

## Action Plan 7:

# Passenger & Public Transport



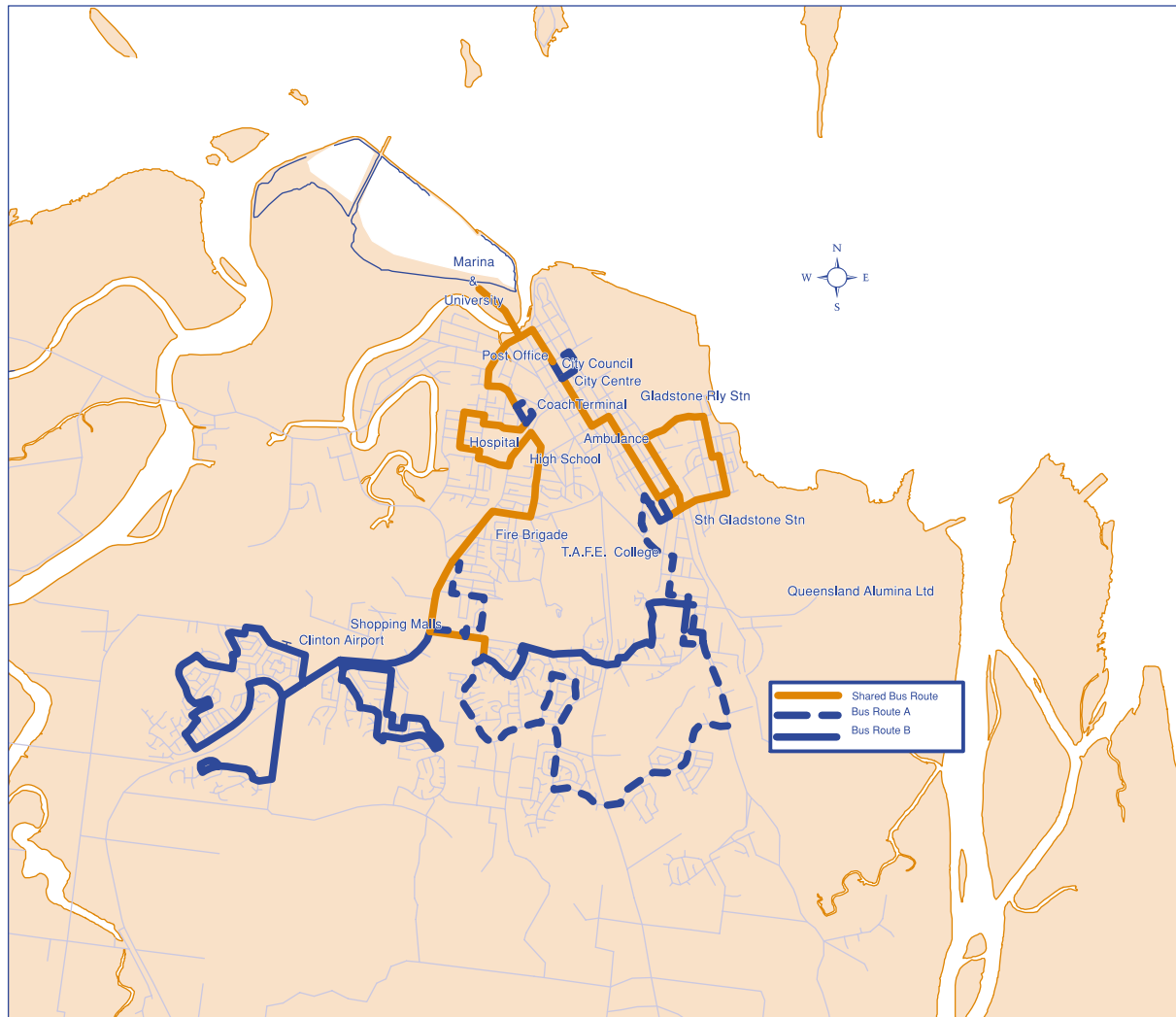
### Objectives:

Plan and provide transport (including public transport) infrastructure, services and facilities to ensure safety and security for passengers and to meet community needs in the Gladstone region.

