

**INTEGRATED TRANSPORT OPTIONS**

**Ms SUE LEITCH**, CHIEF EXECUTIVE OFFICER, COTA TASMANIA, WAS CALLED,  
MADE THE STATUTORY DECLARATION AND WAS EXAMINED.

**CHAIR** (Ms Taylor) - Welcome to you both. The evidence you present today is being recorded and the *Hansard* will be published on the committee website when it becomes available. Any time during this hearing you could request and give reasons why all or part of your evidence should be presented in private session, and then we would have to make a decision about whether we want to accept it as in-confidence because then it is not public information. Can you start by advising the committee of your field of interest and expertise?

**Ms LEITCH** - Professionally I am a pharmacist, so I have a health background. I am here representing COTA Tasmania, which is the peak body for older Tasmanians. We represent the interests of all older Tasmanians.

**CHAIR** - We have your submission, which is substantial. As you say, you are representing a group of people who are very interested in the integration of public transport. Would you like to add anything to that?

**Ms LEITCH** - First of all, I would like to thank you for the opportunity to have a chat to you. I need to give apologies for Linda Jamieson, who is the author of the report and has been working on transport for some time. She is unable to attend today.

COTA has been looking into transport for quite some time. I understand Linda included some appendices for you on some of the consultations we have been doing. As one of our major projects that is ongoing we have a program called Consultations with our Communities where we have volunteers who consult with people in four municipalities. We have also done some more statewide consultation recently and transport comes up regularly as an area of concern for older people. We have taken a formal approach to this and the COTA Tasmania State Policy Council has been looking into it for some time and is very close to releasing a paper on that. We have it in draft form but it's not endorsed by the board as yet.

The information that has been put in the submission is the crux of what our position paper will be in trying to support older people in the community with transport. Some of you may be aware recently of the launch of the social determinants for health network. It clearly came out that transport is a key issue as a social determinant for health, and older people are significantly affected by that. If they don't have access to regular transport, it limits their access to a whole range of things. At COTA we strongly believe in social inclusion for older people so we are hoping to get some fairly simple solutions to make things easier for older people to access transport.

**CHAIR** - When you say 'regular' transport, what do you mean by 'regular' - or do you just mean access to transport?

**Ms LEITCH** - Yes, access to transport.

**CHAIR** - You identified a number of major issues in the paper and the future strategic direction: greater coordination, education and promotion and shuttle services in Hobart. We haven't heard of the shuttle service in Hobart CBD yet, but the others are very strong themes coming through. Do you have solutions?

**Ms LEITCH** - Yes. In our position paper we have progressed the idea of some education models. Also we feel, if it could be funded, the buddy system would work quite well to get people used to using public transport. I can relate to that myself. I had a short stint in Darwin where I went to work for nine months. I didn't have a car and had to use public transport. To start off with it was daunting because I didn't know the routes, where you bought the ticket or anything like that. Once I got used to it, the route I used to take all the time was on a fairly busy tourist route. I used to help people all the time so I can see that if you have willing people you can have a volunteer system. There are plenty of people out there who are willing to volunteer and it would be something of merit.

The peer education program that COTA runs is also something that could be put to use. We run peer education on a range of topics. The major ones that we have been doing are with Beyond Blue and with the National Prescribing Service, but we are also doing some smaller projects as well. Familiarity with the public transport system could be a good topic for that as well.

**Dr GOODWIN** - On the buddy idea, who do you see as the organisation responsible for running something like that? Is that something COTA would become involved in?

**Ms LEITCH** - COTA could be involved with that, but also probably Community Transport. I think they have some volunteers in place so it could sit nicely within their model.

**Dr GOODWIN** - I note that it was piloted in a couple of places - two Melbourne municipalities. Do you have any idea of the funding with that?

**Ms LEITCH** - Linda was responsible for this research so I am not sure, but we could find out for you. The pilot in Melbourne was based on the rail transport system because that is the major transport system there, but I can't see why it can't be translated to the buses here.

**Dr GOODWIN** - You mentioned the social inclusion aspect, and that is vitally important, particularly with our ageing population and the fact that we have quite a dispersed population too. It is quite important that people are able to access public transport. I do appreciate the point you make about it being daunting because it would be for a lot of older people.

**Ms LEITCH** - Yes, and timetables are in small font - simple things like that. If we could find solutions to that it could be small steps but good steps.

**CHAIR** - I think it is not just for older people. Whenever any of us go to a different city to catch the public transport, the first couple of times you catch it, it is quite difficult.

**Dr GOODWIN** - Some are easier than others.

**CHAIR** - That is true and we would like ours to be easy.

**Dr GOODWIN** - Some people are friendlier, too, in some of the mainland states in terms of helping.

**Ms LEITCH** - It could be something that would work equally well for tourists.

**CHAIR** - It doesn't have to be isolated to older people.

**Ms LEITCH** - It could quite easily be of advantage to the tourism industry as well.

**Mr VALENTINE** - Do you find older people's access to technology an issue?

**Ms LEITCH** - Yes. We have been doing a little bit of work in that area. We are involved in a peer education trial at the moment with COTA New South Wales on cyber safety, which is giving people the tools to feel confident using the internet and that type of thing. We know that a lot of timetables and information are published on the net and still some older people are hesitant. It is probably the 'older' old, if you want to categorise 'old' who probably are more reluctant to use the internet. It is increasing in the younger group.

**CHAIR** - We had quite some discussion yesterday from various people about the future being things like smartphones, so you get to a bus stop and you can do your trip planning on your phone. I am not sure how that would be useful to COTA members.

**Ms LEITCH** - That depends on how confident they are with using those sorts of things.

**CHAIR** - By doing that we might actually be disadvantaging them further if all our bus stops went to smartphones or whatever.

**Mr VALENTINE** - They are options that they can have but not to do away with the traditional stuff.

**Ms LEITCH** - Yes, and I think that is one of the issues that we find with COTA. I know that the commonwealth is changing some of its options for how people interact with various agencies and some of it has gone completely online with no physical presence for agencies. There is a lot of concern amongst older people about that; they still want to see a face. Certainly access to the internet is one thing but I don't think we can change people's perceptions of the internet that quickly; you still need to have other options.

**CHAIR** - It is not only perceptions, it is also the cost of being able to run it. A lot of your members would be pensioners who don't have internet access or a home computer.

**Ms LEITCH** - Yes, exactly right.

**Dr GOODWIN** - On that, you mention needing to improve community transport services. Are you able to elaborate a little bit on that?

