provide specific detail.

Survey responses to questions posed during the consultation period online using Survey Monkey have been captured below.

Question 1: I use the bus



Over **80 per cent** of survey respondents indicated they use a bus service most weekdays. The remaining respondents indicated they infrequently use bus services.

Question 2: Which is the main bus route you currently use or are interested in providing feedback on

Respondents showed a preference to retain the routes proposed to be withdrawn. There were over 11,000 mentions of these routes, with the **373, 400** and **377** the most frequently mentioned, along with modified routes **370, 374** and the **392**.

Respondents who took part in the survey were largely using or providing feedback on routes proposed to be withdrawn. The routes were mentioned most were: **373, 400, 377, 317, 353, 372, 376, 316, 393, 394**.

Question 3: Where approximately do you usually start your journey?

Customers who responded to the survey indicated they are largely travelling from Coogee, Randwick, Maroubra, Little Bay, Bondi or Glebe.

A smaller number of respondents were travelling from Eastlakes, Kensington, Leichhardt or Matraville.

Question 4: What is the approximate address of your destination for this bus trip?

The majority of respondents answered this question with customers mostly travelling to Martin Place, Circular Quay, the city/CBD, Central and then Bondi Junction and the University of New South Wales (UNSW).

A smaller number of respondents were travelling to suburbs such as Randwick and Coogee.

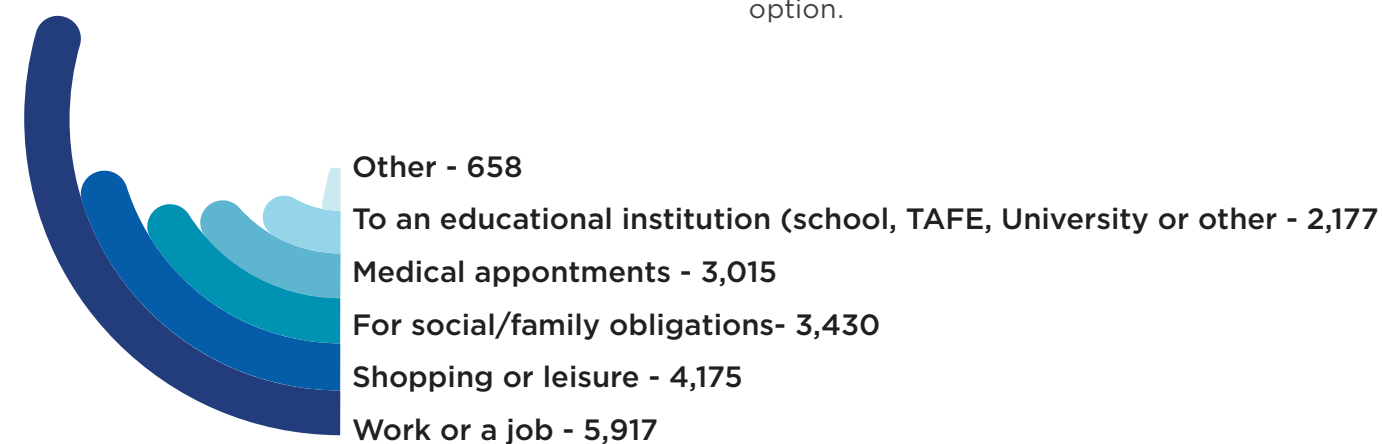


Question 5: I mainly use the bus to go (tick the ones that apply)

In this question, respondents were asked to share where they travel by bus and the majority of responded chose more than one.

Nearly 7 in 10 respondents are using the bus for work/their job, nearly half for shopping and leisure, 4 in 10 for social and family purposes and almost 4 in 10 for medical appointments.

A quarter of the respondents use bus services to access education.



Around eight per cent of respondents cited other reasons they use buses, like Religious purposes, Recreation including exercise, library, beach, theatre, sports and music or administration purposes.

The majority of respondents told us they use the bus to travel to Martin Place, Circular Quay and the city/CBD.

