



**GLENORCHY CITY COUNCIL**

**SUBMISSION TO THE LEGISLATIVE COUNCIL GOVERNMENT ADMINISTRATION**  
**COMMITTEE "B" INQUIRY**

**ON**

**INTEGRATED TRANSPORT OPTIONS IN SOUTHERN TASMANIA**

**30<sup>th</sup> July 2012**

## **Introduction**

Council, at its meeting on the 30<sup>th</sup> July 2012, endorsed the following submission to the Legislative Council, Government Administration Committee “B” Inquiry into integrated transport options in southern Tasmania.

The terms of reference for this inquiry are:

To inquire into and report upon options for an integrated sustainable public transport system in southern Tasmania, with particular reference to –

1. The public bus transport system currently operated by Metro Tasmania;  
and
2. Any other appropriate and innovative transport systems.

## **Background**

Under the *Local Government Act 1993* Council has a charter under Section 20 (1) (b) functions and powers “to represent and promote the interests of the community.”

This submission by Glenorchy City Council (GCC) to the Legislative Council Inquiry into Integrated Transport Options in southern Tasmania is informed by the Glenorchy Community Plan (2000) and the GCC Strategic Plan (2011-2016).

Within this strategic framework GCC has developed a number of specific plans which outline key actions that GCC will progress in responding to the issues that affect us and ensure that the city develops according to the wishes of our community. These include the Access Action Plan (2006), Recreation Plan (2008), Youth Plan (2006), Community Safety Framework and Action Plan (2012), Positive Ageing Plan and Strategy (2011) and the draft Glenorchy Children and Families Strategy – Birth to 12 years (2012). All of these plans identify improvements to transport services that will ultimately improve the social, environmental and economic wellbeing of the community.

GCC has also previously endorsed a range of other specific strategic documents or plans that will improve transport within the city and the region. These include the Southern Integrated Transport Plan (2010), Southern Tasmania Regional Land Use Strategy (2010 – 2035), Glenorchy City Council Interim Land Use Planning Strategy (2010) and in 2009 a resolution to support in principle the proposal to establish a Hobart Northern Suburbs Rail Service subject to an optimisation study determining it is both practical and affordable.

Transport accessibility is recognized as one of the key indicators of “a reasonable lifestyle and standard of living” in the Tasmania Together framework, which sets out the highest level goals and benchmarks identified by the Tasmanian community. The Tasmanian Urban Passenger Transport Framework summarises the Tasmanian Government’s vision for our passenger transport system:

“A safe and responsive passenger transport system that supports improved accessibility, liveability and health outcomes for our communities in the context of the challenges of climate change.”

This framework is focused on improving outcomes in five priority areas:

- Reducing emissions from the passenger transport sector, giving priority to infrastructure and travel modes with low carbon emissions;
- Liveability and accessible communities, developing compact, connected communities that integrate with public transport corridors;
- Travel reliability, by providing predictable journey times;
- Healthy, active communities through the encouragement of active transport modes for shorter journeys; and
- Integrated transport and land use planning, to ensure land use and passenger transport decisions are aligned.

The Southern Integrated Transport Plan 2010 is a key document that the Committee should refer to as it has been endorsed by all relevant stakeholders and includes public transport in southern Tasmania.

This plan outlines the necessary objectives, strategies and actions for improvements to a sustainable integrated public transport system, giving consideration to infrastructure, people, planning and environment.

There are a number of objectives and strategies in this plan that specifically address the public transport system. These can be summarised as:

- Promote and support public transport as a legitimate and sustainable mainstream modal choice (although it primarily focuses on road based public transport)
- Ensure the public transport system addresses social disadvantage
- Provide and improve public transport infrastructure and protect corridors to support efficient and user friendly public transport
- Ensure land use planning decisions and public transport decisions are mutually supportive

## **Submission**

GCC submits that if the Southern Integrated Transport Plan was appropriately funded and implemented then it would address some of the issues for improvements to the public transport system.

Using the framework of the Southern Integrated Transport Plan, GCC makes the following submission:

### Current Service Provision:

Metro Tasmania offers a high frequency/long travel time service between Glenorchy and Hobart along the Main Road Corridor. Elsewhere the service is characterised by medium coverage, low frequency and lengthy travel times. Despite the fact that at our northern most border, Glenorchy is only 19 kilometres from the Hobart CBD, many of our bus services take an hour to traverse it and frequency of services are low particularly in non-peak times including evenings and weekends. In addition, the lack of DDA compliant services means that patrons requiring these services must wait sometimes lengthy times for a service to become available.

As the sole provider of public transport within Glenorchy, Metro Tasmania has the challenging task of providing an attractive public transport system. GCC acknowledges that budgetary constraints mean that service coverage is not as broad as required or desired, and that service frequency in many areas is low. Furthermore GCC acknowledges that journey times of many services are lengthy due in part to the attempt to increase network coverage, but also as a result of the physical limitations of moving a road vehicle through heavily congested road routes.

In a recent survey conducted by GCC (Attachment B), respondents who currently do not use public transport highlighted service issues as a disincentive to using public transport. These service issues included general inconvenience of mode, routes and timetables, the lack of service availability and passenger safety.

### Infrastructure:

The Brooker Highway, Main Road and Railway line/cycle path are significant transport corridors through the city and these corridors provide the most potential for public transport connectivity.

The rail corridor is soon to be disused with the Brighton Transport Hub being developed and it is extremely important that this rail thoroughfare be maintained and used into the future for transit orientated development. In this regard GCC has

previously supported, and continues to support, the feasibility study into the light rail option.

The main transport corridors must be developed as a fast and frequent spinal public transport service, integrated with and supported by arterial or feeder connectors reaching into the suburbs. The provision of a multi-modal, fully integrated system, maximising the various modal efficiencies, will act as a key attractor to transport effectiveness and promote public transport as a preferred choice for transport.

Accessibility within and between modes of public transport is crucial. The GCC Access Action Plan specifically refers to improved access in the urban environment. This includes working with Metro Tasmania to prioritise and meet access needs at bus stops, establishing a policy response and procedures for upgrading access to bus stops, review on street accessible parking and better connections to transport options. Connectivity between travel modes such as walkways, cycleways, park and ride must be enhanced. It is understood that Metro Tasmania's full DDA compliance has been extended to 2022, some five years later than the initial commitment. Metro Tasmania is encouraged to consult with GCC on this matter.

The Springfield and Glenorchy bus interchanges are important infrastructure necessary to promote accessibility and connectivity between modes of travel. Greater emphasis needs to be placed on the park and ride concept to encourage the use of public transport and reduce the private vehicle from the CBD's.

The significant attraction at MONA and development of the GASP! precinct demands a review of the transport infrastructure and services to these main attractors. There are significant opportunities for river, bus, and rail transport to these precincts that will meet the needs of the local population and the tourism market.

#### People:

Glenorchy's community profile (Attachment A) indicates a number of social inequities resulting in a greater reliance on the public transport system.

There are also barriers to accessing and using transport options for particular groups of residents, including older people, people living with a disability, new arrivals, and families with young children. Whilst this has been discussed under infrastructure it is important to acknowledge this in context of the social disadvantage of Glenorchy and the particular demographic profile of the city.

Many of Glenorchy's residents and those commuting to, through and within the city now live beyond convenient walking distance (Healthy by Design - 400 metres) of any form of public transport stops. It is concerning that currently, Metro Tasmania's service level agreement with DIER is to provide a transport service to within 500

metres of 90% of the population in peak periods and 1000 metres during off peak periods. To ensure that our public transport network continues to provide the majority of people with realistic travel options it is important to promote public transport services and networks that link with key activity areas, now and in the future.

In June 2012 GCC initiated a survey through the Glenorchy Community Panel specifically on Metro Tasmania services in Glenorchy (Attachment B) and it is particularly pertinent to note the survey results and comments made in regard to accessibility and frequency of Metro Tasmania services within their suburbs.

This survey indicates a comparatively high level of usage by Glenorchy residents (44.7%) and 61.4% indicating their desire to use public transport services more often if improvements were made.

Bus services should be designed to meet the need for local travel. Currently 86% of journey to work in the southern region originates from the Hobart and Glenorchy areas. Metro Tasmania must leverage off this through the provision of more efficient, accessible and frequent services.

Whilst the Main Road has been identified by Metro Tasmania as the priority corridor, it is cognisant to note that the areas of social disadvantage in Glenorchy are mostly located outside the accepted walking distance from this corridor and this must be considered when determining the frequency and routes for connecting buses.

Key issues relating to transport for our young people include the lack of transport options, particularly at the weekend and during school term breaks.

Our public transport network must also provide for longer distance trips or meet the needs of particular transport users, such as visitors to MONA and other feature sites in Glenorchy. This must be done in partnership with other transport services and networks including private transport providers across transport options such as cycling, walking, taxi, small bus, ferry, air transport, urban rail or future transport options such as tram services as part of a range of integrated transport options in southern Tasmania.

### Planning:

Council's Interim Land Use Strategy adopted in 2010 will guide the content and development of the new Planning Scheme. This strategy specifically addresses transport and the urban form through promoting public transport use by providing for increased density of residential development within walking distance of the high frequency transport corridor along Main Road. It also provides for developing planning provisions which support alternative means of transport to the car, in order to promote greater transport choice, including walking, cycling and public transport.