**Ms LEITCH** - Yes. I have had discussions with the current regional CEO of the community transport system and it could be better coordinated. I know that he is frustrated about how it works currently. He definitely needs more volunteers and more coordinators. In fact, he has resigned from his position and there will be a new CEO coming in, but he is still involved on a national level with community transport. There are some practicalities regarding how community transport works, especially on the north-west coast. For example, if they need to go to Launceston that means the car is taken out of the community for the whole day, so there are those issues that he has concerns about.

**CHAIR** - Some of that is integration stuff, isn't it?

**Ms LEITCH** - Yes.

**CHAIR** - We talked to the bus people yesterday who said exactly that kind of thing, that if community transport could deliver them to the bus service, then the bus could take them and it would mean that the car could stay within the community.

**Ms LEITCH** - Yes, and it may mean coordination again with the taxi services as well. It is something worth exploring.

**CHAIR** - There seems to be very different departments and silos, almost. Community transport is one thing, funded under one particular area.

**Ms LEITCH** - They're not the only providers in the space as well. There is a range of providers; some of them are quite small and I don't know how viable they are. That is an issue as well.

**Dr GOODWIN** - What about taxis, because some older people access taxis - is there a concession?

**Ms LEITCH** - There is a concession available for some people. A lot of older people are hesitant to use taxis because they think they can't afford them at all, so they probably won't go out rather than thinking they can get a cab if it's somewhere difficult to access by public transport. Again, that is a educative thing: if there were a peer education model out there on transport in general it could be covered in that.

**CHAIR** - Yes, if it became seen as a more accepted means. I've just gone through that with a friend, or am still going through it, where he's just had to give up his licence and is eligible for a taxi, but he says, 'I shouldn't be using them.'. He would rather stay home than use the taxi service. In a sense, if it was seen as part of the public transport system -

**Mr VALENTINE** - It might make them feel more comfortable.

**CHAIR** - Yes. It's just that he feels uncomfortable, saying, 'I don't deserve this.'.

**Mr VALENTINE** - He doesn't want to rip people off.

**Ms LEITCH** - Yes. There is a sense of that. Also the issue of access to community cars and community transport - sometimes they feel if they need it for a social reason its not a valid reason.

**CHAIR** - That's right, it should be kept for people who really need it.

**Ms LEITCH** - Yes, for medical appointments and that sort of thing, so again, there's a level of guilt that shouldn't be there.

**CHAIR** - No, absolutely. That is an education thing.

**Dr GOODWIN** - I know when they changed the timetables on the eastern shore a couple of years ago a lot of older people were missing out on their usual bus stop, so they had to walk further and the suggestion was that perhaps they should be catching taxis, but they were really distressed about that. It was this feeling of, 'I shouldn't be doing that, I want to catch the bus because that's what I should be doing'. It was quite distressing for a lot of people really.

**CHAIR** - Yes. They still have the mentality that taxis are a luxury, I think.

**Mr MULDER** - The fact is that they are more expensive but that's because they're not subsidised the way the buses are.

**Ms RATTRAY** - I wanted to follow on from Vanessa's point about community transport. This is probably not specifically related to integrated transport but it is a transport issue. Has the community car cost been raised with your organisation? It was raised with me over the weekend about the cost where somebody had to pay \$45 to get from Swansea to Hobart.

**Ms LEITCH** - No, I'm not aware of that. It would be something you would need to raise elsewhere.

**Ms RATTRAY** - I just wondered if one of your members had cited that the cost of using community transport appears to be becoming out of reach for some people.

**Ms LEITCH** - No, I'm not aware of that.

**Ms RATTRAY** - Particularly if they can't get their appointment in one day and have to go back the next day so therefore it is \$45 down and another \$45 back the next day.

**Ms LEITCH** - No, I'm not aware of that.

**Mr FARRELL** - I am just wondering about older people, a lot of whom now have mobility devices, scooters or frames or whatever. Do they feel that accessing public transport is difficult because if they catch a bus they have to leave their scooter somewhere? I quite often see them with walkers struggling to get onto transport.

**Ms LEITCH** - That has been raised as an issue. I know that Metro has more kneeling buses and that is helpful, but they're not always on every run, so that is a concern. If they have mobility issues public transport is difficult for them.

**CHAIR** - One of the things that became a bit clearer to me yesterday was that public transport in our state - or everywhere - has two arms and one is rapid mass transit, trying to get commuters to and from work. The other aspect has to be public transport in the sense of people like many of the COTA members where you need it close to home so you don't have to walk too far and it is easy to get on and that sort of stuff, seats at bus stops and frequent bus stops, as you said. It seems to me that that is a tension within our urban system where we are trying to encourage mass transit of commuters to get more people onto public transport, but at the same time to do that -

**Ms LEITCH** - You still need the regional -

**CHAIR** - That's right, but to do that you have to have fewer bus stops and less going off into side streets.

**Dr GOODWIN** - So they focus on the high-frequency corridors to the exclusion of some of the side streets.

**CHAIR** - I am wondering if that is something that has been noted.

**Ms LEITCH** - Yes, that has been noted. The whole issue about where bus stops are placed and even down to the state of the footpaths heading to the bus stops are concerns for older people. I can see there is a conflict between the commuter and having the little stops that go winding through the suburbs so that they're accessible for older people.

**CHAIR** - Yes, maybe a solution is the timetabling so that in peak hours you do more of the rapid transit and out of peak hours you do more of the other. It seemed to us from what people were saying yesterday that the emphasis at the moment is on trying to get more commuters, which is a really good aim to have, but the solution to that may well be a disadvantage to older people and people who have to catch public transport because they don't have access to cars or can't use their own cars.

**Ms RATTRAY** - Or they don't feel comfortable driving, particularly in the city. That is an issue for a lot of the country people I represent. They're happy to drive to their local store but, once they get outside of the environment they know well, they become very nervous.

**Ms LEITCH** - Crossing the bridge.

**Ms RATTRAY** - That scares me a little bit.

**Mr FARRELL** - In the country you don't have big scary bridges.

**Mr VALENTINE** - It's interesting. I remember as a lad getting my licence and fearing going into Hobart when I lived in the country. No doubt older people have the same feelings. Even if they can drive a car they might be concerned about coming into the city if they are in the country. Good public transport is essential.

**Ms RATTRAY** - Then finding suitable parking once you get in here can be the other challenge. If you can organise a better integrated transport system then it's a win-win everywhere, isn't it.

