



# Hobart Network Review

Public Engagement  
August 2015





This report was prepared by  
Metro Tasmania  
August 2015

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## Executive Summary

The Hobart Network Review public engagement period ran from Wednesday 1 July 2015 to Friday 24 July 2015.

During this time, existing and potential passengers were encouraged to complete a survey.

A mixed data collection method combining an online survey option and a paper-based option was used. This approach was based on participant self-selection.

369 respondents participated in the survey.

More than half (60%) of the respondents indicated that they travel on Metro bus services daily, and approximately one quarter (24%) reported one to two times a week.

The main reason for catching a Metro bus was to go to work (52%).

### Frequency of use as a result of changes to the Hobart Network Review

Approximately one-third (28%) of respondents indicated that the proposed changes would encourage them to use Metro buses more often.

### Effect of proposed changes on passenger access to a bus service

Two-thirds (66%) respondents affirmed that the proposed changes would still allow them to get a bus to where they need to go.

### Level of support for aspects of the review's proposed route changes

Aspects of the review that respondents were most likely to support were:

- A simplified bus network (57.2%)
- More direct routes for improved travel times (61.8%)

### Themes from respondents' comments

Comments were analysed by region and suburb to reflect local concerns, and to identify other recurring themes.

These included:

- Support for proposed changes in Kingston, Mt Nelson, and eastern shore express and Turn Up and GO services
- A need to review new timetables to know how changes would affect them
- Concern around the removal of 'Doorstopper' services for residents, particularly for elderly and those with physical disabilities.

### Conclusion

Overall, close to 50% of respondents supported the proposed changes with more than a quarter (28%) of all respondents indicating the changes would encourage them to use the Metro bus services more often.



# Use of Metro bus services in the greater Hobart network

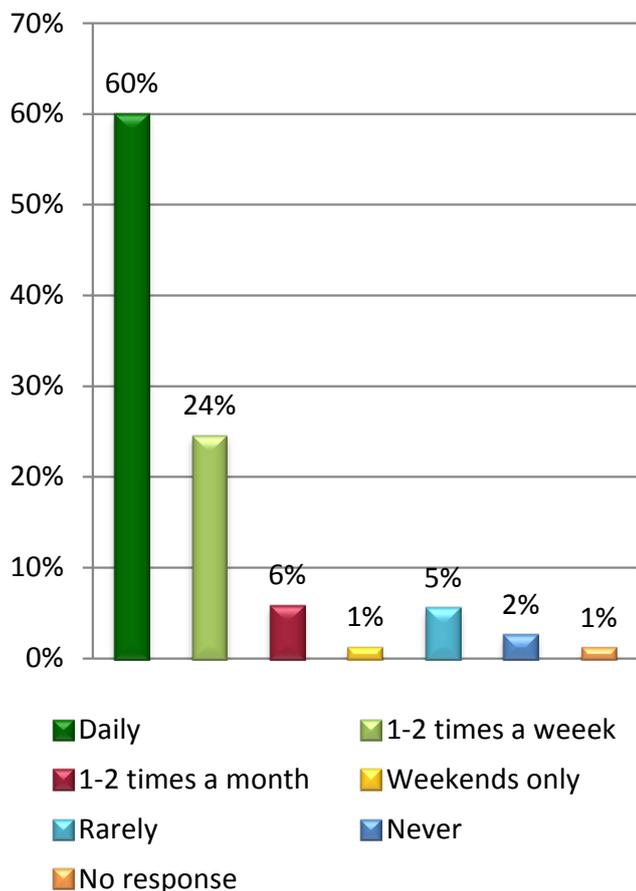
## Use of Metro bus services in the greater Hobart network

60% of respondents reported that they use Metro bus services daily, with one quarter indicating one to two times a week.