It recognises the importance of protecting the main line railway corridor as an important transport and infrastructure link and to monitor the progress of the light rail proposal along this corridor.

GCC recognises the importance of integration between land use planning and transport. Whilst the reality is that Glenorchy is a mature city with currently slow development growth and that land use planning controls can only be applied to new development, there is significant potential for Glenorchy to achieve the desired 40% urban infill target (Southern Tasmania Regional Land Use Strategy 2010-2035) through transit orientated development if there is an investment in permanent, sustainable and innovative transport.

Glenorchy's ageing population profile has important implications for the way we design our city in the future and how we ensure the provision of transport that maximises mobility for older people with complex needs.

GCC and Metro Tasmania must incorporate Crime Prevention Through Environmental Design (CPTED) principles in planning for future infrastructure and in the retro-fitting of existing infrastructure.

GCC has a number of initiatives in action that fall under priority areas in the Community Safety Framework including those relating to public space use and safety. Strategies in the Framework include reviewing service level agreements in place for the Glenorchy bus interchange as they relate to amenity, maintenance and infrastructure works to promote positive perceptions by the community of safety, access and amenity of this area. These actions will contribute to improved transport planning and design to better reflect our increasingly diverse community and contribute to safe use of transport options at a local community level.

#### Environment:

The State government's climate change strategy requires the reduction of its carbon footprint and encouraging more sustainable public transport choices will modify people's travel behaviour to become less reliant on the private car and hence a reduction in greenhouse emissions. GCC acknowledges that road based transport is a significant contributor to Tasmania's carbon emissions and that any reduction on the reliance of road vehicles and transport efficiencies are highly desirable. Furthermore GCC submits that long term it is not sustainable both environmentally and economically to continue with major highway expansion at the cost of investment in good public transport.

## Economic:

Effective, efficient and integrated public transport can act as a catalyst to economic growth and activity where investment is strategically aligned with permanent transport infrastructure development. Accessibility is a key driver and this particularly occurs where people can move efficiently between service centres. Furthermore the opportunities that arise from transit orientated developments include not only increase housing valuations and availability, but also mixed use and public utility developments.

## **Conclusion**

Southern Tasmania has a strategic framework for public transport in the Southern Integrated Transport Plan. This plan is being actioned in a "business as usual" approach; however to realise the social, environmental and economic benefits of an integrated sustainable public transport system the State government must promote and support public transport as a legitimate and sustainable mainstream transport modal choice.

Glenorchy has a unique demographic profile that requires greater emphasis on an effective public transport system that addresses transport disadvantage. Also uniquely we have a valuable and underutilised passenger transport corridor which is well placed to provide an innovative, sustainable and integrated public transport system that caters not only for the disadvantage but is a real choice for all commuters.

We need to provide and improve public transport infrastructure and protect corridors to support efficient and user friendly public transport.

We need to ensure land use planning and public transport decisions are mutually supportive.

We need accessible, reliable and frequent public transport systems with inter-modal connectivity.

The longer term environmental impact needs to be considered when making decisions on public transport systems.

As the sole public transport modal choice, buses alone cannot provide a truly integrated and effective public transport system.

GCC submits that in order to increase public transport patronage greater emphasis needs to be placed on public transport attractors. These attractors include providing



a service which is accessible, integrated, convenient, fast, frequent, clean, efficient, affordable, comfortable, and attractive alternative to the private motor vehicle. Once again this is confirmed by our recent survey where respondents highlighted public transport attractors as increased service levels, regularity of service, light rail, safety, better infrastructure, and cost.

## ATTACHMENTS

Attachment A      Glenorchy Community Profile

Attachment B      Glenorchy Community Panel Survey on Metro Tasmania services

## **Glenorchy City Council Community Profile Based on 2011 Census**

### **Community Insights**

Situated north of Hobart in southern Tasmania, Glenorchy City covers an area of just over 120 square kilometres and in 2011, had an estimated resident population of over 44,792 people.

From 1981 to 2006 Tasmania had the lowest rate of population growth of all the states and territories, and unlike the rest of Australia there was a decline in the proportion of the population that is overseas-born. Other major social and demographic trends in the whole of Australia were mirrored in Tasmania and Glenorchy. The population is ageing, households are becoming smaller, one parent families are more common, and there is more part-time employment and lower unemployment rates.

### **How would you describe the Glenorchy community?**

Based primarily on the most recent census, socio-demographic information about Glenorchy City includes:

- The majority of people living in the area are Australian born and amongst those that were overseas born the most common countries of origin were United Kingdom, Poland, New Zealand and Germany and the overwhelming majority (73%) arrived in Australia before 1991. Only a small proportion (7.3%) of the resident population speaks English not well or not at all. Compared to the rest of Australia, Glenorchy City has a relatively large number of people who self-identify as Indigenous persons comprising 3.8% of the local population. The 2011 census indicates that emerging migrant groups in Glenorchy are from China, India, Nepal, Bhutan and the Philippines. This correlates with an increase in population in the 20 – 29 year age group in the most recent 2011 Population Census.
- Children aged 0 – 14 made up 18.9% of the population with nearly one in four person aged under 18 years. 6.6 % of the population are in the 0-4 age group in Glenorchy (an increase of 300 from the 2006 ABS Census). 12% of our population are young people aged 12 – 25 years.
- Tasmanians are getting older and Glenorchy has an above average proportion of persons aged over 65 years at 16.8% of the population (estimated to rise to 22.9%, ABS, 2011 Census), compared with the rest of Australia, but on par

with the proportion found in Tasmania. The median age of people in Glenorchy is 39 years.

- 14% or 5,075 residents of Glenorchy residents did voluntary work through an organisation or group (July, 2011).
- Of those aged 15 years and over, 65% of the population or just over 19,000 persons made up the labour force, of which over half were in full-time employment and less than 7% were unemployed. The age group with the highest unemployment rate was the 15 to 19 years age group.
- In the Glenorchy LGA 28% of people attend an educational institution. Of these 28.8% were in primary school (1,242), 20.1% in secondary school (2,508) and 19.9% in a tertiary or technical institution (1,457 Technical or further education institute and 1,034 University or tertiary institute).
- Of those employed, the most common industry sectors are retail trade, health and social assistance, and manufacturing.
- There are over 11,888 families, with 37.8% being couples without children. Just under half of the families with children were one-parent families (2,803 or 23.6%). 15.5% of single parents in the Glenorchy LGA were male and 84.5% female.
- The majority of households (63.8 %) are one family households, and there are over 6,033 households where people lived alone (33%).
- Of residents in the Glenorchy LGA aged 15 years and over, 39.7% were married and 15% were either divorced or separated. The median age of married people in the Glenorchy LGA was 53 years and the median age of people never married was 27 years.
- The most common location for employment of employed Glenorchy residents was within the City of Glenorchy (40%), with 38% working in Hobart and the rest elsewhere.
- Although more people are now employed in the retail and the service sectors in Glenorchy, it continues to have a significant manufacturing sector. Annual counts of businesses in the local government area from 2004 to 2007 show a decline in business exits and although the number of business entries slowed, the ratio of entries to exits was increasingly in favour of entries. It is estimated there are over 1,300 businesses with the majority in retail and other services, manufacturing, wholesale trade and construction.

- Within the Glenorchy City area, in 2009-10, the suburb of Glenorchy had the most offences recorded by Police, followed by Moonah and Claremont. Shoplifting was predominantly in Glenorchy (72% of all shoplifting offences) and nearly all of them involved shoplifting from shops/stores. Glenorchy accounted for one-third of assaults followed by Moonah (17%) and Claremont (13%). The most common location of assaults in Glenorchy was dwelling/flat/unit followed by street/public place.

Glenorchy City had the second-highest level of disadvantage out of the six local government areas in the Hobart Statistical Division, and was the eighth most disadvantaged local government area in Tasmania. Within Glenorchy City the 10 small areas ranged from the most disadvantaged area of Goodwood with an index score of 841.1 to Collinsvale - Glenlusk with a score of 1026.5. The overall SEIFA for Glenorchy is 920.4. The Socio Economic Index for Areas (SEIFA) is a composite measure of how disadvantaged a particular community is in relation to other Australian communities. The indicator is based on a number of measures including internet connectivity in dwellings, jobs in relatively unskilled occupations, educational attainment, income, unemployment and social housing.

A number of studies have shown that communities with a higher level of socio economic disadvantage also report poor outcomes for children living within those communities. Tasmania overall has an extremely high proportion of children living in disadvantaged communities compared to the national average. Around 44% of Tasmanian children assessed against the Australian Early Development Index (AEDI) live in the most disadvantaged communities, compared to 21% of children in the rest of Australia. Additionally only 7% of children in Tasmania live in the least disadvantaged communities compared with the rest of Australia (AEDI Australian Early Development Index, Tasmanian Report, 2011).

A number of studies including *Safe and Sound* (Murray 2003) and *Kids Come First* (Jenkins & Haynes, 2009) have drawn attention to the social and economic stresses that many Glenorchy families and residents experience.

The more recent information on Glenorchy suggests that the Glenorchy LGA still experiences significant disadvantage in comparison to Australia as a whole.

In the Glenorchy LGA 34% of households had a weekly household income of less than \$600 and only 3.2% of households had a weekly income of more than \$3,000.