**CHAIR** - Any further questions for Sue?

**Dr GOODWIN** - The shuttle bus - we haven't really talked about that.

**Ms LEITCH** - There is a similar shuttle bus that runs in Launceston which people found to be very useful. It goes between key spots. It goes between the museum and the art gallery and the hospital.

**CHAIR** - And it's free, isn't it?

**Ms LEITCH** - Yes, I'm sure it is.

**Mr MULDER** - That is the one that is fully funded by the Launceston City Council which it wants Metro to take over, but it refuses.

**Mr MULDER** - Which is a warning for all local government. If you start delivering services that belong to someone else, they are not going to take them off you.

**Mr VALENTINE** - The Hobart City Council provided that sort of service too for a while. I don't know whether they still do.

**Ms LEITCH** - There is a common sense thing too: you could hook up common places that people want to go within the city.

**CHAIR** - Just within the CBD. That's a good recommendation to think about providing that because people could then park somewhere. It's not just for older Tasmanians. It would be good for tourists.

**Mr VALENTINE** - I think they provided Saturdays in Hobart from the Regatta Grounds.

**Ms LEITCH** -Yes, that's the prime example. Something similar to that. The Regatta to the Salamanca Market type of situation.

**CHAIR** - Was there anything else you wanted to tell us, Sue, that we haven't covered or discussed with us?

**Ms LEITCH** - No. I think we've probably covered a fair bit of it. COTA has received some new money for an inclusive aging strategy and some of that will be working on age-friendly cities. A lot of this about the bus stops and footpaths and those sorts of things - we'll be working quite closely with these when we get further down the track with that project. Nationally, COTA is holding a workshop on it later in the year so it will be really interesting to see what's happening in different places.

**CHAIR** - Do you have a date for when you expect that report to be presented? It might be a very useful addition to this.

**Ms LEITCH** - No, in the initial part of the project we are collecting data on what is happening with older people in Tasmania and that will be informing how we progress with the further project. Transport is underpinning that project greatly because it is connected to inclusive aging.

**CHAIR** - As you say, as a determinant for health it is really important.

Thank you very much for coming and for the submission. It has been very helpful.

**Ms LEITCH** - I will pass that on to Linda.

**THE WITNESS WITHDREW.**



**Ms THERESE TAYLOR**, CHIEF EXECUTIVE OFFICER, AND **Mr GERALD WHITE**, COLONY 47, WERE CALLED, MADE THE STATUTORY DECLARATION AND WERE EXAMINED.

**CHAIR** - Have you received and read the information for witnesses that is on the table in front of you?

**Ms TAYLOR** - Yes, I have read and received it.

**Mr WHITE** - Thank you.

**CHAIR** - The evidence you are giving today is being recorded and the *Hansard* version will be published on the committee website when it becomes available. If at any time during this hearing you feel there is something you want to say that is in camera then you may request that and give reasons why and then we will consider whether we will take that *in camera*.

Feel free to ask if there is something you think we ought to know but that you don't want to say publicly.

Therese, would you like to start by telling us about your field of interest and expertise?

**Ms TAYLOR** - Thank you very much for the invitation to talk with you today. You obviously received our submission to the inquiry.

**CHAIR** - Thank you, yes.

**Ms TAYLOR** - We thought it was worth coming and having a face-to-face discussion with you. I will start more generally and then hand over to Gerry, who is the author of our submission. I probably don't need to go into too much about Colony 47, a well-established community organisation delivering services statewide for 40 years but mainly based in the south of the state.

Our mission has been around providing services to disadvantaged and marginalised people in our community mainly in housing, homelessness, mental health, family counselling, youth programs - quite a broad base of services. In the educational area we've worked with young people in the school system and out of the school system or threatening to be out of the school system, for a long time.

This particular program that Gerry is one of the members of is the partnership brokers program. That program's service delivery around the state is to work - as a partnership broker as the title says - with businesses or those in the community and in schools, to link them to give educational experiences to young people to keep them in school and then indeed put them on a career pathway. The program has been going very successfully.

In terms of looking at the community and the issues and the barriers that are facing young people to allow them to continue an education or assist businesses to give these young people an opportunity for employment, there are a few barriers that keep coming up consistently.

One is housing and accommodation, but that's the subject of other inquiries. The second one - or probably equal with housing, depending on which region we are talking about or which particular industry or area - is transport. It is one of the greatest barriers to young people continuing in education.

We see this in a range of our programs but, because these issues have been so well identified through many of our surveys and working with people, it's an area where the partnership brokers have been able to take an active role in trying to solve those issues. That's the part we play. We come in between schools and business and we try to solve those issues to let them get together in a sustainable partnership that can go on long after our program funding runs out.

We have centred our submission around the Bridgewater Trade Training Centre to give an idea to the committee about how there is an opportunity for young people to gain skills that lead to employment and where transport fits into that.

**CHAIR** - That is a really great practical example for a committee to look at.

**Ms TAYLOR** - I hope that gives you an idea of our thinking and where we came from, and why we have such a strong interest in transport. I turn to Gerry now to fill in his role and how he has viewed transport. It keeps coming up in several of our programs.

**Mr WHITE** - Transport occurs time and time again, as I am sure the committee is well aware. I thought I would talk through the submission, but feel free to interrupt with questions. I do not know how you wish to organise things.

**CHAIR** - That is good, however is comfortable for you.

**Mr WHITE** - The submission is about improving transport to improve education and it is a simple equation that the two go hand in hand. We are focusing on the Bridgewater Trade Training Centre and what we are saying about that applies, to a certain extent, to other facilities. It is in education in general that transport is an issue. It is particularly important because completion of year 12 for young people in Tasmania is a challenge. It is a low completion rate and lack of transport is a contributory factor to the poor outcomes that we have.

Bridgewater Trade Training Centre is a great facility. It was funded by the federal government for \$5.5 million to address both skill shortages and look at ways in which young people could complete year 12 or the equivalent in schooling. The areas of training are metal trades; including welding, sheet-metal work, automotive maintenance, and vehicle bodywork; and also plumbing, bricklaying and carpentry. It is quite a span of trades. I was going to say 'men's trades', but that is not true because it is really nice that there are also ladies involved. The facility has been designed not only for the Bridgewater community, but it also has buy-in from New Norfolk, from Glenora District High School, Bothwell, Oatlands and Campania; you start getting an idea of the scope of the span and the extent to which young people and others need to attend the training centre.

It was federally funded, but there was no allocation of funds for transport, which is one of the challenges. In terms of the programs that they run there are two specific types of courses. One is a taster program, which is an understanding of particular trades or an amalgamation of trades, or there are pre-vocational programs which build levels to certificates I, II and in some cases III and beyond for more experienced people.