Set the framework for and ensure the efficient and effective operation and management of passenger transport in the Gladstone region.

### GIRTP Guiding Principles

Economic Efficiency & Growth  
Integrated Transport Planning  
Environmental Sustainability  
Equity, Employment & Social Justice



Passenger Bus Routes in the Gladstone Region

# passengers

## passenger and public transport

The growth in the Gladstone region's population experienced since the mid-1980s, is expected to continue, increasing the demand for public transport services, particularly from the region's younger and older age groups. However, the comparatively low population, residential density and low traffic congestion which characterise the Gladstone region negatively affect the development of a passenger and public transport system which can compete efficiently with the private motor vehicle.

Passenger and public transport services within the Gladstone region are especially dependent upon the level of industry based in the area, together with a small (but growing) tourism market. Nevertheless, passenger and public transport in the Gladstone region has an important role to play in providing a better integrated transport system. Levels of service for public and passenger transport are defined by factors such as accessibility, safety, security, system quality (eg. kerbside infrastructure), affordability and customer satisfaction.

Passenger and public transport in Gladstone can

- help meet the accessibility needs of the population and efficiently serve local communities and land uses;
- better cater for people with mobility difficulties;
- provide adequate linkages to the rest of the State;
- reduce the dependence on the private car; and
- provide adequate linkages to other modes of transport.

Existing passenger and public transport services within the Gladstone region include:

- scheduled urban bus services
- private bus services provided by a range of local community organisations
- long distance coach services
- taxi services
- scheduled long distance passenger rail services.



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# passengers

## **Scheduled Bus Services**

Scheduled bus services are provided by Buslink Queensland, which recently took over the local bus service contract. About six operators in the region, including Buslink Queensland and Calliope Coaches provide scheduled school services.

A 1996 survey showed that just over 200 passenger trips were undertaken daily on the region's scheduled bus services. Less than 30% of these were full fare-paying passengers and just over 80% are female. Approximately 70% of bus travel within the region occurred prior to 11.00am. The scheduled bus services were used predominantly for shopping, which accounted for over 70% of bus passenger journeys. The major bus trip origins and destinations were the Gladstone CBD, Kin Kora and Clinton. Between them, these three areas alone accounted for over two-thirds of the boardings and alightings.

Surveys of passenger bus services between 1991 and 1996 suggested that patronage on the region's scheduled bus services increased at an average rate of 12% per annum over that period. This increase was likely due to a major restructuring of routes and services that was undertaken in the early 1990s. Nevertheless, continued economic development within the region, coupled with a corresponding growth in population, particularly in the older age groups, is expected to underpin ongoing growth in public transport travel demand. One estimate suggests that, without further intervention, patronage on the region's scheduled bus services will increase by 1.3% to 4.9% per annum.

Scheduled bus routes are currently being restructured in accordance with the Queensland Transport's minimum service levels. The restructuring process should help ensure that major generators such as the Gladstone CBD, Kin Kora, the hospital, TAFE College and schools are better served. In addition, community feedback has identified the need for additional scheduled services, for example between Gladstone City and the Boyne Island area.

A new bus service contract is currently being established for the new operator for the Gladstone region. The aim of this contract is to provide passenger transport services, at an acceptable cost and with higher levels and standards of service than would be achieved through unrestricted competition.



Examples of possible minimum service levels for the urban parts of the region are:

- 85% of the population to be within 400m of a bus route
- Route length not more than 30% greater than the shortest on-road distance
- Two peak and six off-peak services during the week
- Two services on Saturdays.

## Community Transport Services

A number of organisations provide community transport services in the Gladstone region. Community Transport is used here to describe transport aimed at helping people who do not have access to adequate transport.

Community transport services

- provide services using a number of different forms of transport including car, mini-bus, taxi and bus;
- have a high level of local input into management;
- often receive government funding or support; and
- try to use existing community resources where possible.

Local organisations providing community transport services in the Gladstone region include those providing transport for older people, nursing homes and hostels, hotels, social clubs and Boyne Smelters.