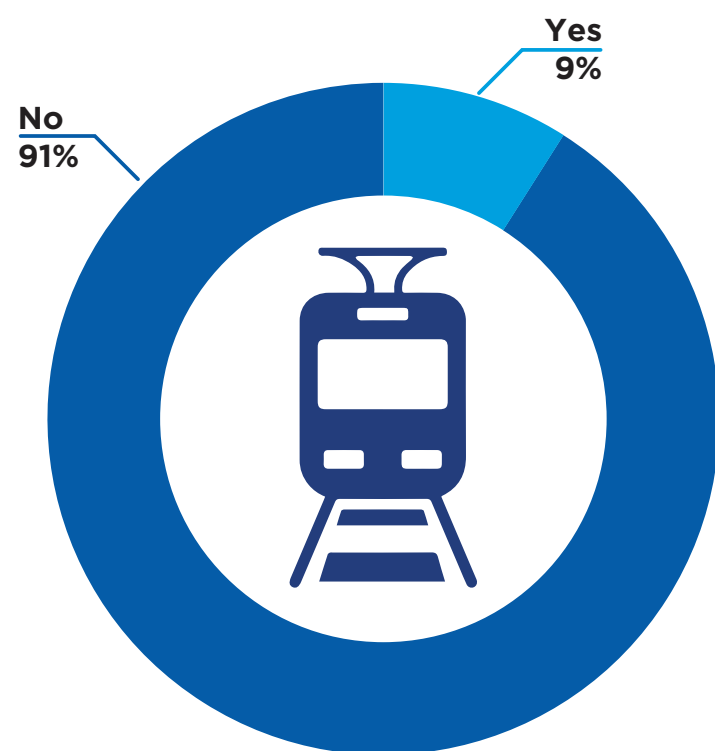
For most the light rail did not form part of their journey.

The majority of respondents using existing bus services were travelling for work purposes, however many respondents chose more than one option.

Question 6: Do you currently use light rail for all or part of your journey?

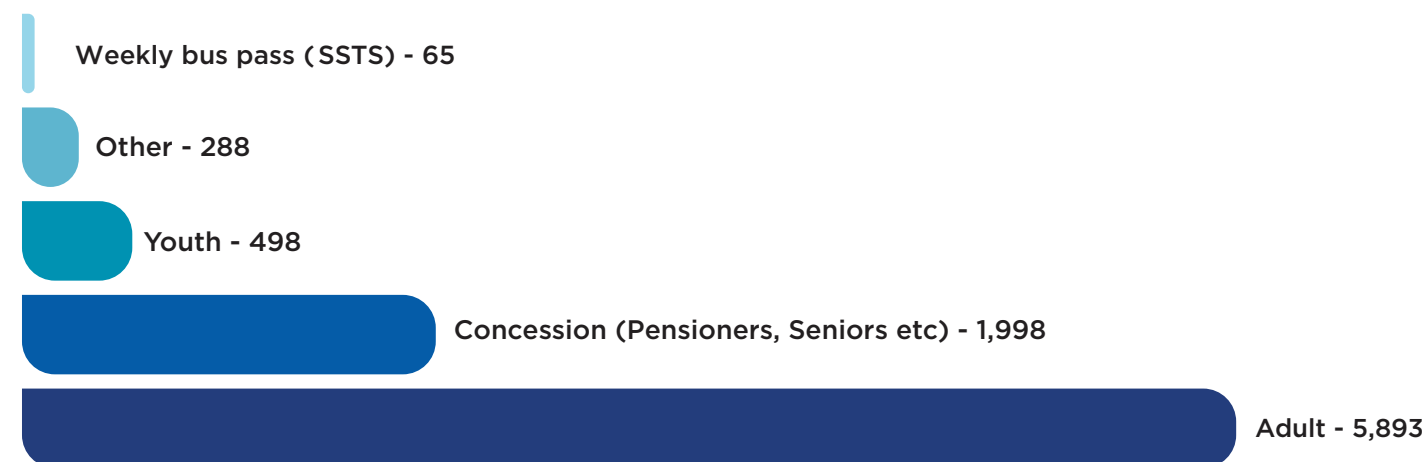
Around 4 in 5 respondents do not use the light rail as part of their regular travel pattern.

We note that the full South East light rail service did not commence until after Covid-19 restrictions and changes to travel patterns commenced.