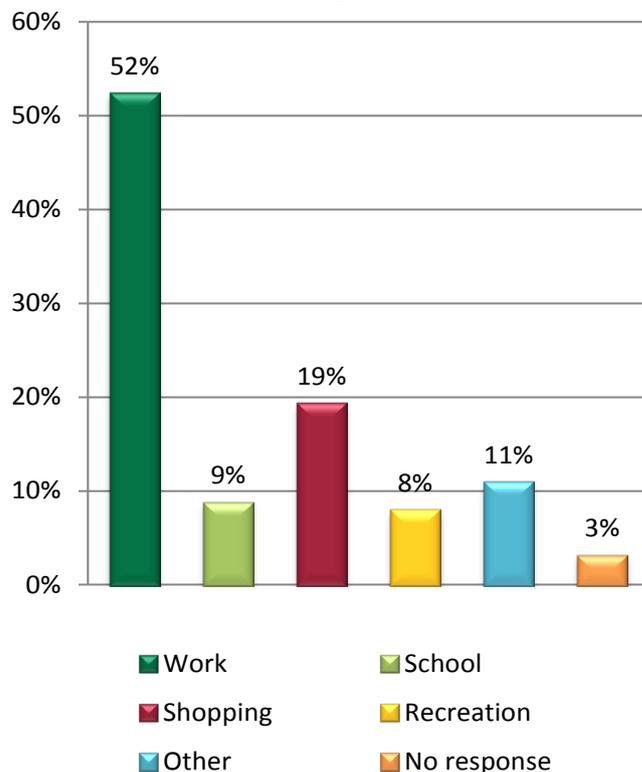
## Reasons for using Metro services

The main reason for catching a bus was to go to work (52%). 'Other' destinations included social visits, medical/doctor appointments and church.

How often do you use Metro bus services?



Reasons for Using Metro Services.



*"I strongly support new services from outer suburbs to the university."*

One of the guiding principles of the network review is to make it easier for people to travel to key 'attractors' such as work, education and training, and other activities of daily living.

Improved services to the Sandy Bay campus of the University of Tasmania are central elements of the network proposal from Glenorchy and the eastern shore.

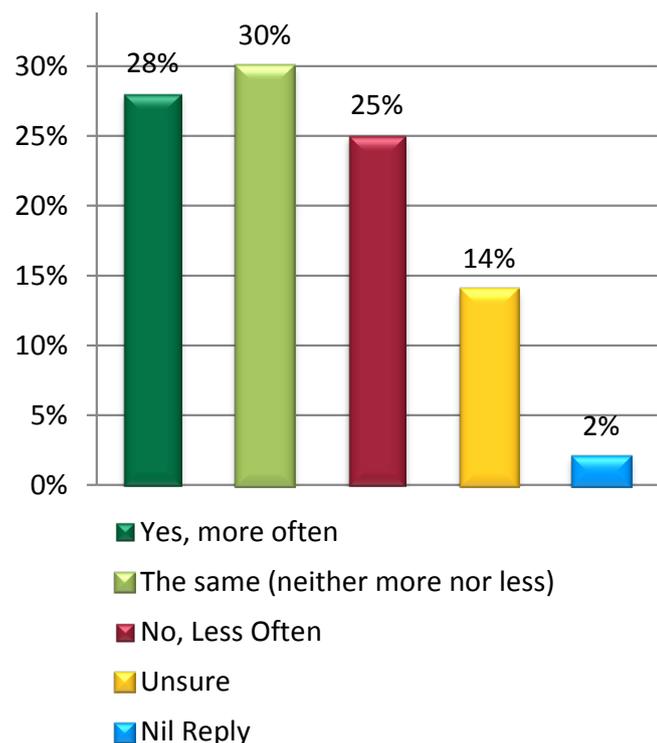


# Use of Metro bus services in the greater Hobart network

## Effect of proposed changes on passengers' use of bus services

Over a quarter of respondents (28%) indicated that the proposed changes would encourage them to use Metro buses more often, with a further 30% saying their usage would be the same (neither more nor less).