In terms of our consideration of the issues, there were five guiding principles that we thought should influence the way that we looked at this in terms of integrated transport. The first one is that access to education is an equity issue. Young people, from wherever they are, need to have access. Without access there isn't equity for attending the institution. The other thing that we are well aware of is that it needs to be a cost-efficient form of transport. We are aware of budgetary constraints and, although we haven't done a costing on the recommendations, we feel that most of the recommendations are close to cost neutral. If you look at that in a longer term, if we gainfully occupy young people so that they gain a career or an apprenticeship for the future then that is a great contribution to the state, but the cost efficiency was there.

Carbon dioxide efficiency was also important in a carbon-constrained economy. There can be a trap of looking at transport and forgetting the need for health and wellbeing of young people as well, so we feel that that needs to be built into an integrated transport system. Certainly there is the opportunity for walking, cycling and maybe other things as well.

The fifth guiding principle was really looking at this idea of integrated transport and expanding the concept. Usually integrating transport means from one to the other, but in this submission we take it one stage further. We think it is about integrating people with the transport system and institutions. It is looking at what exists and the way that people and institutions need to change to transport as well as vice versa. It is taking a more inclusive approach to integration.

There were a total of 18 recommendations in the submission. The first one looks at a more overarching issue which is the extent to which education, as an activity, should be running transport. Should transport be operated by transport professionals or should it be operated by schools? There is a different range of transport issues that we are talking about here; there is bus transport to take young people from home to school, but then there are a lot of activities that happen as part of learning programs to get people from school to experience workplaces or to get a better understanding of study. In the case of the Bridgewater Trade Training Centre taster course, there are a number of young people who attend Oatlands School, for example, and then need to travel from Oatlands School to Bridgewater in order to attend the Trade Training Centre. What we started doing was looking at to what extent schools should be running transport systems. Many schools do have their own transport. Some schools have three or four buses, cars and minibuses and we need to look at how efficient that is in terms of running transport in the state in the future.

One of the challenges that I can see is that schools and institutions that own their own transport may use it during term time, but then there are weekends when it is not used. There are also other times, during holiday periods, where it is less likely that the transport will be used. We started questioning whether they were the most effective

organisation to own vehicles or should that we moved into a more central pool somewhere.

We then looked at the body that is responsible for integrating between transport and education - and we are not aware of one. I spoke with the Acting Commissioner for Transport who has certain predetermined roles and, no doubt, is carrying those out very effectively, but in terms of the integration of transport at a senior level, then we can't see that happening. One of the questions is, how can that happen if there is no structure or framework?

Recommendation 1 is about forming a partnership or a committee whereby the Commissioner for Transport, the Secretary of the Department of Education, or their delegate, and a range of other transport people would sit around a table and talk about these issues and resolve them. I see that as a fundamental element of what we are saying in the rest of the recommendations. I spent a bit of time panning out some of those issues so that we can then look at those in the light of the other recommendations.

The other things which we mentioned were efficiencies, when we are looking at cost structures, and we are aware that on many occasions teachers are responsible for driving transport. We looked at what it cost to employ teachers and what it cost to employ drivers and we found that teachers are probably being paid twice as much to drive buses. That is not critical of teachers because they are stepping into the breach. One thing that I was particularly impressed with was the capacity of education to meet the education's needs through transporting their young people by whatever means possible. This is not a criticism of what is happening, but looking at the importance of improving efficiency. We need to examine whether a pool of drivers could offset the cost to education.

Another efficiency is one which is not new, which is about ride-share technology, whereby parents are involved in transport to educational institutions and to what extent it would save both in terms of time and money and also the carbon if those ride-share technologies could be combined so that you are driving with full cars.

In terms of public transport, we have avoided recommending a complete overhaul, although it was tempting at times. People had ideas.

*Laughter.*

**Mr WHITE** - They are fairly narrow recommendations. I will go through them. Brighton-Bridgewater is a growing area and that needs to be monitored continuously in terms of the need for public transport. It is clearly on Metro services now, but we need to maintain a close watch on that as the population grows so that the sustainability and viability of transport systems will presumably increase in the future.

I mentioned the importance of looking at institutions changing to transport. We can see that in some instances educational institutions like the Bridgewater Trade Training Centre should be looking at the availability of transport services that go through Brighton and looking at the times and days of operation to maximise attendance. That should be a factor that is built into an integrated transport system.

There are one or two specific problems; one is the connection from New Norfolk or further in the Derwent Valley through to Bridgewater. At certain times of the day they go down the west side and at other times they go down the east side. You're nodding on that side of the table so you know what I'm talking about. In terms of connectivity it's probably okay for young people to hop off one bus and change to another one and be able to find their way to the Trade Training Centre, but it may be difficult for young people with disabilities. There is also a whole section of the community that needs to take baggage to and from the Derwent Valley to Brighton and Bridgewater and back and also young children in prams.

**Ms TAYLOR** - Even literacy issues, Gerry, as well as disabilities.

**Mr WHITE** - Oh, yes. I quite agree.

**CHAIR** - We are talking about trying to make it easier for them to access; having to change buses is just that one little step more - if it's raining, can you be bothered?

**Mr WHITE** - Yes. The changeover takes place often at the York Hotel, I believe, on Main Road, and I'm assuming it's not open when the students in the morning are changing over.

*Laughter.*

**Mr MULDER** - You do raise an interesting point about where some of these transit actions occur. If you want a worst-case scenario, there is a new bus interchange right outside the Shoreline Hotel and the manager there is getting a little bit tired of people catching the bus from town, spending the afternoon creating havoc in his hotel and then getting on another bus and completing their journey to Rokeby or Clarendon Vale or wherever they're going.

**CHAIR** - Really?

**Mr MULDER** - The fact is you've got to be careful where you place these things so that you don't exacerbate social problems.

**Mr WHITE** - I agree. As to some of the other issues to do with public transport, I did a survey of students studying at the Bridgewater Trade Training Centre for a week and got over 40 responses from people there. One of the things I didn't realise was that there isn't a service from Collinsvale. I cross-checked that with Metro and I was surprised, and the person who attended obviously had some stickability in terms of seeking a trip to come down and then get a bus from the main road. I think that needs examining.

On the eastern shore, going from east Rosny to Bridgewater in the morning, there is no service and then coming back in the afternoon there is no service that takes them through to Rosny.