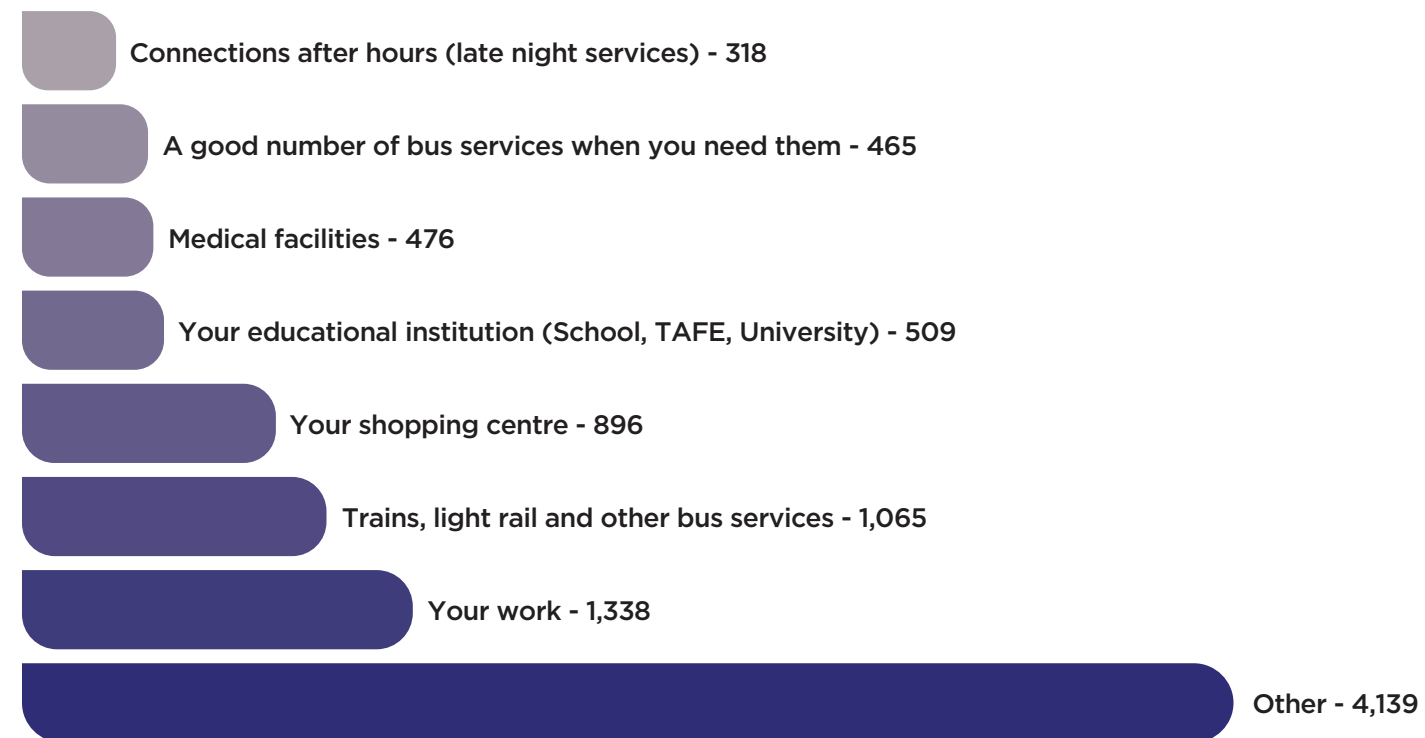
Question 7: What is your usual Opal ticket type?

The bulk of the respondents (7 in 10) use an adult Opal card, while nearly 3 in 10 use a concession card.



Question 8: Based on what you have read about the changes, do they provide you with access to:

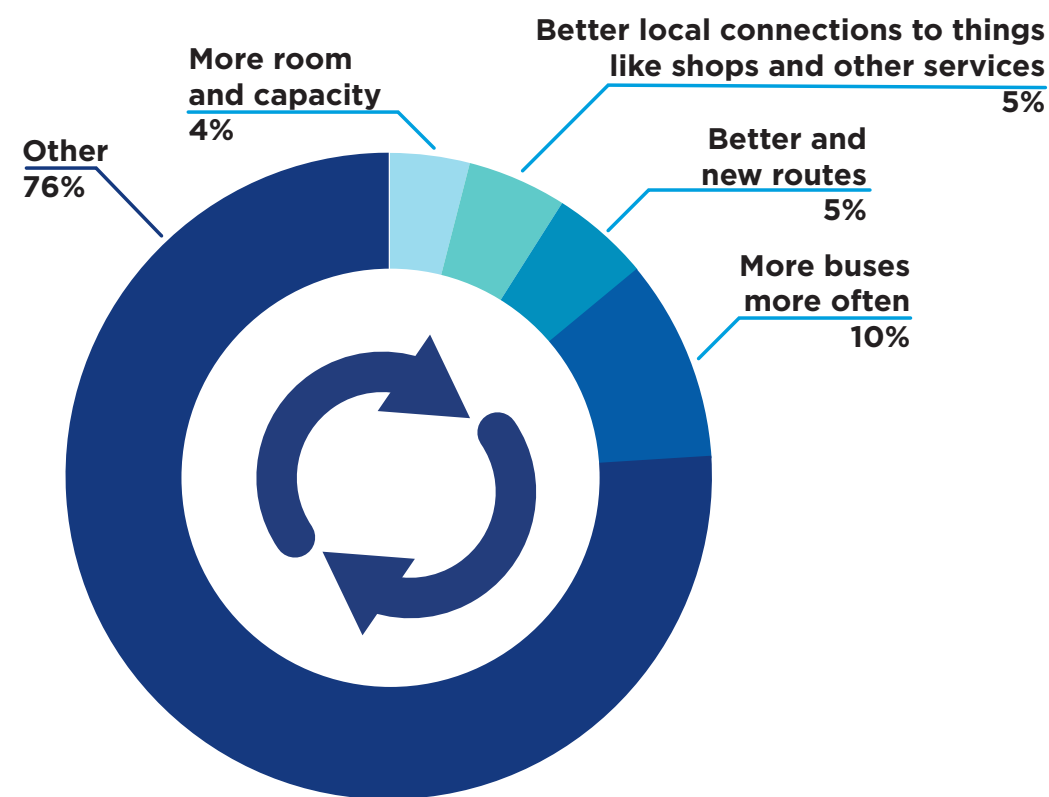
Most respondents (4139) answered under 'Other (please specify)'



Question 9: “What statements do you associate with the proposed changes?”

At least 90 per cent of participants responded to this question. The majority of those (76 per cent) chose ‘other’ and provided a response.

This was followed by 10 per cent of respondents associating the proposed changes to mean ‘more buses more often’ (10 per cent), followed by ‘better and new routes’ (5 per cent) and ‘better local connections to things like shops and other services’ (5 per cent).



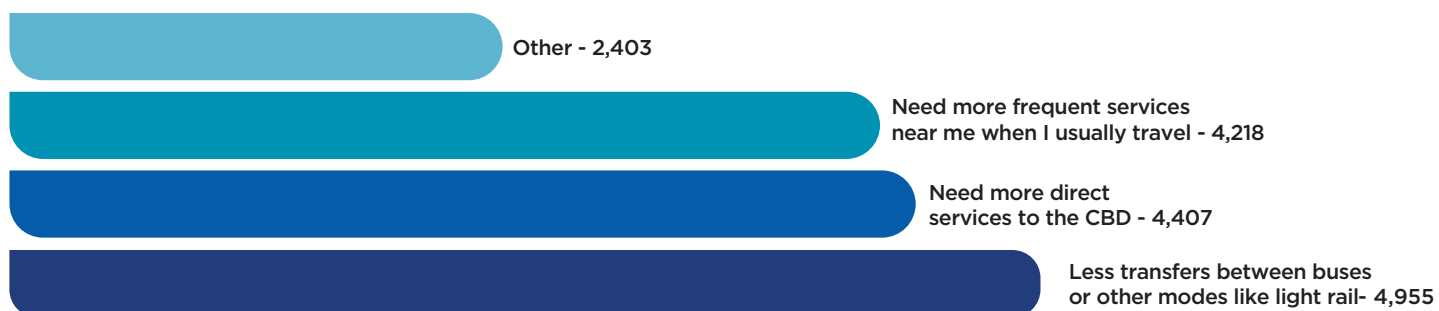
Question 10: What are some of the other things that need improvement?

Over half of those surveyed (53 per cent) would like to see more direct services to the CBD with 1 in 5 seeking more frequent services near them when they usually travel.

Nearly 6 in 10 (59 per cent) respondents would like to see less transfers between buses and other modes like light rail.

Respondents were given the opportunity to provide an open-ended answer and 6 in 10 (59 per cent) of respondents would like to see less transfers between buses and other modes like light rail, while 53 per cent would like to see more direct services to the CBD.

At least 1 in 5 respondents wanted more frequent services near them when they usually travel.