**Will the proposed changes encourage you to use Metro bus services more often?**



Evidence shows that providing more direct and timely services positively influences patronage.

By reducing routes and variants, service reliability will be increased.

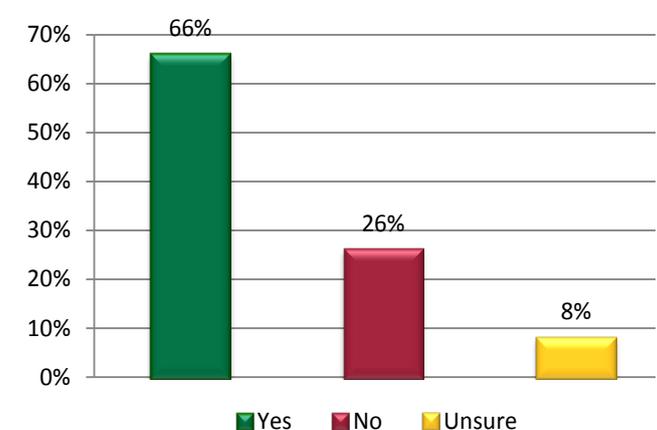
Respondents who indicated they will use Metro bus services less often were most likely to report concern around the removal of 'Doorstopper' services.

## Effect of proposed changes on passengers' access to a bus service

Two-thirds of respondents (66%) affirmed that the proposed changes would still allow them to get a bus where they need to go.

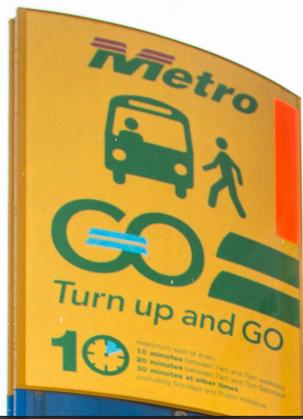
Among respondents who said they would lose access to a bus service as a result of the proposed changes, the most common reasons were the changes 'do not service my area/have been reduced', and 'the bus stop is too far away/unable to walk to the bus stop due to health reasons'.

**If the proposed changes are implemented, will you still be able to get a bus where you need to go?**



96 respondents indicated they would not be able to get a bus where they need to go. These were primarily existing passengers who use Doorstopper services in Mt Stuart, West Moonah and Sandy Bay.

In partnership with Community Transport Services Tasmania (CTST), Metro has placed posters in Doorstopper buses and delivered flyers to houses on Doorstopper routes to assist passengers with identifying alternative transport options. CTST provides transport to eligible individuals living independently in the community, including the elderly and people with disabilities.