Median personal and household incomes are lower than the Australian and Tasmania medians, with an average family income of \$869 per week compared to \$947 per week for the State. The cost of living is higher for Glenorchy than the State average with weekly mortgage repayments of \$305, (compared to \$300 pw) and private rental costs on average at \$215 per week (ID Profile, July 2011). The median

weekly personal income for people aged 15 years and over in Glenorchy LGA was \$487 (ABS, Census 2011).

### **Focus on our Ageing Population**

By 2021 the percentage of people living in the City of Glenorchy aged 65 years and over will rise to 22 % (ABS, 2006). This is in line with Australia's ageing population. Past falls in fertility, increased life expectancy and the effect of the baby boomer generation moving through older age groups, has contributed to an increase in the number and proportion of people aged over 65 years (Australia). This trend will grow over coming decades with 7.2 million people being aged 65 years by 2051.

The Tasmanian population is projected to age most rapidly. By 2051, Tasmania will have over 30% of their population aged 65 years and over, compared with 27% for Australia (ALGA, 2004:6).

It is estimated that 56% of the Glenorchy LGA population aged 65 years and over has a disability and an additional 22% of the population has a severe disability. This has important implications for the way we design our City for the future and how we ensure the provision of specialist supports for older people with complex needs. Generally older people live with at least one chronic condition or disability that may impact on their ability to access and use local community services (Australian Institute of Health & Welfare, Australia's Health, 2006:40). In developing a *Seniors Policy* for Tasmania we need to consider better 'joining up' of services to make sure that individuals and communities receive the right kind of services at the right time. There are 4,264 older women in the Glenorchy (58%) compared to 3,117 men (42%). Gender, income and age are important considerations in developing programs for housing and responses to risk of homelessness. Older women are more vulnerable in relation to income, superannuation and assets and their ability to meet the basic costs of living (COTA, Inquiry into the Cost of Living Pressures on Older Australians, 2007:3).

In Glenorchy 26% of females surveyed as part of the Positive Ageing Plan consultations said that if they had to change their living arrangements they would prefer a smaller unit or apartment as opposed to a residential community or aged care facility. The more established and central precincts of Glenorchy have the oldest populations in the Glenorchy LGA which presents both challenges and opportunities when looking to future housing options in the City and related costs of living benefits.



**City of Glenorchy  
Glenorchy Matters  
Community Panel  
Survey Five – June 2012**

**PUBLIC TRANSPORT**



421 Surveys Distributed  
(196 via email with survey link, 225 via post)  
206 Returned  
(104 via survey link, 102 via post)

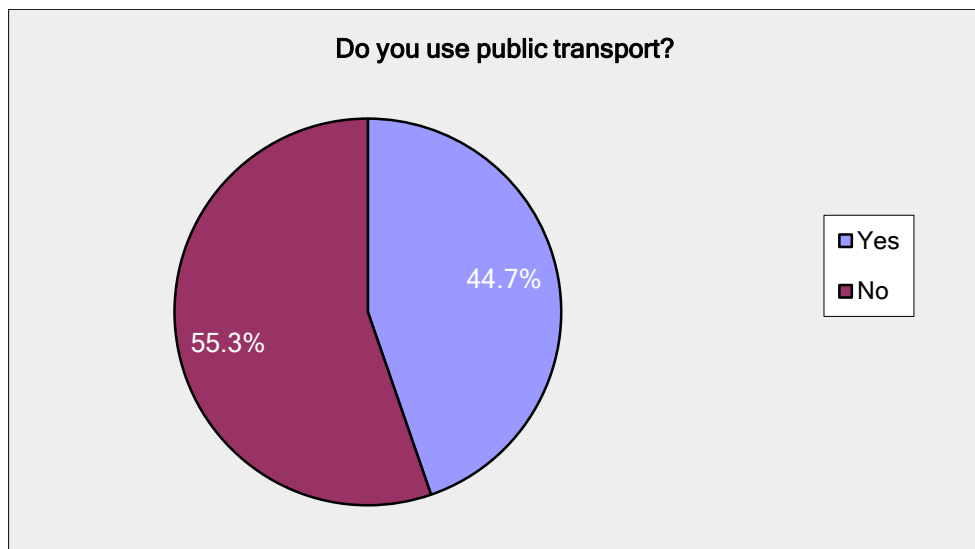
**49% Return Rate**

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Do you use public transport?

Answer Options	Response Percent	Response Count
Yes	44.7%	92
No	55.3%	114
<i>answered question</i>		<b>206</b>

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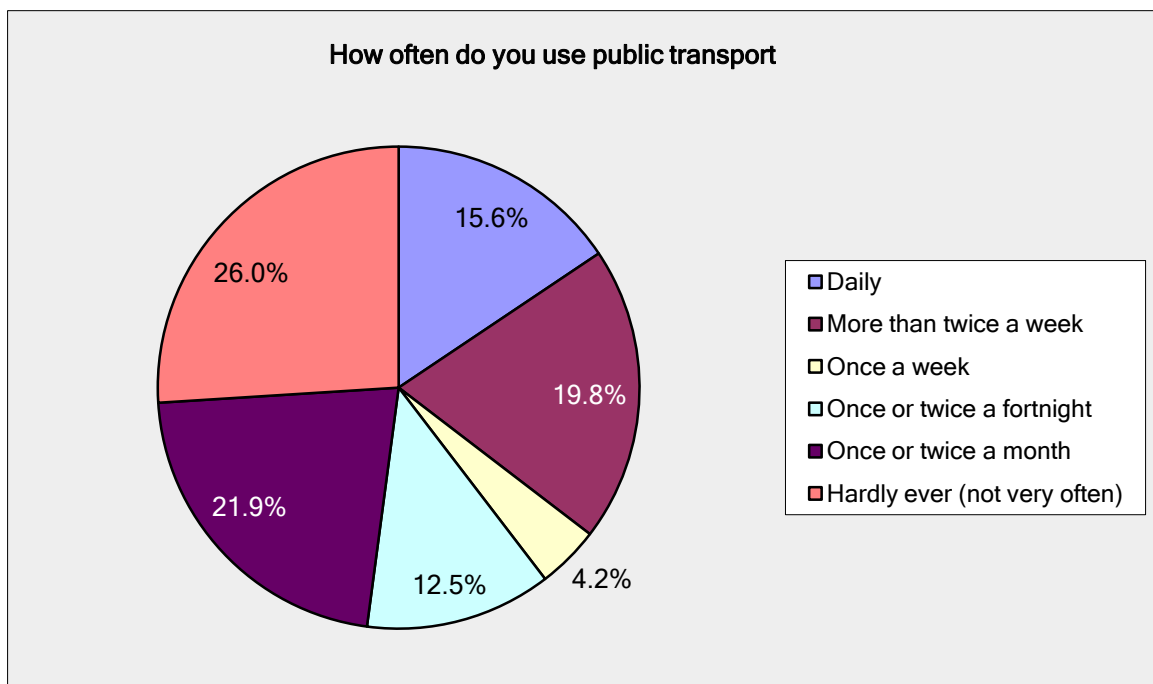


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### How often do you use public transport?

Answer Options	Response Percent	Response Count
Daily	15.6%	15
More than twice a week	19.8%	19
Once a week	4.2%	4
Once or twice a fortnight	12.5%	12
Once or twice a month	21.9%	21
Hardly ever (not very often)	26.0%	25
<i>answered question</i>		<b>96</b>

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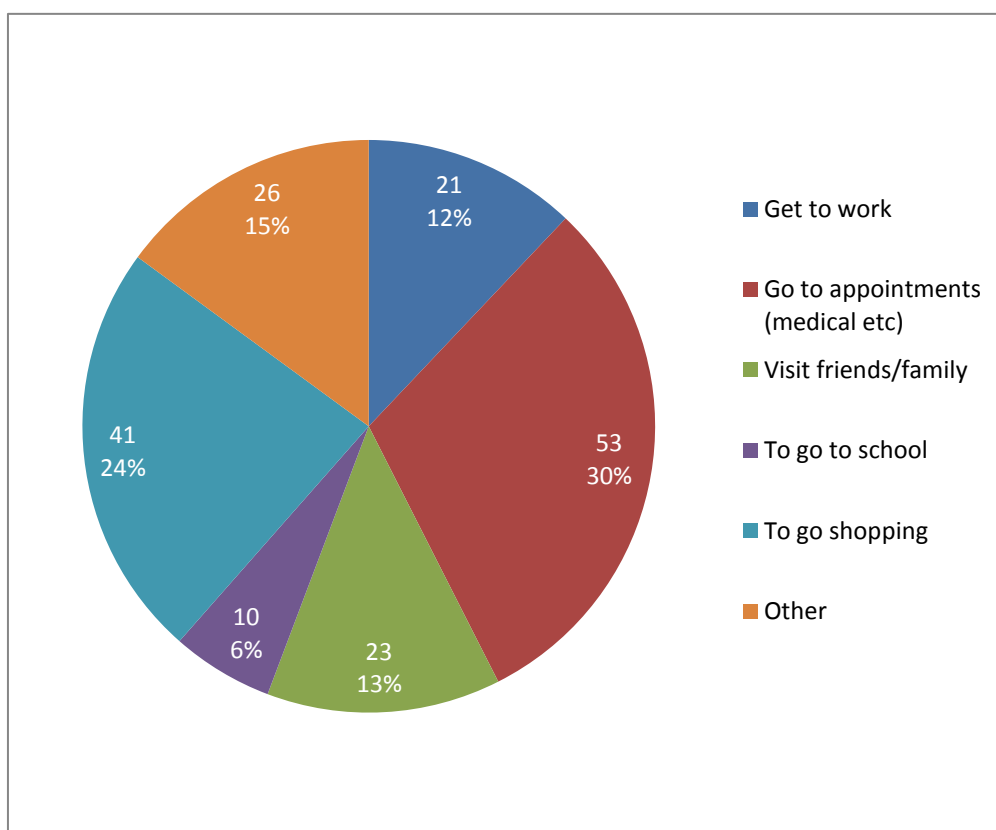


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### What do you use public transport for?