A Home and Community Care Frail Aged Transport service, to assist older residents to remain in their home and maintain their independence rather than be placed in aged or other care accommodations is also operating in the Gladstone region. This service provides a means for these residents to access services such as medical, hospital, therapy and respite care as well as catering for their social and personal needs. This service utilises the local taxi fleet, and is provided by councils in such areas as Boyne/Tannum, Calliope, Yarwun and Mt Larcom.

These community services are very important in an area such as the Gladstone region for servicing the transport disadvantaged and often complement scheduled urban bus services, taxis and other forms of public transport. Their contribution should be recognised and their continuation encouraged.



# passengers

## **Long Distance Coach Service**

Long distance coach companies operate services to/from Gladstone on a daily basis. All services stop at the Mobil 24hr Roadhouse on the Dawson Highway. Existing long distance coach passenger facilities at the Mobil 24hr Roadhouse have recently been upgraded, with funding being provided by Queensland Transport, Gladstone City Council and the leasee of the Mobil roadhouse.

This will serve the needs of long distance coach services in the foreseeable future. However, in due course, it may be desirable to consider the need for and feasibility of a new integrated bus/rail transit centre for Gladstone.



## **Taxis**

Taxi services within the region are provided by Blue and White Cabs. Their vehicle fleet includes two wheelchair-accessible vehicles. Blue and White Cabs is also the primary operator servicing the Gladstone Airport and Railway Station. Taxis provide the only twenty-four hour passenger service in Gladstone.

## **Passenger Rail Services**

Passenger rail services to/from the Gladstone are outlined in the Action Plan for Rail Network and Services.

## GIRTP Action Plan for Passenger and Public Transport

The region's public transport operators and regulators have the opportunity to enhance local public transport services, which could further improve patronage. It is vitally important, however, that planning for enhancement is undertaken in consultation with interested organisations and individuals in the community. The development of the draft GIRTP provides an opportunity to formalise a process of regular consultation with the local community on passenger transport issues.

### Public Transport Consultative Committee

The GIRTP proposed the establishment of a Public Transport Consultative Committee with its membership representing a wide range of interests, including local bus and taxi operators, State Government agencies, council, local community groups, police, Chamber of Commerce and local industry.

Matters for consideration by the proposed Public Transport Consultative Committee could include:

- fine-tuning existing public transport services in response to changing development patterns;
- better targeting the main areas of need within the community; and
- disseminating information about new public transport services and infrastructure.

Long-term growth in bus patronage also offers the opportunity to address gaps in services. The GIRTP Action Plan for Passenger & Public Transport, for example, will investigate the need for and viability of improved scheduled bus services to major employment generators and Boyne Island/Tannum Sands (e.g. shopping centres, major industry).

### Minimum Service levels for bus operators

The GIRTP Action Plan for Passenger and Public Transport recommends that new bus Commercial Service Contracts set service levels to be met by bus operators as part of service delivery contracts which address issues such as:

- reviewing existing scheduled bus routes;
- levels of punctuality and reliability for buses; and
- value for money and affordable fares.



# passengers

## **Accessible Bus Fleet**

The GIRTP Action Plan for Passenger and Public Transport also includes a range of other actions concerning the operation and management of the bus services. For example, it is important for passenger bus services to be accessible to aged people as well as people with mobility difficulties (e.g. parents with prams, shoppers with trolleys and wheelchair users). The need for a fully accessible bus fleet is also guided by the Disability Discrimination Act, which establishes minimum levels of compliance over specific time periods. The GIRTP Action Plan for passenger transport provides for the promotion of a fully accessible bus fleet.

## **Mobility & Accessibility Study**

In addition to the bus service, the GIRTP recognises that there is a need for a review of mobility and accessibility within Gladstone. This would involve consideration of opportunities to develop community transport (e.g. community buses, car-pooling) and its interaction and impact on the bus service.

The GIRTP will undertake a mobility/accessibility study and audit community transport and its interaction with other passenger transport in the Gladstone region and encourage the development of community-based car-pooling, where appropriate.