**CHAIR** - It's going against the flow.

**Mr WHITE** - Yes, it's going against the flow, and there are school buses that have been arranged to go the other way, but not in that direction, so that requires some examination. Again, it was interesting to speak to young people - and I was most impressed with them

- who were quite prepared to take a bus from Rosny to Hobart and then from Elizabeth Street catch a bus out to Bridgewater. A number of young people have good stickability.

**Ms RATTRAY** - What sort of time would that take?

**Mr WHITE** - It was well over an hour.

**Mr VALENTINE** - Yes, it would be. It takes three-quarters of an hour to get to Bridgewater alone.

**Ms RATTRAY** - That is dedication, isn't it?

**Mr WHITE** - It is, and it's a sign of the good training being offered out there and young people wanting to attend is recognition of that, but if you are talking about young people at risk of disengaging, it's unlikely that they're going to have the drive to do that.

Another public transport issue I wanted to mention was about Oatlands. Heaven forbid that too many young people have to do a daily trip from Oatlands, because there isn't a service. There is a service that comes into Oatlands at about 11.20 in the morning to take people to Hobart or Bridgewater, but no daily service that meshes in with any sort of business or study timeframe.

**Ms RATTRAY** - Do you know how those students get themselves into Brighton and Bridgewater or to the Trade Training Centre?

**CHAIR** - Or higher education anywhere.

**Mr WHITE** - I can partially answer that. With the taster courses the school organises a bus and the students arrive at nine o'clock at the school and so that they start their lessons at eleven o'clock at the Bridgewater Trade Training Centre and then they are taken back to school to catch the school bus at three o'clock.

**Ms RATTRAY** - Because of a lot of them live outside the Oatlands area.

**Mr WHITE** - Absolutely, and it's interesting that some young people who attend the Bridgewater trade training centre are on a bus for four hours a day.

**Mr VALENTINE** - How long is the lesson?

**Mr WHITE** - The taster course is for three hours and runs from eleven to two.

**Ms TAYLOR** - They have lunch in the middle and then off they go so they don't get a lot of time.

**Mr WHITE** - Yes, but it is seen as valuable experience, particularly for regional and remote students, to get an idea of trade qualifications and experience.

**Mr VALENTINE** - Is the community transport system able to soak up some of this?

**Ms TAYLOR** - That is a moot point. We've had discussions with them and that was one of our thoughts as well, Rob, in the sense that, as Gerry pointed out, if you take the example of schools, their transport vehicles are high activity or no activity and the community transport, it seemed to us, would be the same in the sense that people getting to appointments and back would be at different times - or we could make it different times - to when those schools need it.

**Mr VALENTINE** - It might make it more viable.

**Ms TAYLOR** - That is something we have had very high-level discussions about with Stuart from community transport; that there are pools of vehicles around that aren't maximised in a couple of systems.

**Mr VALENTINE** - I was thinking about the length of the lesson and how that might not work for community transport because what does the driver do in the meantime? That is some of the difficulty, isn't it? They could be doing some other -

**Mr WHITE** - I think that's a really good point and it is taking stock of transport which is owned by the state within different silos and looking at the way that it can be integrated to deliver better services, probably at not a great deal of extra cost because community transport relies upon volunteer drivers to a large extent.

**Mr VALENTINE** - Quite often you might find that older people in the community are able to be more flexible in terms of when they travel to fit in with some of those timetables.

**Mr WHITE** - Yes.

**Ms RATTRAY** - It's just a matter of really drilling down into it, isn't it?

**Mr VALENTINE** - Coordination or collaboration.

**Ms RATTRAY** - Yes, drilling down and unpacking what we have and really looking at it to see how it can be best utilised.

**Mr WHITE** - What I think it probably requires, looking at community transport, is looking at a particular area and setting up a pilot program and seeing how that would operate.

**Ms RATTRAY** - That would be a great area to start with.

**Mr WHITE** - We'd need to take advice from community transport to see what it feels is an appropriate area, but that would be a good outcome.

Completing the other recommendations; I think there are a number of issues to do with transport knowledge. It may seem fairly basic but it's ensuring that young people can actually read timetables. In the survey we came across some young people who had come from interstate who weren't aware of how to source timetables and how to read them. Having read the timetables myself, I find they're often challenging to work out where they are going to land and when.

**CHAIR** - Do they all have mobile phones?

**Mr WHITE** - I would think so, yes.

**CHAIR** - One of the things we talked about yesterday was smartphone apps - an app that does a trip planner for you, tells you when the next bus is due and where. That would be useful for students, but maybe not for the other end of the age group.

**Ms TAYLOR** - In all our youth programs that's how we mainly set up appointments with young people.

**Mr WHITE** - To a certain extent we leave it to hit-and-miss at the moment. We're not tackling it in a systematic way to ensure that young people understand timetables. It is part of literacy for real life, so it's something we need to build in. Is that a transport responsibility or an education responsibility? Again, you come back to that core of transport and education needing to sit around the table and talk about these things.

The second point we have covered in terms of smartphone apps, but we also need to investigate ways in which timetable presentation can be improved. In my discussions, Metro said it looks at that on a continuous basis and obviously technology is changing. We also came across young people who hadn't travelled on the bus system. That is another thing that needs to happen because it's always daunting to try something new.

**Dr GOODWIN** - We had a presentation from COTA this morning saying how daunting it is for older people to use public transport, so that generation gap is closing rapidly.

**CHAIR** - They are both groups of people who rely on public transport and the ease of using it. Timetables were an issue that came up for them too.

**Ms TAYLOR** - When you look at a lot of the affordable housing models the states are putting together now - and we are starting to do here - you often find that students and older people are a good cohort together because both of them use public transport for shopping et cetera; their needs are often very similar.

**CHAIR** - And the unemployed.

**Ms TAYLOR** - And the unemployed - their income is about the same as well.

**Mr WHITE** - The last point in terms of transport savvy we have hinted at, but I think all students need to have travel plans developed so they know how they're going to access the Bridgewater Regional Trade Training Centre. It can be kept on a website somewhere or it can be a hard copy. It means that the institution, in terms of education and the transport system, is really looking at the needs of individuals. That is what we need to do to ensure that individuals can find their way to the Trade Training Centre.