Answer Options	Response Percent	Response Count
Get to work	12%	21
Go to appointments (medical etc)	30%	53
Visit friends/family	13%	23
To go to school (or your children use to go to school)	6%	10
To go shopping	24%	41
Other (please specify)	15%	26
<i>answered question</i>		<b>79</b>

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### OTHER REASONS FOR USING PUBLIC TRANSPORT

#### Social, community or recreational (12)

- A range of community related activities - day and night.
- Attend functions, events and entertainment.
- Excursions.
- Friday night drinks.
- Going out drinking and not driving.
- Social occasions if I do not want to drive.

- Social outings.
- Social outings.
- To sporting activities, the beach in summer, as I don't have a car it's the only transport I use (in the absence of rail).
- To go to tourist venues.
- Sport and recreation activities.
- Adventure days for my son. He is 4 and loves going on the bus.

#### **Travelling to Hobart (5)**

- To go to Hobart.
- Meet my husband in town (with car for return).
- Trips to the City (Hobart) for various purposes, and to avoid parking hassles.
- Visit my partner in town then return by car.
- Voluntary work in the city.

#### **Car unavailable (4)**

- If our car is unavailable e.g. getting serviced or being repaired.
- If the car was being repaired or go to the city by bus for a change.
- To drop off/pick up the car after service or repair.
- When picking up or dropping off the car for service.

#### **Other (5)**

- After walking into Glenorchy from Rosetta, to do a bit of shopping I will then catch the bus back home.
- Go to university.
- My husband uses public transport to go to work.
- To do volunteer work.
- To go the Library.

## IF NO, WHY DON'T YOU USE PUBLIC TRANSPORT

### Use private transport (56)

*Note that some comments explain why private transport is utilised or preferred*

- More convenient to use own car.
- We use a private car.
- Drive myself.
- Have own car, need to pick children up from a school that doesn't have public transport.
- I use my own car for convenience; I would use buses if I had to.
- I can still drive my car.
- We have transport of our own.
- Don't feel safe on public transport and have my own car.
- Hate waiting in the cold, would rather utilise my bicycle and the bike track to commute to work, otherwise car.
- When I use the car I can go to many different places.
- I have my own vehicle which is more convenient and cheaper and much safer.
- Have own transport.
- Because I am driving my own car.
- It is far more convenient to use private transport - no waiting times and takes you directly to where you want to go, possibly safer.
- I drive my own car.
- Because I am able to use my own car.
- I have my own car.
- Still have a car and hope to continue driving few years longer.
- Travel by car.
- Have a car/ go to Kingston once a week to visit grandchildren or go up North of the Sate/ I walk to Glenorchy shopping centre occasionally and back home or take car when wet or cold.
- 2 cars at home.
- Retired at home for shopping use my car.
- I have my own transport - a car.
- I have legs, a bicycle and a car. I caught a bus for the first time in 15yrs a few months ago.
- I'm still able to drive my car.
- I have my own vehicle I have health issues and children to run to activities eg squad swimming over the river, karate, club netball, school netball, social activities and training sessions plus Dr's appointments etc.
- I drive a vehicle.
- Because I use my own car for transport, now that I am retired. I used a bus every day while I worked.
- Have a car.
- I have my own car and live within walking distance of the Glenorchy CBD.
- I drive a car.
- I have my own vehicle.
- I drive my car.
- Have my own car or walk. Can't take public transport to work as would lose too much time between clients.
- Because I spend a lot of time in the car and carry a lot of stuff and I wouldn't be able to get to all the places I need in the time available.

- I drive.
- Am retired and have a vehicle, any time I don't, I walk.
- I have my own transport.
- I need a car for work, so I drive to work.
- It's just easier to take my car.
- Too inconvenient. I use my own vehicle for all trips etc.
- Transport by car.
- I drive, and getting to work is not convenient on public transport, plus there is parking at work.
- I drive my own car as it's not as hard on my body and I can choose the time I need. The bus service is not good enough in Tasmania.
- It is more convenient for me to use my car most of the time.
- I drive my own car.
- I find the car more convenient especially carrying bags, etc. We are fortunate to be able to run a car at present. Parking is not an issue in Glenorchy City and encourages us to shop there - particularly as it is free.
- Economical small car -organized car trips to minimise use. Walk for exercise for distances to 10km.
- I'm a sales consultant; need a car 24/7.
- Bus stop is at the bottom of the hill, car is more convenient.
- Have own transport.
- Little need. Now retired and more convenient to use car to get to places I go to.
- When I don't drive anymore I will use public transport and will be happy to go that way.
- Easier to use car for groceries etc.
- Have convenience of own transport and like to be able to choose own time- not timetable.
- It's faster to drive, there isn't much traffic. My girls will probably use it though as they get older.

### **General inconvenience, routes available and timetable issues (30)**

- Availability especially timing. When asked previously there were no booklets available on routes, times and payment options.
- Inconvenient in my area - fair walk to bus stop.
- Unreliable service, weekend transport would be used otherwise.
- Because it takes too long to arrive at your destination.
- Bus routes too long and not at times I want.
- Because it's not cheap to travel in public transport and have caught buses not going on route that I've needed and have to walked home from somewhere.
- The bus stop is too far away.
- Because it is very difficult to work out the timetables etc.
- Bus time table more convenient to use car.
- Services are infrequent and only run on major arteries.
- Not convenient for my time requirements.
- None of the public transport offered (buses) will take me into the cities of Hobart or Glenorchy fast enough.
- Not convenient.
- It is inconvenient.
- It's not reliable and not enough services to my area.
- Inefficient.
- Although I live near Main Road in Moonah, to use to go to work, the irregular service is annoying. That is, although they are due every 10 minutes, you find 3 buses coming at once then no buses for next 20-30 minutes. Then the buses are crowded.

- Buses are running less to my area and there is not adequate park and ride at Springfield to warrant driving to there to catch a bus.
- Too hard with a pram and not enough accessible buses.
- I take my children to school on my way to work. There is no direct route between my home and my work, Prince of Wales Bay to New Town.
- Not practical. I have to get my child to childcare then get to the city by 8am. Then do the opposite. Bus timetables not reliable enough.
- Inconvenient times and destinations.
- No bus stops nearby.
- I am using public transport less frequently because of personal mobility difficulties, and inconvenient services in the area where I live.
- I have two small children and couldn't think of anything more troublesome than waiting at a bus stop for a bus and then going on a bus with a pram and bags etc.
- Limited time table in my street, often have to do many things on same day in different areas.
- Would take too long to get to work. On weekends, services not frequent enough and stop at too many points.
- Too slow, No Bus Lanes (in particular on the Brooker Hwy), quicker to drive my car and park outside the city. No trains.
- My work does not cater to it. *(Note; presume this relates to a bus schedule issue)*
- I have to catch two buses to get to University. They don't often run on time and are quite slow. If I miss a bus it is also a while until the next one comes along. It ends up being inconvenient.

#### **No service available in area (9)**

- There is no public transport in Collinsvale/Glenlusk.
- No service in Collinsvale.
- No public transport close to our home. Also would be more expensive for my wife and I to travel via bus.
- There is no public transport to or from Collinsvale/Glenlusk.
- Public transport was stopped in our street and does not go to my work.
- No public transport available. I would have used it to save parking every day.
- No service provided at Glenlusk even though it is only 5 minutes drive from Chigwell where there is public transport.
- Start work too early in the morning for public transport.
- None available in our rural area.

#### **Safety and passenger behaviour (9)**

- Badly behaved hoons, school children and bad language.
- After a bad experience 18 months ago when a couple got on the bus in Hobart with a carton of alcohol, and proceeded to drink it at the back of the bus. Things got very heated when the bus driver tried to stop them. I felt very scared and have never used the bus since.
- I don't feel safe waiting for public transport, in Glenorchy or Hobart, nor on bus's.
- Dirty, smelly, loud rude and often violent passengers.
- Passengers are rude, smelly and often use crude language. Buses are often not on time.
- Don't feel safe anywhere near the Tolosa Street Bus Mall.
- Have my own car and don't feel safe on public transport.
- Undesirable passengers e.g. manners.
- Don't like taking my children on the bus with trouble makers.