## **Marketing & Education**

Marketing and education can play an important role in improving patronage of the bus service. The GIRTP Action Plan for Passenger and Public Transport recommends the promotion and distribution of information on public transport. This includes ensuring that bus timetable information is readily available to passengers and the establishment of public transport information displays at libraries and council offices. Queensland Transport is also developing a number of Statewide initiatives to increase levels of public transport usage. These include:

- TravelSmart - a community-based programme that involves groups and organisations in activities to encourage more use of public transport, walking and cycling; and
- School-based Projects - such as the development of a public transport module in the school syllabus for Studies of Society & Environment and a primary and secondary school competition to develop media and visual arts materials on TravelSmart issues.

Professional marketing support also is provided to local scheduled service bus operators by Queensland Transport through the Local Operator Marketing Assistance Plan (LOMAP). The objectives of LOMAP are:

- to assist local operators to market their services;
- to raise public awareness of local public transport services, particularly in regional and provincial Queensland;
- to increase public transport patronage;
- to increase the level of marketing skills in industry;
- to progress the mutual goals of Government, industry and the community including improved efficiency and frequency of service.

To make public transport use more convenient, electronic ticketing and “clock face” or memory timetabling based on multiples of the hour for scheduled bus services are recommended in the GIRTP Recommended Capital Programme.

### **The Need for Good Urban Design**

It can be difficult for public transport to service the Gladstone urban area efficiently because of the increased travel time and operating costs associated with looping in and out of urban pockets. To support the Action Plan for Passenger and Public Transport, the Action Plan for Cross-Modal Issues recommends good urban design for future urban area, through the Gladstone Planning Scheme and Calliope Planning Scheme and the assessment of development applications, in accordance with the *Integrated Planning Act*. Queensland Transport’s *Shaping Up* (1998) also suggests ways to better integrate public transport planning and urban design.

The GIRTP Action Plan for Passenger and Public Transport also suggests other actions to support good urban design, for example:

- Consideration of walking/cycling pathways to/from public transport through development assessment undertaken under local Planning Schemes.
- Undertaking an audit of bus stop infrastructure to support accessibility to buses (e.g. street and kerb design for wheelchairs) and to enhance bus passenger comfort and safety and security (e.g. design and provision of bus shelters, lighting and visibility of bus stops, shaded areas).



# GIRTP Action Plan for Passenger Transport

	<i><b>Action</b></i>	<i><b>Timing</b></i>	<i><b>Responsible Agencies</b></i>
<b>Plan and provide passenger transport (including public transport) infrastructure, services and facilities to ensure safety and security for passengers and to meet community needs in the Gladstone region</b>	PT1 Establish a public transport consultative committee for the Gladstone region to identify opportunities to improve passenger transport in the region in the short and long terms	short term 2001	QT (lead) GCC, CSC, QR, DOF (Disability Services)
	PT2 Investigate the need for and viability of improved scheduled bus services to Boyne Island/Tannum Sands	short term	QT(SC) (lead) GCC, CSC,
	PT3 Investigate the need for and viability of improved public transport (including bus or rail services, or a combination of both) to major employment generators (e.g. major industry especially Aldoga and Yarwun precincts, shopping centres, etc). The proposed Gladstone Growth Study should be used as the basis for assessing the configuration of passenger and public commuter services	ongoing	QT(SC) GEIDB (leads) QT, GCC, CSC,
	PT4 Ensure that safe and direct walking/cycling pathways are provided to/from public transport through development assessment undertaken under local Planning Schemes	ongoing	GCC/CSC (lead) MR
	PT5 Undertake an audit of bus stop infrastructure to support accessibility to buses (e.g. design of street and kerb for wheelchairs)	short term 2001	QT (lead) GCC, CSC, MR
	PT6 Undertake an audit of bus stop infrastructure to enhance bus passenger comfort and safety and security (e.g. design and provision of bus shelters, lighting and visibility of bus stops, shade areas)	short term 2001	QT (lead) GCC, CSC, MR