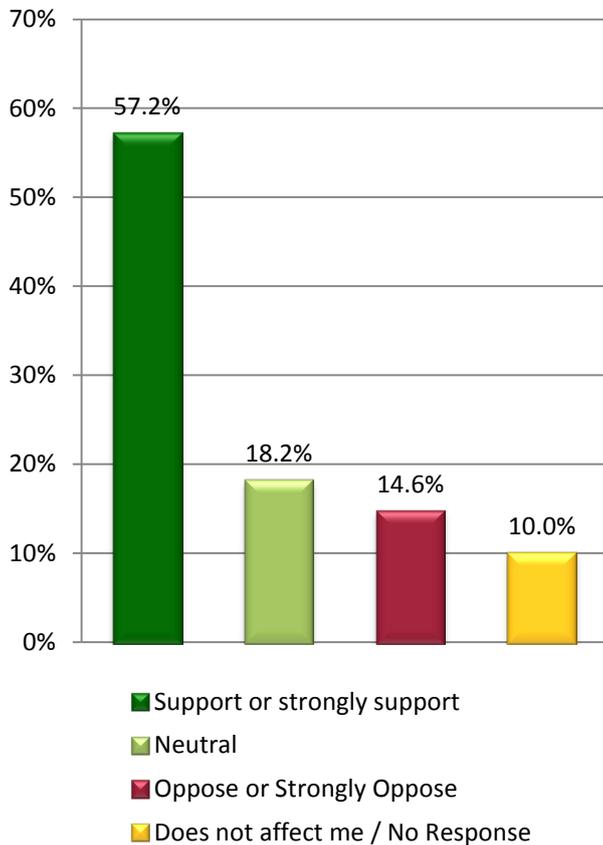


# Hobart Network Review

## A simplified bus network

57.2% of respondents supported a simplified bus network. Most neutral responses were linked to comments about needing to review timetable changes to be able to comment.

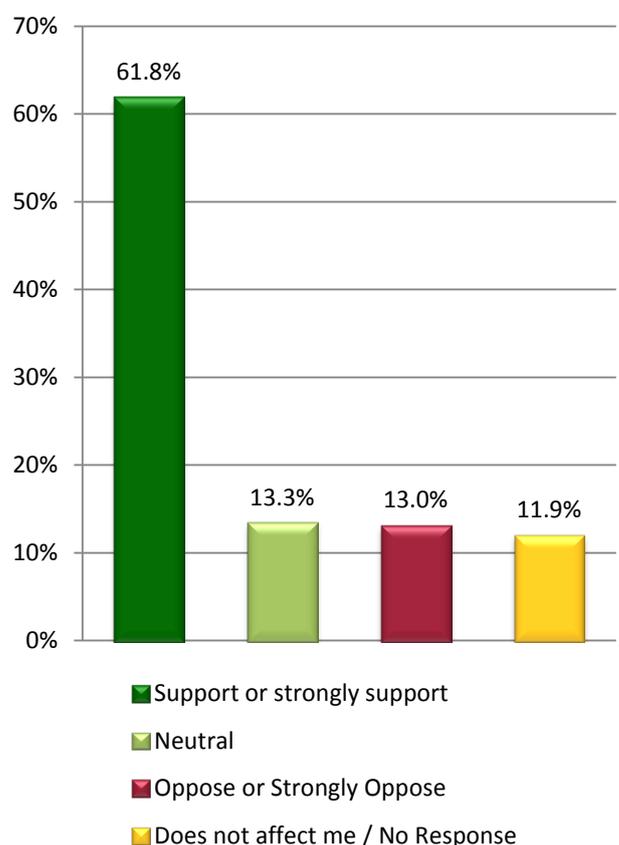
**A simplified bus network.**



## More direct routes for improved travel times

More than 60% of respondents supported more direct routes for improved travel times.

**More direct routes for improved travel times.**



Feedback from respondents in Lindwood (Gordons Hill Road), Lindisfarne around proposed changes to services associated with establishing a Turn Up and GO service through the Clarence corridor highlighted the need for more detailed timetable information for respondents to evaluate impact.

Metro is committed to undertaking an extensive public information process in the lead up to implementation of the new network.