**Health reasons (8)**

- Disabled.
- Suffer from a medical condition so cannot walk very far.
- Health issues.
- I have a physical disability and need to be in a motorised wheelchair, therefore the only mode of transport that is accessible are maxi-taxis.
- Too disabled.
- I am a disability pensioner and on most days I am in pain. I cannot stand about waiting for buses. I need to get where I am going as quickly as possible. The two places I frequent are the supermarket and doctor. It suits me better to drive my own car.
- I suffer really badly with motion-sickness and warm buses that swerve about and brake suddenly are enough to make me ill. I'd like to use it on a regular basis, but I just can't. Also, it isn't easy to juggle a 3½yo, a 22mo, a pram and our bags, and my double pram is too wide for the entry.
- Because we can still drive and we would have to walk with a frame up a steep rise to catch a bus.

**Other (15)**

- Do not need to.
- Because it is such a convoluted way to go to town, from where I live. There are no conveniences to place shopping if one is in town; therefore one has to lug all bags around with you. Whereas, if one has the car, it is convenient to pop back to the car to deposit items. It only takes me all of 10 mins to return home by car.
- Not necessary.
- No need at this time.
- No need.
- No good reason or incentive on a personal basis not to use private transport.
- Because I have to drop children off to school on my way to work.
- My daughter sometimes uses the buses (especially the express bus if we drop her in Rosetta), but we live at Collinsvale and public transport is non-existent.
- I work on the mainland each week and I don't have the time on the weekend. In a couple of years when finished working on the little island I will be using public transport. PS. In Melbourne I always use public transport, mainly trains and trams.
- I usually only use the bus when the car is in for a service/tyres etc.
- Transport provided by employment.
- I drive to work, as my work offers onsite parking.
- No need to.
- No need to.
- No need to.

**Cost (1)**

- I find it too expensive and I can drive to where I want to go for about the same cost.

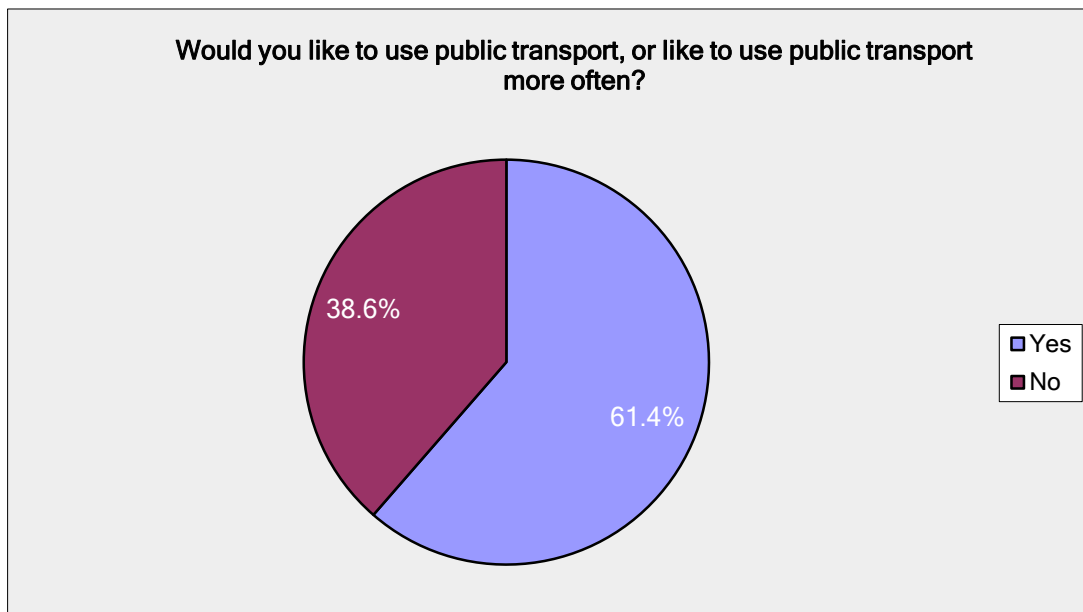


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Would you like to use public transport, or like to use public transport more often?

Answer Options	Response Percent	Response Count
Yes	61.4%	121
No	38.6%	76
<i>answered question</i>		<b>197</b>

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## WHAT WOULD ENCOURAGE YOU TO USE PUBLIC TRANSPORT, OR USE IT MORE OFTEN?

### Service levels and regularity of service (88)

- Regular services.
- More buses.
- If timetables were increased and not every hour as at present.
- Better service.
- More services to my area
- If it was more reliable, faster service to the city, less crowded and more security.
- Buses to come up Springfield Avenue with more stops along near the Community House and more buses available on weekends.
- More frequent timetable, more interesting and enjoyable mode of transport.
- Earlier buses on a Sunday, it is impossible to get in to Hobart until after 9am.
- More West Moonah services.
- Actually having some that come to the Glenlusk area.
- Bus service seems ok here. Bus up street regularly - I would need bus on weekends as I attend church - no service at this stage.
- Better service and price
- Buses running more often and at weekends on the Brooker and Goodwood.
- If I felt it was safe and convenient (timetabling) I may use it.
- More frequent time table and more enjoyable mode of conveyance.
- A bus service from Collinsvale/Glenlusk at least four times a day.
- More frequent services.
- Better Public holidays/Sunday timetable
- Better times on routes.
- Better services and more often.
- If it came past my door.
- More mini shopper buses as used in the past and a better timetable with every half hour runs.
- Easier connections on weekends to various suburbs e.g. Glenorchy to South Hobart and more frequent services.
- If the buses ran more often in my area.
- If buses ran on time and where I want them to run.
- More suitable routes and frequency of transport and safety guaranteed.
- Smaller more frequent buses and lesser and simpler fares for pensioners.
- If service was efficient.
- Regular intervals between buses, not only in the timetable but keeping to the timetable.
- Greater frequency.
- Time tables.
- A more regular, reliable timetable that is easy to read and comprehend. Also, if the Metro hotline could be fixed up and made more reliable that would also be great.
- More convenient timetable.
- Better timetables and routes.
- Schedules.
- Appropriate level of available seating (often full, too crowded or bus doesn't stop if already full!) better temperature regulation (air conditioning).
- If it was available. There seems little point in driving halfway to town.
- Frequency of services and service routes where I need to go.
- More frequent buses. (I usually have to wait quite a while for a bus which is often crowded.).

- More buses/trains more routes.
- A better/faster service (integrated with rail).
- Express services non-stop from a centralised park and ride point.
- A faster more direct service.
- More services.
- Better guarantees of accessible buses on set routes/days/times so I can plan around them.
- More frequent than hourly service. I am a shift worker and do not always travel to work at peak hours.
- If we had a better transport system, i.e. trains and buses that were smaller and ran more frequently.
- More services from Rosetta to Moonah.
- Metro service in my area.
- More convenient services.
- If it was convenient for my work hours and place.
- The existing Metro services are irregularly connected in some situations and some outlying locations are discriminated against by having insufficient access.
- If I knew that it was safe, quick, timely, and if I had no use of my car for a period of time perhaps, I would probably use it when the kids are older to go to work, I live in Claremont and go to TechnoPark to work.
- Greater frequency.
- If we had the same system as Queensland and Adelaide. Free bus and tram in the city or smaller buses but more often.
- More frequent service, particularly on week-ends. Sunday service is almost nonexistent at the moment.
- I would love to use public transport more often If only I had a bus stop closer to my house. The closest bus stop is near the roundabout at the juncture of Marys Hope Rd and Berriedale Rd. It is a 25 minute walk to the bus stop which is several kms away from my home on Glenlusk Rd. We need a few bus stops along this road. There are many people who commute from Glenlusk and Collinsvale to work, school and appointments every day and there is no easily available public transport. My husband has to drive to Glenorchy every day to catch a bus to work and I know of lots of others with the same problem. There has been and continues to be quite a number of new houses built on this street and in this area which means many more families all of whom I believe would benefit from and deserve regular and reliable public transport, just like other Glenorchy council rate payers.
- Buses running on time, less crowded buses.
- More frequent services, quicker services, services that are on time and more choice between services.
- Bus lanes, quicker express routes.
- Buses that go up Creek Road, currently buses from Chigwell to Hobart only go the Main Road. I'd have to get off in Glenorchy and swap buses.
- More frequent services in the morning.
- If it were a more convenient service.
- Buses arriving on time.
- Improved connections at weekends and evenings. Too often a bus from northern suburbs arrives in Hobart just after the desired connection has left to University at weekends, with a 55 minute wait for next. Similar with returning bus. Also, too many X1s depart Austin's Ferry early. There is absolutely NO excuse for early departures of buses.
- Frequency.
- More convenient travel times especially at weekends.