**CHAIR** - Whose responsibility do you see that as being?

**Mr WHITE** - I have decided to step away from that because I think it needs to have an overarching partnership discussion to look at the issues and then to decide. There are arguments that there should be a combined approach to this, but I think it is very important that those travel plans exist because they enable young people. Sometimes we



forget the importance of youth in transport. It would be nice to think it could be a youth-friendly transport system, and there are a couple of suggestions here -

**Ms RATTRAY** - What, a V8 ute? That's usually what they want.

*Laughter.*

**Mr WHITE** - It would be nice to have them involved more directly in transport. We tend to think we are delivering services for young people, not that young people are involved in the process. One of the ways that I can see that they could become involved is if we start improving what we call bus stops at the moment - poles in the ground. If we looked at the way that young people, through MDT training and trade training centres, could be developing attractive bus shelters that would afford comfort and seating, and would be attractive. There are examples. I believe that MONA is developing one at the moment for out there for their bus transport. There is a similar example in Launceston where the architecture students created something. There are some opportunities of partnerships with business, so you could have promotion. There are some great websites of creative bus stops, so it would be nice to think that young people could become involved in designing their own bus spaces, which could have all sorts of messages on there.

**Mr VALENTINE** - I can just imagine lounges with Xboxes around.

*Laughter.*

**Mr WHITE** - I think that's one way they can become involved. The other thing we hear about from time to time is young people hanging around bus interchanges. Sometimes that's a problem, but it can be made an opportunity if we create youth-friendly spaces and again, that's a conversation that needs to be had with young people. If there is a long wait it may facilitate homework being done while they are waiting. It may be a place that they can safely meet each other. I think that's part of a youth-friendly approach to transport.

**CHAIR** - So we are going to have different bus stops for young people and older people because I'm not sure that the things you're saying are necessarily -

**Mr WHITE** - No, the examples that I've seen in terms of bus stops would suit everybody. It's harnessing the energy. It's harnessing that productivity that happens in schools and trade training centres to create something that's a social good; which will be beneficial to all age groups.

**Dr GOODWIN** - It's interesting because I've got a feeling that one of the Rotary Clubs was involved in building some bus stops at Sorell. I can see some potential links there between young people and business organisations, but also service clubs because they often have those skills for mentoring. I think that has potential.

**Mr WHITE** - And the whole shed movement; people working in sheds all across southern Tasmania now could be producing more attractive and comfortable bus stops.

**Dr GOODWIN** - They can really only improve. Let's face it, they couldn't be any worse. Bus stops are not the most comfortable places.

**Ms TAYLOR** - We'll have to see what MONA is going to come up with.

**Mr MULDER** - One the issues with school-aged children not using buses is that their parents don't like them hanging around in the malls because they are places where they get bullied and assaults occur, and those sorts of things. Encouraging people into them is great, but they've got to be safe and they've got to be productive environments. That involves a different lot of social issues beyond convenient public transport. We heard yesterday, for example, there is no overcrowding on our roads during the school holidays because all the parents who drive their kids to school and back are no longer on the roads. It's a question of how to get the parents to put their kids on school buses. One of the issues is that they don't like - the kids themselves - hanging around in some of these spaces because of the activity that occurs there. This efficient transport is a two-edge sword.

**Ms TAYLOR** - I suppose one of the things we are saying; education and transport having that discussion together so we have some scope to the issue. As well as the safety factor there is that whole thing about getting wet and it would be good if it was a safe shelter as well as comfortable. I would have thought the more people who come there, the safer it's going to be in the sense that once you get a different mix of people the behaviour starts to change as well.

**Mr MULDER** - It links back to that issue you started with, which was: who should be providing the transport around the education centres? The way that some of the private schools, for example, get over this is that they provide the buses which go to the suburbs and go direct to school, so there is no mixing and mingling and there are no interchanges. I think that is an argument for suggesting that the Bridgewater training centre should conduct its own transport system which is convenient for the people who are accessing it.

**Mr WHITE** - It's an argument, but we started off by looking at the span of places that students are coming from.

**Ms RATTRAY** - Picking them up in Oatlands at 5 o'clock.

**Mr WHITE** - Yes. It's looking at the catchment area for different institutions.

**CHAIR** - And the best use of resources.

**Mr MULDER** - One of the issues that we face here is that there is a difference between public transport and mass transit. What you are talking about here is public transport because it's got a different set of objectives, not the number of people it moves, it's the awkwardness of the different places that they've got to be picked up from and taken to. That is public transport issue that doesn't mesh very well with mass transit. The two needs have to be met, but I think we make a mistake if we keep confusing the two issues and what their objectives are. I think we need a public transport strategy but also a mass transit strategy. I think what you're dealing with is a public transport issue.

**Mr WHITE** - Yes.

**CHAIR** - There is also that dilemma between what's the best use of the resources and we are talking about integration; that is, if everything were integrated then we would get the best use of the buses and the drivers and all those things.

**Mr MULDER** - I don't want to pre-empt the committee because we've got a lot of evidence to hear yet, but I'm starting to get to the point where I think that what we need is a backbone mass transit system and an integrated public transport that feeds off it.

**Ms TAYLOR** - To stretch that bow that you are making, Tony, in the sense of 'we're into transport', what we are really into is the education of young people to give them the greatest opportunities for employment. When you ask me what we are into, I see transport as one of the barriers at the moment. That's what we're into.

**CHAIR** - I thought your comment was interesting that although the trade training centres have been funded and built by the federal government, there is no allocation or thought about how people are going to access that centre and whose responsibility transport is. If you start making transport to those places the responsibility of education, then you start doing that silo thing again about community transport being for this group of people and you destroy the argument for integrating everything. There are no easy solutions to this.

**Ms RATTRAY** - Some of these projects that are funded at the drop of a hat are not thought through and they don't think about all the aspects.

**CHAIR** - There are unintended consequences to all of it.

**Ms RATTRAY** - Yes, that's right. They end up raising other issues.

**Dr GOODWIN** - We haven't talked much about walking and cycling.

**Mr WHITE** - It is the last of the recommendations and I think it's important. I was talking about travel plans and the travel plans include a walking, cycling component somewhere in them.

**Ms RATTRAY** - But probably not from Oatlands.

**Mr WHITE** - Why is that?

*Laughter.*

**CHAIR** - It's not so bad along the railway lines.

**Ms RATTRAY** - I'm in awe, Gerry.

**CHAIR** - Where do you live?

**Mr WHITE** - I live in Kettering. It is a challenge and I think it is challenge for somebody who lives at Glenora or further out. We often think that maybe they get their exercise in other ways in terms of living on the land or helping parents in some ways. That was one thing in terms of the travel plans, we need to build that in, improving walking and

cycleways to the Bridgewater Trade Training Centre. That applies to other educational institutions as well so that there is that walking/cycling option.

One other thing which I didn't put in the submission was a bit of a thorny issue of bikes on public transport and the interlinkage. You know that you can take bikes on Victorian trains - it has that integration which helps a lot, I think.