*“Getting into Hobart faster means that I can use the bus more often.”*

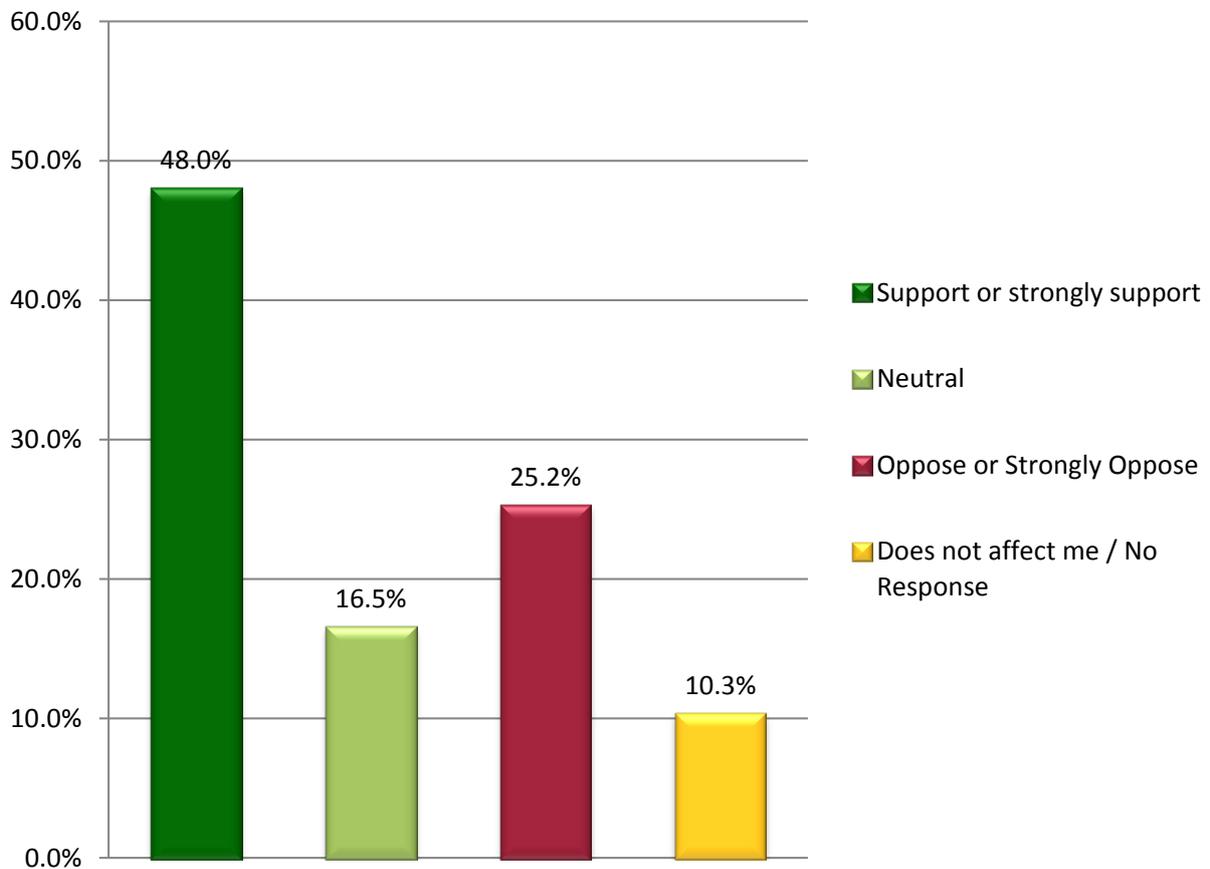


# Hobart Network Review

## What is your overall opinion of the proposed changes?

Close to half of all respondents expressed support for the proposed network changes.

What is your overall opinion of the proposed changes?



Change can be difficult. Metro is committed to working with customers to assist them with navigating the new network, starting with adopting a more consistent approach to route numbers.

Most respondents who indicated they oppose the proposal were from Doorstopper areas in Mount Stuart, West Moonah and Sandy Bay.

*“Brilliant - long overdue!”*

*“Good use of Brooker and South Arm Highways.”*

*“The proposed network would be highly beneficial for all residents [of Oakdowns], particularly workers, students and the elderly.”*



## Appendix A - List of Stakeholders

Metro thanks the following key stakeholders for their input to the public consultation.

Anglicare Tasmania\*  
Brighton Council  
Clarence Council\*  
COTA Tasmania  
Community Transport Service Tasmania\*  
Cycling Tasmania  
Glenorchy City Council\*  
The Hon Rene Hidding, Minister for Infrastructure  
Hobart City Council\*  
Kingborough Council  
Local Government Associate of Tasmania  
Rail, Tram and Bus Union  
Tasmanian Bus Association (TasBus)\*  
Tasmania Council of Social Service (TasCOSS)

\*Written response received from stakeholder