- Scheduling of transport on weekend to sporting events that allow easier access straight to the ground and home.
- The infrequency of buses at times especially Sunday 2 hourly only. Door stopper would be good.
- There are many places I can't get to using public transport and fares are expensive.
- Transport from Hobart City after 5.40pm week days is nonexistent to Lutana.
- Metro's accessible buses do not run consistently for those who need them.
- No express buses from Rosetta - an all stops bus takes 1 hour from Rosetta to Hobart. I used to take the bus to work (CBC) and sometimes they never turned up at all - totally unreliable. I paid for a car park and took the car.
- There are not a lot of buses available in the evening when I did work in town so had to drive down to the interchange and leave car there so I could get back home in the evening.
- Buses should be more frequent and reliable.
- I am amazed that buses go past regularly with no passengers - could a smaller cheaper to run bus be used.
- Generally a bus service could be 8am for workers and 10.30am for shopping outing etc return 2.30pm and 6pm from Hobart.
- I think the main road Glenorchy to Hobart line is generally very good except in peak hour times when the buses are too full, they get clogged up at Ogilvy High School in the afternoon. And buses drive past you in the morning because they are too full.
- Provision of a four times a day service with an extra run on Friday and Saturday nights would be good.
- I would settle for frequent services along the Main Road evenings and weekends (hourly or half hourly is not enough).
- Perhaps the running of mini buses instead of larger buses could assist fuel costs in off peak times.
- Irregular timetables, buses don't always arrive on the scheduled time and I have missed the bus leaving me to wait for the next one in an hour's time (not good in cold weather).
- Buses don't run on time and are not about when it suits you and other people.
- Although I personally do not often travel on a bus, my husband commutes daily on the bus and our kids travel on the bus to school/work. The Sunday/public holiday timetable is a joke and many a time I have had an urgent call to pick them up from the bus stop and take them to work as the bus has either not arrived or arrived early.
- A direct route to the city might be good as an express or something like that.
- I have asked the Hon. Adriana Taylor MLC to form a committee to investigate the situation of poor connections.
- I used to live in Brisbane and the bus lanes their work very well. If you want more people to use public transport you have to introduce Bus lanes and make the traffic on the Brooker worse to force people out of cars. When I used to catch the bus the cars that drove past me were 80-90% single occupant vehicles.

### **Safety and passenger behaviour (22)**

- If I felt it was safe and convenient (timetabling) I may use it.
- Nothing in the Glenorchy area, you could never hire enough security to make it feel safe. I will never allow my children near the Glenorchy Bus Mall.
- If bus drivers had more protection from unruly passengers and safer bus depots.
- Nothing, after the reports I have heard and information on the behaviour of young people who have no respect.
- More polite people. Some trips can be very unpleasant.
- If school children would behave more decently and not using foul language, I would use it more often.

- If the bus mall was a more user friendly place there seems to be less respect for older people and women who are coloured.
- To feel safe and not to have to put up with bad behaviour from some of the passengers.
- Less thugs and hooligans in the bus malls would be a great start.
- Better behaviour from other passengers, less swearing.
- Less hostile people using it.
- If it were safer.
- Greater policing of passenger behaviour on buses.
- The Glenorchy Bus Mall and surrounding areas are unsafe. I don't do a lot of travelling and I would rather travel in the comfort and safety of my own car.
- Too dangerous to use day and night when you are old and children are not chastised enough.
- Unruly passengers - offenders know all the court rules which protect children and they think it is funny. When offenders are caught all they get is a slap on the wrist.
- It would be an improvement if the school teachers educated their students in manners. At least they could control their language.
- I feel greater security on buses would help. A clean bus is more inviting. I know advertising is essential to Metro but I do not appreciate anything covering the windows as some the buses do.
- I am often very disappointed by fellow adult bus passengers who do not share the seat but either sprawl across 2 seats or have their bag occupy the spare seat. A courtesy campaign may work.
- Not adhering to the 'stripes' system for bad behaviour; drivers don't do anything about bad behaviour, buses either late or early. My 2 teenage children provided the feedback and input for this survey as I don't use public transport.
- I do feel unsafe in the Glenorchy Bus Mall. I actually wait in Hobart for direct buses to avoid having to change in Glenorchy where regularly I see fights and/or general unsociable behaviour.
- The poor bus drivers must have more power and back up to be able to chuck trouble makers off.

### **Cost (11)**

- No fees.
- Pricing.
- Buses or trains that provided cheap transport around Tasmania!
- If the price was cheaper.
- Cost.
- Cheaper fares.
- If Metro from Hobart to every part of Glenorchy was a short fare instead of a medium fare.
- Nothing unless it was free.
- Cost.
- There are many places I can't get to using public transport and fares are expensive.
- Buses are very costly unless you are on a pension.

### **Bus stops and bus malls (16)**

- More parking at convenient sites with express rides to city, main areas. Bus stop nearer to me for my kids and adults.
- More accessible, bus stop too far away from my home.
- If I could get to the bus stop more easily.
- More convenient bus stops.
- Bus stop close to where I live.
- If it was easier to get to the bus stop.
- Comfortable places to wait.

- I would love to use public transport more often If only I had a bus stop closer to my house. The closest bus stop is near the roundabout at the juncture of Marys Hope Rd and Berriedale Rd. It is a 25 minute walk to the bus stop which is several kms away from my home on Glenlusk Rd. We need a few bus stops along this road. There are many people who commute from Glenlusk and Collinsvale to work, school and appointments every day and there is no easily available public transport. My husband has to drive to Glenorchy every day to catch a bus to work and I know of lots of others with the same problem. There has been and continues to be quite a number of new houses built on this street and in this area which means many more families all of whom I believe would benefit from and deserve regular and reliable public transport, just like other Glenorchy council rate payers.
- Not having to walk up the hill.
- The "no smoking" on bus stops is not reinforced. Teens are smoking without any restriction in these public areas; I always have to wait outside sheltered areas.
- We have been trying with the help of Scott Bacon MP and Mathew Groom MP to get a bus stop close to the West Moonah Community House, where it used to be.
- It would be good to see the bus mall in Glenorchy regularly patrolled.
- I think the "Glenorchy bus mall" needs addressing and the "Glenorchy Council Chambers" both these areas on school days and school holidays look disgraceful. The amount of litter, loitering and behaviour by all people in this area on these days is just appalling. Even on public transport there is no respect other travellers.
- I feel strongly about the bus services particularly in West Moonah as we need to walk a fair distance to catch a bus due to the bus not coming up Ripley Road.
- My children are old enough to use public transport but they worry about their own safety at the Glenorchy bus mall as they have heard of things that happen there. Personally I am concerned for their safety on the buses and at the bus mall.
- Something really needs to be done with the bus mall. I think a heap has been done already, but it is still really unsafe in there of a day.

### **Trains or light rail (28)**

- Light rail - Brighton to Hobart.
- Light rail supported by frequent feeder buses into the suburbs.
- Light Rail.
- A train, including to Launceston if possible but at least the northern suburbs.
- I would use public transport if it were changed to TRAINS.
- If there was light rail.
- A Northern Suburbs Railway.
- Would love to see the trains back on track.
- Get this Light Rail project up and running. Buses could then feed off into the suburbs.
- Rail.
- A light rail link, with park and ride facilities, as in Adelaide, Sydney and British and European cities. It is convenient, clean and efficient.
- Light rail from Claremont and Northern suburbs on existing rail lines.
- An inter linked rapid transport system such as light rail that could get me into the Hobart city centre and have connections from there to eastern and southern areas and on the way into the city have connections to suburban business precincts.
- I would definitely use the light rail if that initiative ever gets off the ground.
- Need the northern suburbs light rail.
- Light Rail with limited stops and associated parking would be faster and more frequent.
- Bring on the Northern Suburbs Light Rail - I'd use that.

- Bring on the northern suburbs light rail project!!
- Glenorchy needs a light rail. Traffic is a problem in and around Glenorchy - a light rail would be far more efficient and convenient.
- Surrounding suburbs would benefit more if we bring the trains back, everyone would benefit from this and it would take the big buses off the road.
- Bring back trains as a viable mode of transport ASAP.
- Integrate feeder bus services and Park & Ride with Northern Suburbs Light Rail to improve the service!
- We need a rail service.
- Hobart is a beautiful city, as are the northern ones, and tourism alone would more than pay for the installation of almost carbon-free light rail systems. High time, having lived in all the above areas, that Tasmania entered the 21st century. There are no buts or ifs. We owe it to the generations behind us.
- Would use Northern Suburbs Light Rail.
- A better/faster service (integrated with rail).
- If we had a better transport system, i.e. trains and buses that were smaller and ran more frequently.
- More buses/trains more routes.

#### **Health reasons (7)**

- Health
- If my wife's health was to improve.
- Better health in the mornings.
- At the moment my disability stops me from using public transport. If in the future I am unable to drive myself then I would have to consider using it.
- Cure of my arthritis.
- As a person with leg and back problems a seat would be good to have whilst waiting for the bus.
- My disability doesn't prevent but does discourage me from using public transport because I can't stand for very long and there is nowhere comfortable to sit while I wait. Would like to use it to go to town but too hard for me to get around once in town (too much walking), no circuit around the CBD (c.f. Melbourne free tram).

#### **Public transport not available in area (4)**

- If there was a service in Collinsvale.
- If it was available in my area.
- It feels like the Glenlusk and Collinsvale areas are very neglected for provision of public transport.
- I have always found that the bus drivers are very polite, there are times the radios on the buses are far too loud.

#### **Work/employment related (4)**

- If I had fulltime work I would use it more often.
- If I was to work locally & PT was available.
- My work is all over the place so buses just aren't suitable for me.
- If I changed my employment and was situated in a central location.

#### **Parking (3)**

- Metro have cut services to the suburbs and don't have adequate park and ride facilities.

- Better free parking available for Metro patrons. The current car parks are filled by 9am.
- More all day free parking near major bus terminals.