**Mr VALENTINE** - We were talking about that yesterday. Alternatively, you have a bike system where you can hire or indeed there is a free bike service where the bikes are there at the terminals and you grab a bike and do what you need to do.

**Mr WHITE** - Those were the more healthy transport options to be integrated into the system.

**Dr GOODWIN** - You've got some figures here about the participant transport survey. One walked to the facility. No-one travelled by bike. It doesn't seem to be an option.

**Mr WHITE** - I agree and the purpose was not to look just at the trade training centre, but there was no bicycle storage facility there.

**Dr GOODWIN** - Oh, okay.

**Mr WHITE** - I'm not saying that that was the barrier to people not cycling but it's something that I did notice.

**Dr GOODWIN** - It's a newish facility. So would there be many locals from Bridgewater who would be going to the facility?

**Mr WHITE** - There are. There are local people. I have no hesitation at all in saying the reason it was sited there was to afford the opportunity for people within the community to participate. So, again, that would be cycling, walking.

**CHAIR** - But they're not doing it.

**Dr GOODWIN** - So they must be walking.

**CHAIR** - Only one said they were, so would they be driving there or being driven?

**Mr WHITE** - Some people had their own cars, as you can see. A bit of a gut feeling is that the take-up from the Bridgewater community has been slow to begin with but I think that's increasing and this is the first full year of operation.

**CHAIR** - How many students?

**Mr WHITE** - I haven't got students numbers and I can't remember exactly from the survey. Was it 43?

**Dr GOODWIN** - 41.

**Mr WHITE** - They were the students that attended in one week.

**CHAIR** - In one week?

**Mr WHITE** - In one week.

**Ms TAYLOR** - You go for a whole week.

**Mr WHITE** - I had a conversation with the principal of the Jordan River Learning Federation and he was saying that he certainly saw transport as an impediment to not having higher enrolments and it has been an issue that was being discussed. Hence, using this as the case study.

**CHAIR** - I don't know how good the bicycle tracks are, the facilities for bicycles in Bridgewater. I haven't had a look. Do you know that at all?

**Mr WHITE** - I don't know generally, but I don't think there is excellent access to the training centre.

**Dr GOODWIN** - I don't they have any bike paths or anything.

**Mr WHITE** - There's quite a bit of the cycle pathways in relation to the rerouting of the Midland Highway and what would be available along the main road.

**CHAIR** - Which will be an enormous help.

**Mr WHITE** - Yes, which is a contribution but it's then having the cycle route that goes to the trade training centre as well, linking that in. It is a recommendation really for Brighton Council.

**CHAIR** - I was going to say, you are actually talking a lot about the local government areas here. I've cycled out to New Norfolk myself and it's deadly dangerous.

**Mr WHITE** - I can imagine.

**CHAIR** - I felt very vulnerable on that road between Granton and New Norfolk because it is just two lanes, there's

**Ms TAYLOR** - Nowhere to get over.

**CHAIR** - No. There is only gravel on the edge of the road.

**Ms TAYLOR** - And cars go very fast along there.

**CHAIR** - Not that many students would cycle necessarily from New Norfolk but certainly from closer to the trade training centre.

**Mr VALENTINE** - It is quite a flat route, isn't it? If there was an effective cycle way you might find that there would be more people.

**CHAIR** - There are a number of houses around Granton, but again, along the Brooker Highway out as far as Bridgewater is not terribly conducive currently to travelling on a bike.

**Ms RATTRAY** - The cycleways issue is a bit half-baked, isn't it? It is disjointed right around the state.

**CHAIR** - There is a southern Tasmanian bicycle initiative that you'll probably hear about from the next group.

**Ms RATTRAY** - But so far, to date, it is somewhat disjointed.

**CHAIR** - It's implementing it and it's -

**Mr MULDER** - They seem intent on taking cars off roads rather than -

**CHAIR** - Yes, but it's also about each local government area tapping into that as much as they can and getting funding for particular -

**Ms RATTRAY** - In the north of the state, in Launceston, they put in some bicycle lanes but of course there was so much outcry from commuters in their cars that now they've taken them out again.

**CHAIR** - Have they?

**Ms RATTRAY** - Yes, so they have obviously folded to pressure.

**Mr VALENTINE** - We've got the same pressure but they've stayed.

**Mr MULDER** - They, you mean?

**CHAIR** - They have.

**Mr MULDER** - They, you mean?

**CHAIR** - Hobart City Council.

**Mr MULDER** - They in the Hobart City Council, not we.

**Mr VALENTINE** - Yes, they. We in the city. I will get used to it eventually.

**Ms RATTRAY** - From memory this is the Launceston City Council.

**CHAIR** - Hobart, you did say.

**Mr VALENTINE** - Hobart has.

**Mr MULDER** - He is Mr Hobart.

**CHAIR** - But Hobart does have that difficulty also in going out, not the southern outlet but the alternative route to Kingston.

**Mr VALENTINE** - That's exactly right.

**CHAIR** - Because, although there is a line there and signage that says this is a bicycle track, in fact it's very narrow in places and around bends and there's gravel on the road and stuff and you have to be an experienced cyclist.

**Dr GOODWIN** - Getting back to the importance of retaining young people in education, I think there are a couple of pretty important statistics in your submission around retention rates, particularly for young people in rural areas and also the requirement for a post-year 10 qualification to get most jobs. I don't know whether you wanted to expand on that or in fact cite those statistics but perhaps I could do it. On page 6 of your submission you say that only around 49 per cent of country-based young people make the transition from year 10 to year 11 and 12 and that over 86 per cent of jobs now require a post-year 10 qualification. The transport barriers are quite significant in terms of our capacity to retain young people.

**Ms TAYLOR** - One of the things we have, one of the brands of the Colony is Jobnet. It is an apprenticeship centre. We run that across the state. It is the largest one. We are dealing with every trade in the state. We've got about 40 per cent of the state's apprentices and you wouldn't get into a trade, it would be very rare, it would be connections with family or whatever, without year 12.

**Ms RATTRAY** - Without year 12?

**Ms TAYLOR** - Yes. The minimum was year 11 but now you will find because of demand and there are a lot of entry tests too that employers have introduced to short-list the number of applicants that they have for their traineeships or apprenticeships, so that year 12 would be the core -

**Mr VALENTINE** - It is more technical too, isn't it?

**Ms TAYLOR** - Incredibly.

**Mr VALENTINE** - The courses themselves are more intricate and technical in terms of the gear that's used and all those sorts of things.