**Set the framework for and ensure the efficient and effective operation and management of passenger transport in the Gladstone region**

<i><b>Action</b></i>	<i><b>Timing</b></i>	<i><b>Supporting Agencies</b></i>
PT7 Establish new bus Commercial Service Contracts and set service levels to be met by bus operators as part of service delivery contracts	short term	QT (lead) Bus operator, GCC, CSC
PT8 Review existing scheduled bus routes through the Commercial Service Contracts with bus operators	short term	QT(SC) (lead) Bus operator, GCC, CSC
PT9 Promote a fully accessible bus fleet through the Commercial Service Contracts with bus operators	ongoing	QT(SC) & QR (leads) Bus operator
PT10 Maintain and improve levels of punctuality and reliability for buses through the Commercial Service Contracts with bus operators	ongoing	QT(SC) (lead) Bus operator
PT11 Provide public transport services by buses that achieve value for money and affordable fares through the Commercial Service Contracts with bus operators	ongoing	QT(SC) (Lead) Bus operator
PT12 Promote and distribute information on public transport (e.g. ensure bus timetable information is readily available to passengers; establish public transport information displays at libraries and council offices)	ongoing	QT(SC), GCC, CSC (leads) QT, Bus operator, GAPDL
PT13 Undertake a mobility/accessibility study and audit community transport and its interaction with other passenger transport in the Gladstone region	short term 2001	QT (lead) GCC, CSC, QR, GAPDL
PT14 Encourage the development of community-based car-pooling, where appropriate (e.g. in the Boyne Island area)	short term	Community groups (lead) CSC, GAPDL, QT
PT15 Investigate the need for, and feasibility of, a new integrated bus/rail transit centre.	medium- long term	GCC, QT (lead) QR

**Action****Timing****Supporting Agencies**

PT16 In the Gladstone Planning Scheme and Calliope Planning Scheme and in the assessment of development applications, support the provision of accessible public transport infrastructure and signage especially at major shopping centres.

ongoing

GCC, CSC (leads)

PT17 Investigate the feasibility and viability of a new passenger transport link to the Gladstone State Development Area, especially Aldoga precinct.

short term

GEIDB (lead) QT, QR

# GIRTP Recommended Capital Program (Passenger & Public Transport)

<b>No</b>	<b>Description of Works</b>	<b>Order of Cost<sup>1</sup></b>	<b>Timing</b>	<b>Threshold Factors</b>	<b>Funding status</b>
C-PT1	Upgrade facilities at the existing long-distance coach terminal	\$200,000	short term	· Completed	fully funded <sup>2</sup>
C-PT2	Introduce a fully accessible bus fleet	\$1M	short term 2002/2003	· Development and implementation of the Commercial Services Contract with bus operators	partially funded (25%) <sup>3</sup>
C-PT3	Kerbside infrastructure to support accessibility to buses	\$300,000	short term 2001/2003	· Action PT5 (Undertake an audit of kerbside infrastructure to support accessibility to buses)	not funded
C-PT4	Kerbside infrastructure for buses to improve passenger comfort, safety and security	\$500,000	short term 2001/2003	· Action PT6 (Undertake an audit of kerbside infrastructure to enhance bus passenger comfort and safety and security)	not funded
C-PT5	Introduce electronic ticketing for buses	\$40,000	short term 2001	· Development and implementation of the Commercial Services Contract with bus operators	conditional funding <sup>4</sup>
C-PT6	Introduce clock face timetabling for buses	\$60,000	short term 2001	· Development and implementation of the Commercial Services Contract with bus operators	funded <sup>5</sup>
C-PT7	Ongoing development of bus service & kerbside infrastructure	\$2.5M	medium-long term	· Future population growth, community need and future public transport patronage	not funded



1 Present values.

2 Private sector, QT, GCC.

3 25% funding provided by QT through Accesible Bus Programme. Possible 75% of funding by bus operators including 6% interest subsidy.

4 Funded by bus operators (contract condition).

5 Queensland Transport Local Operator Marketing Assistance Programme.