### Lack of information (2)

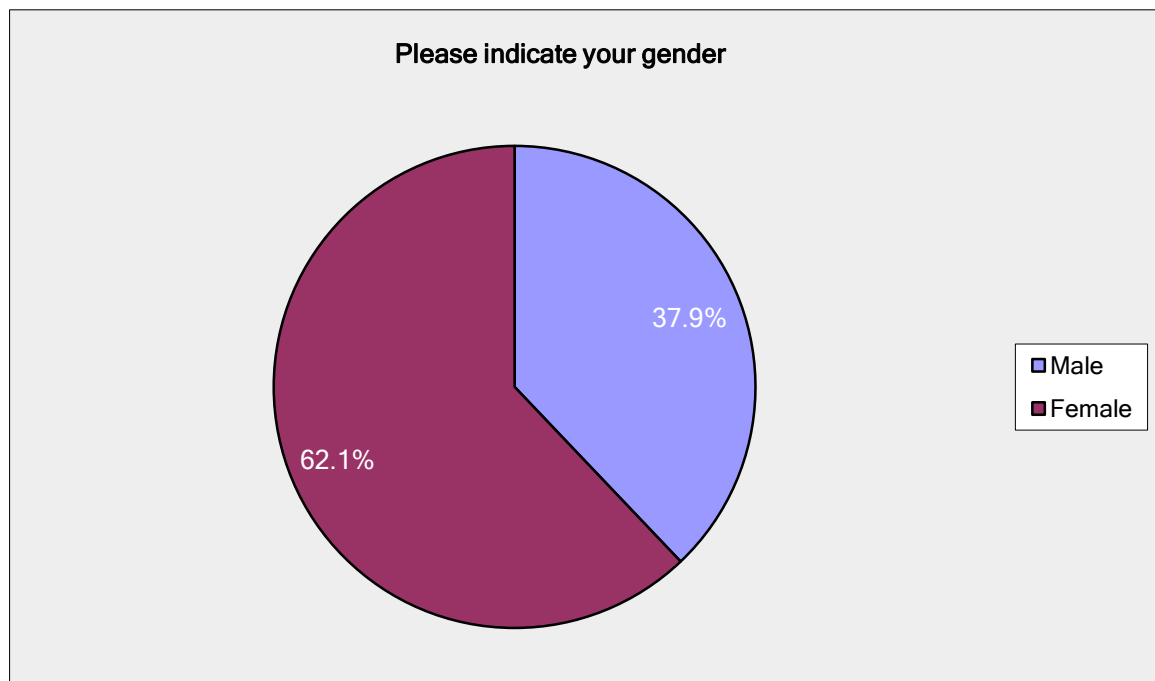
- Clearer timetable of where to and who to catch a bus.
- If information booklets were widely available.

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#### Please indicate your gender

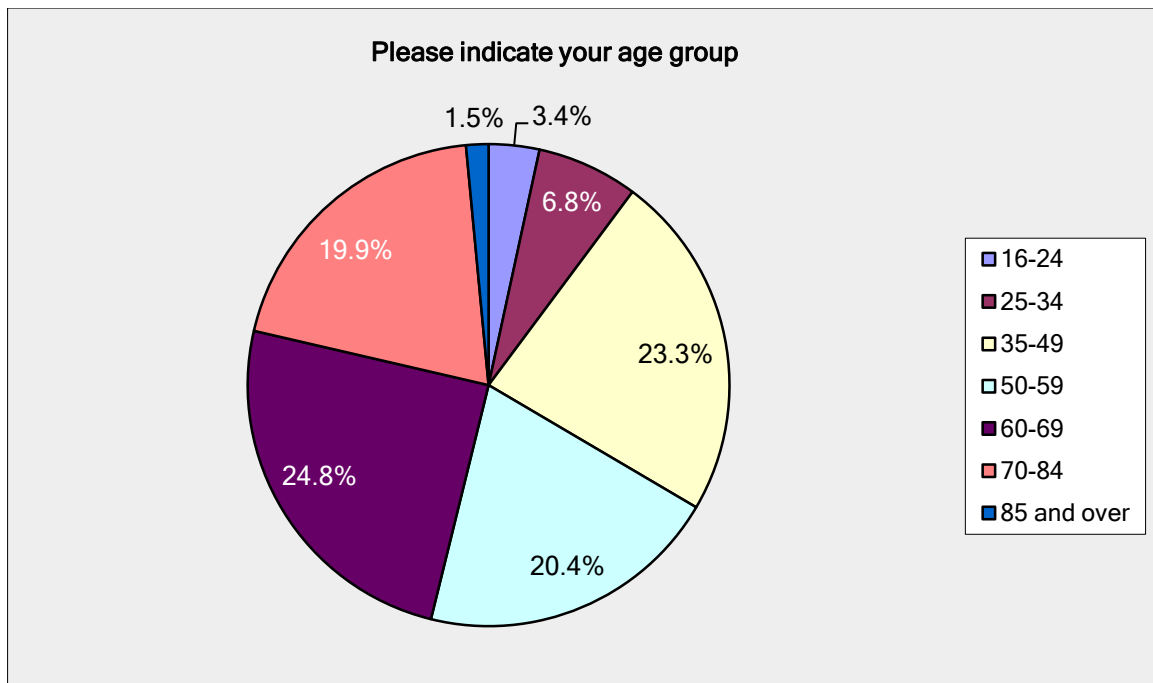
Answer Options	Response Percent	ABS %	Response Count
Male	37.9%	47.9%	78
Female	62.1%	52.1%	128
<i>answered question</i>			206

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Please indicate your age group			
Answer Options	Response Percent	ABS %	Response Count
16-24	3.4%	11.75%	7
25-34	6.8%	11.9%	14
35-49	23.3%	21.4%	48
50-59	20.4%	12.5%	42
60-69	24.8%	9.3%	51
70-84	19.9%	10.2%	41
85 and over	1.5%	2.0%	3
<i>answered question</i>			<b>206</b>

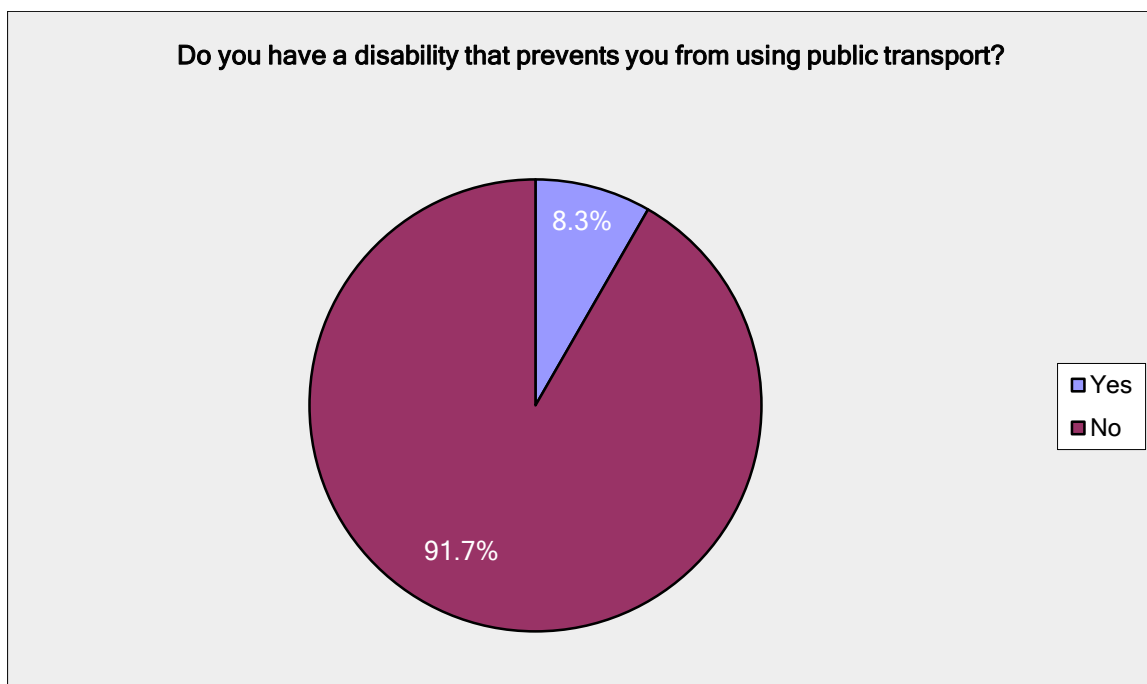


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Do you have a disability that prevents you from using public transport?

Answer Options	Response Percent	ABS %	Response Count
Yes	8.3%	6%	17
No	91.7%		189
<i>answered question</i>			<b>206</b>

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What suburb do you live in?