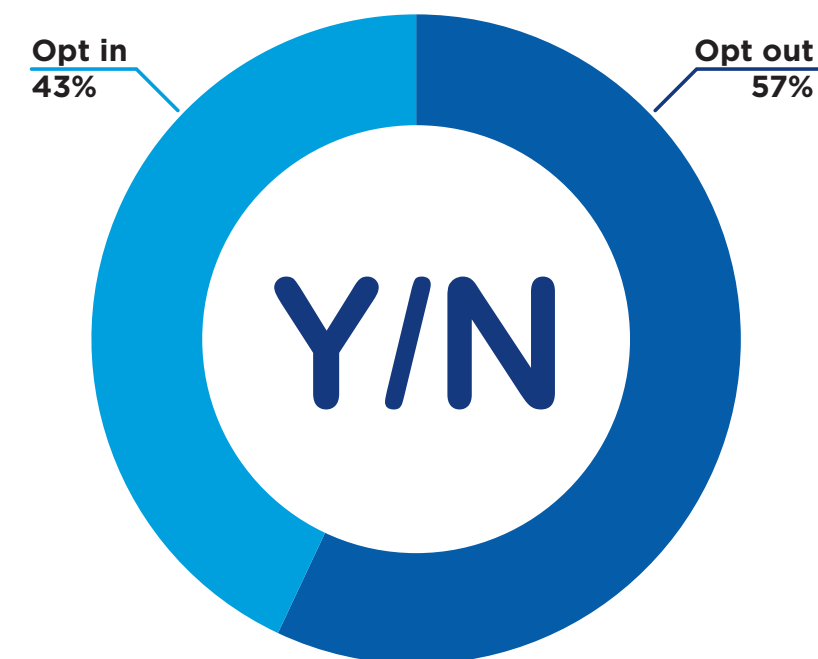
Question 11: Do you have any other comments to make on the South East bus changes?

A total of 7251 people provided comments (82 per cent).

Analysis of what we heard is outlined in the ‘What we heard’ and ‘Response to community feedback’ sections above.

Question 12: If you want to, please opt in and provide your details to receive any updates on the South East bus changes

A total of 3822 respondents (43 per cent) would like to receive updates on the South East bus changes.



Note

Throughout this report we have included quotations from participants across various engagement activities. These have been incorporated 'as is' without any changes from Transport. Steps have been taken to de-identify any personal information in submissions which are extracted in this report.

Disclaimer

Information in this report has been gathered from community consultation activities. The information has been prepared in good faith and with due care to ensure that views that came out of the consultation were accurately represented in this report. Transport makes no representation or warranty (express or implied) as to the accuracy, adequacy or reliability of any statements, opinions or other information contained in this report. The information, statements, or other opinions provided by third parties in this report are neither endorsed or supported by Transport and does not necessarily reflect any policies, procedures, proposals or plans of Transport or the NSW Government. To the extent permitted by law, Transport (including its agents and employees) disclaims any liability whatsoever in connection with, reliance on or use of this report by any person.



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Vietnamese

Tài liệu này có các thông tin quan trọng về các dự án giao thông công cộng trong khu vực của quý vị. Nếu quý vị cần sự giúp đỡ của thông dịch viên, xin vui lòng liên hệ với Dịch vụ Thông Phiên Dịch ở số điện thoại 131 450 và yêu cầu họ gọi cho Cơ quan Giao thông Tiểu bang NSW ở số điện thoại 1800 684 490. Sau đó thông dịch viên sẽ giúp thông dịch cho quý vị.

Arabic

تتضمن هذه الوثيقة معلومات عن مشاريع النقل العام في منطقتكم. إذا كنتم بحاجة إلى خدمات مترجم، الرجاء الإتصال بخدمة الترجمة الشفهية والخطية على رقم 131 450 واطلبوا منهم ان يتصلوا بقسم مشاريع النقل على رقم 1800 684 490. عندها يساعدهم المترجم بالترجمة.

Simplified Chinese

这份文件包含你所在地区公共交通工程项目的重要信息。如果你需要传译服务，请致电翻译与传译服务机构，电话 131 450，要求他们为你接通交通部 (Transport Projects)，电话是 1800 684 490。传译员会为你做翻译。

Traditional Chinese

這份文件包含你所在地區公共交通工程項目的重要信息。如果你需要傳譯服務，請致電翻譯與傳譯服務機構，電話 131 450，要求他們為你接通交通部 (Transport Projects)，電話是 1800 684 490。傳譯員會為你做翻譯。



For more information

Visit www.mysydney.nsw.gov.au/South_East_Bus_Changes