Answer Options

Response

Count

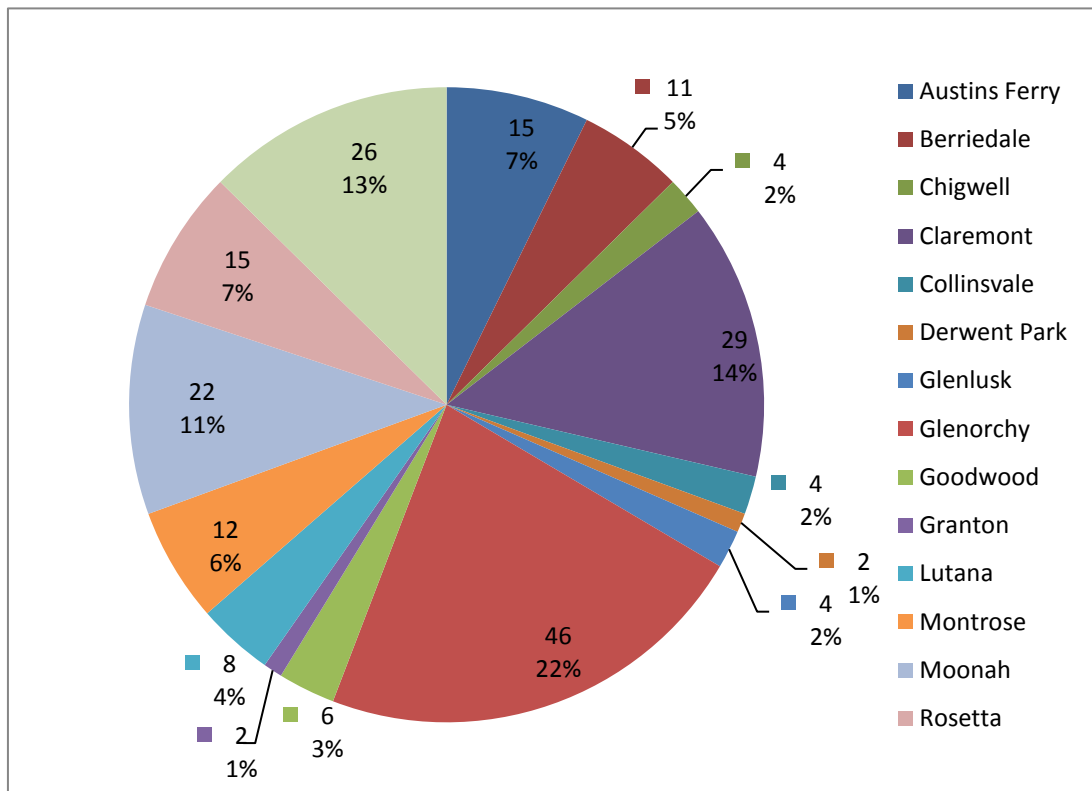
206

*answered question*

**206**

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Suburb	Count	%
Austins Ferry	15	7%
Berriedale	11	5%
Chigwell	4	2%
Claremont	29	14%
Collinsvale	4	2%
Derwent Park	2	1%
Glenlusk	4	2%
Glenorchy	46	22%
Goodwood	6	3%
Granton	2	1%
Lutana	8	4%
Montrose	12	6%
Moonah	22	11%
Rosetta	15	7%
West Moonah	26	13%



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If you would like someone to call you to discuss this issue  
further please provide your contact details

12 people requested contact

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#### **OTHER COMMENTS (46)**

- Metro needs to change its attitude to patrons.
- If there was provision for bikes.
- A ferry that could go from behind the DEC both to Sandy Bay, the Eastern shore and up to New Norfolk.
- More wheel chair buses.
- While I am driving no need public transport.
- I would only use this service if I really had too. E.g. too old to drive or unable to drive then it would be this service or taxis or even family members.
- When applicable... If unable to drive myself in time to come.
- Once I am no longer able to drive, I will return to using public transport.
- As mentioned if conveniences were available. I couldn't imagine using public transport for grocery shopping, apart from my arms dropping off; it would make such an experience nigh impossible. I pick up my grand-daughter from school every day from the city. Now if I had to use public transport, I would have to leave relatively early, and then take the same amount of time to return with child & heavy bag. At the moment, I can leave by 2.45pm, be home by 3.15pm & enduring winter weather, a car is more conducive. Now I am centred between Hobart & Glenorchy, getting to Glenorchy, by public transport would even take longer. I visit a number of places in Glenorchy, walking between all of them, would take forever, I am 63, have arthritis & back problems, to be on my feet for any length of time is excruciating. That is not to say, I don't take my dog for a walk, but at the most that may be for three quarters of an hour. But that is my leisure & pleasure, not under time pressure.
- Only if I could no longer drive my car.
- Nothing - I am lucky to own a car and that is more convenient for me.
- It just wouldn't work for me!
- If my car broke down.
- No need for public transport at the moment.
- I use buses when I have to.
- Bad weather if the car didn't work.
- Until we get to the stage where we cannot use the car, we would not choose to use public transport.
- When too old to use car.
- Would use if needed.
- No need.
- It has been so many years since I have used public transport I don't know how to.
- Not sure, the cold is off putting and the mess in the bus mall at Glenorchy.
- Have rarely ever used public transport, hard to give answer.
- No smoking in the bus malls and camera's on buses.

- I am actually afraid of getting older, being frail & reliant on others & worst of all, not being able to jump in my car & being independent.
- Carbon neutral public transport.
- Don't go out very often and already close to shops.
- When I am too old to drive or disability prevents me from driving I will definitely need public transport.
- In view of my age I expect to be using public transport more in the future.
- I sometimes use public transport in the afternoons when I am more mobile and my husband relies on public transport.
- What a shame they don't have the trams in the city and outer suburbs.
- We will probably utilise public transport once we have retired in about 5 years.
- I enjoyed catching buses for many years when I was single but I have a family now and it is a time saver having a car and being chauffeured - I get picked up and dropped off from work.
- I visited the City on the 5/6/12 and it took me 45 minutes to drive home. Traffic didn't get above 60kph until after Elwick Road. The stress of driving is enormous - one only has to look at accident reports 4/6/12.
- I think the Brighton to Hobart rail suggestion which has been floating around for a while is an extremely innovative and brilliant suggestion, which I think would free up Metro buses to service more areas of Hobart, it would reduce the number of cars on the road as there are areas along the rail line for park and ride facilities which isn't the case with our present public transport system. Another reason I think this would be a wonderful idea is that I think Southern Tasmania would be seen as lateral thinking and leading the way. The rail also runs past Mona which is a place we can all be proud of and a light rail system through the heart of two CBD's would cast a bright light on Tassie, showing it to be a place where thinking people live. Just to make sure we're on the same page I'm not talking about that truly stupid suggestion of the sky rail from North Hobart to Hobart. I don't think any other earthling I've spoken to thinks that's a good idea.
- I think the bus driver's should have more support when they have a difficult situation on the bus.
- Generally satisfied, feel some drivers could do with training in public relations, particularly waiting for people to be seated.
- I probably wouldn't use a bus often, but my children would if it was available.
- The public transport system needs a major overhaul.
- Should I become incapacitated in some way and driving were then impracticable, then yes I would use public transport - but it is not a 1st option for me.
- Public transport to my work destination would not be practical. I also have too many tools to carry.
- Traffic in Glenorchy and approaches are getting congested, especially at school break up times and of a evening 4.30 -6.30pm.
- For a period of over 4 months I used public transport as my only means of transport. It was a great eye opener. I have tried on a number of occasions to speak to Metro but no one wants to hear my comments, because my comments are accurate, considered and correct. I have used public transport extensively overseas mostly in Asia including Philippines and China and it makes our system look third world and not interested in the customer base.
- I would gladly use public transport more often if these issues were resolved.
- More access.

- Depends where I wanted to go. Would use to go to city because of car parking and congestion.

### **Positive comments (13)**

- It is interesting to see GCC consulting on this important issue, which is well outside normal Council core services.
- Glad to see the issue is being addressed and surveyed.
- Bus service for me is excellent; drivers are most obliging in lowering the step. Thank you for the opportunity to promote public transport.
- Even though I have a car I still use the bus sometimes. Public transport is improving all the time.
- I would like to congratulate the bus drivers for being very polite and patient with people who use the bus service.
- The odd times I use public transport I don't have any problems.
- Quite satisfied with present timetable. I do not drive so use whenever necessary. I have always found the bus drivers very helpful and pleasant - especially the lady drivers, some of the male drivers seem a bit grumpy sometimes.
- It is a shame for young teenagers/older people that our area has been forgotten in the area of public transport - unfortunately some people who have lost their license still drive as there is no alternative - very BAD!
- Good service Metro Thanks.
- The public transport is a service always needed. E.g. have a 'great' bus service and the buses are clean. The bus drivers have a neat and tidy appearance and uniforms/compared to other states. The buses are colourful and modern.
- It's wonderful public transport is available on special occasion e.g. football and cricket great service.
- Quite happy with current service from, Cadbury Estate.
- I am so pleased to be able to have my say in regards to public transport. There has been a lot of development in and around Glenorchy council areas, with many more residents moving into the area and I feel that public transport has not kept pace with the needs of the increasing population especially considering many people's desires to live a "greener" lifestyle .

### **Unrelated to question asked (6)**

- A deterrent is required at the Bowden Street/Tolosa Street roundabout for cars dropping wheelies in wet weather - perhaps a camera or a sign saying there is a camera.
- I was not too taken by the sudden introduction of speed limits in Moonah. Unnecessary - when does traffic even get up to 40 at busy times?
- Sorry I haven't any contribution to this subject as have not been a user yet.
- How about more things for the growing number of children in Moonah i.e. fix Benjafield Park or have a PCYC here. Why do we have to travel so far to find a good park etc? Would like something done to the new roundabout on Central Ave/Butler Ave. It is useless, cars still scream over it and do burn outs on it - maybe put a tree or natives in the middle to stop them - before they end up crashing into a house or killing someone.
- I sincerely hope these surveys are doing some good somewhere and promptly.
- It's time to get rid of speed humps that become launch pads for the hoons in their cars. And more pot holes fixed would be wonderful.