**Ms TAYLOR** - Yes.

**Mr WHITE** - Trades have changed a lot.

**Mr VALENTINE** - They've changed quite a lot over the years.

**Mr WHITE** - And it's communicating that to particularly parents and families as well as young people in terms of the need for them to attain -

**Mr VALENTINE** - Continue to year 12.

**Mr WHITE** - Absolutely, yes.

**CHAIR** - Quite a lot of young people have been picked up from the VET courses though once they have done all right doing a certificate I or certificate II as a VET in colleges. Again, it is post-year 10 certainly but not necessarily completion of year 12.

**Ms TAYLOR** - We haven't looked at that closely but I think you would find it may be in hospitality or a few of those, but if you get into building trades or engineering-related trades there wouldn't be a lot coming through with a certificate II. You might get in with a certificate III but to do that you'd be after a year 11 anyway so I think you'd find out there that the level would be quite high.

**Mr WHITE** - Can I come back to the 49 per cent figure? We agonised as a team on that figure and it was a figure that we had from a 2010 report for Tasmania but I wouldn't be surprised if it's actually considerably lower in pockets.

**CHAIR** - In country, in regional areas.

**Mr WHITE** - Yes, in regional areas, 40 or less. I wouldn't be surprised. It depends how you compile the statistics, as you are well aware.

**Dr GOODWIN** - When you talk about having to spend four hours a day on a bus I can understand that would be quite intimidating and off-putting for a young person.

**CHAIR** - Claremont College would be the closest for Derwent Valley young people and from as far away as Bothwell. There are students who travel every day on the bus from Bothwell to Claremont to get to college.

**Ms TAYLOR** - Gerry was involved the year before last in another program, Forward the Link - a student we were involved with - Triple J ran one of those competitions and this young Tasmanian woman won. She had to make a short film for YouTube. She lived at Southport and her film was 'My Day', and she left home in the dark and travelled up to Hobart College and back and got home in the dark. I think it had to be three minutes long and it was all about transport and her day.

**Mr WHITE** - Interestingly enough, that was five years ago. The neighbourhood house in Geeveston is looking at it again. I sent them that film and they're going to produce films again as part of their current program, which is a great activity for young people. I received a note before heading out to this meeting to say that things haven't changed in the last five years for young people. It is quite depressing, isn't it?

**CHAIR** - Yes. They are interesting comments you make about Brighton being a growing area. I think that has implications for transport for all kinds of infrastructure services. We continue to let the urban sprawl just sprawl rather than think about creating better density. It is one thing to be told about public transport, but the more people you have in an area the easier it is to provide good transport for them. On the other hand, our planning schemes continue to allow the Greater Hobart area to continue to expand. That in itself doesn't help integrated transport or fast, efficient transport.



It was terrific to get your very detailed submission and thank you very much for coming in to talk to us today. It is good we get a local picture which is indicative of lots of other similar situations. It is good sometimes to drill down into a specific situation.

**Ms RATTRAY** - There's been a huge amount of interest, as you can see from the number of submissions in this area of integrated transport, and we are only talking about the south of the state.

**Mr WHITE** - I guess the other thing is that because we are in this partnership broker space there are things we think we could do to assist bringing people together, including young people, to facilitate some of this. We're talking about efficient and low cost solutions and working with young people.

**Ms TAYLOR** - I will leave you some of those brochures about how we can assist.

**CHAIR** - Thank you very much.

**THE WITNESSES WITHDREW.**

**Ms EMMA PHARO**, FACILITIES DEVELOPMENT MANAGER, BICYCLE TASMANIA, AND **Ms MARY McPARLAND**, EXECUTIVE OFFICER, CYCLING SOUTH, WERE CALLED, MADE THE STATUTORY DECLARATION AND WERE EXAMINED.

**CHAIR** - Thank you very much, both of you, for coming, and thank you for making your submission as well. You are going to provide a different aspect for us now that we haven't yet considered. This is our second full day of hearings so we're getting lots of information from lots of different aspects, which is great. All evidence taken at this hearing is protected by parliamentary privilege but any comments you make outside of this hearing may not be accorded that privilege. Have you received and read the information for witnesses which is in front of you?

**Ms PHARO** - Yes.

**CHAIR** - The evidence you present is being recorded and the *Hansard* version will be published on the committee website as soon as it becomes available, as it is with every other submission, but if there were any issue that you felt you wanted to say to us in confidence it may be possible for us to take it *in camera*, so please ask and we will consider whether we can take that in confidence or whether it should be published information, in which case you might choose not to say it and, of course, you have that right. Would you like to start, Mary?

**Ms McPARLAND** - I should probably define the difference between Emma's and my role because we both work for different organisations. Cycling South is a regional cycling body that is funded by the five Hobart area councils and I work part-time for them.

**Ms PHARO** - I work for Bicycle Tasmania part-time. I represent cyclists statewide and am connected to the Bicycle Network that is a really big organisation in Victoria that has over 40 000 members and 45 permanent staff, so I'm very jealous of their situation as it's just me as a part-time person covering the whole state. It's my job to look at a higher level of policy analysis and political engagement than Mary, not only representing the whole state but looking at the bigger picture, and then we work together on projects locally.

**CHAIR** - How are you funded?

**Ms PHARO** - I am funded through members.

**Ms McPARLAND** - I am funded through councils. Bicycle Tasmania has a membership structure. Cycling South has existed since 2000 and that came out of the southern regional council's bicycle committee which in 2000 decided to appoint an officer to implement a lot of the recommendations that were coming out of the committee meetings.

**CHAIR** - It's obviously a very useful organisation because the councils have continued to fund it.

**Ms McPARLAND** - It has been 12 years on and they're still funding it, so I guess they view that there is a value.

**CHAIR** - Good. Do either of you want to talk about the major concerns or the major initiatives you would like to see or what you see are the biggest issues? We do have your submissions.

**Ms McPARLAND** - In terms of transport we're talking about one element, cycling, which tends to be short-trip transport and there is a lot of opportunity. A lot of short trips are done in cars. Studies have been done where I think over 50 per cent of trips are under 5 kilometres around Australia and some of those trips could be changed to cycling trips. It has a huge impact on the stresses on our road networks and there is a whole range of other benefits as well in terms of health.

One of the things I am focused on at the regional level is a regional bike network where people can ride their bike and feel safe and comfortable. At the moment you can say, 'There is a network and it's called roads. You can legally ride a bike on the road', but for most people it is very intimidating and stressful to ride on the road, so we need to start developing infrastructure that reduces that level of stress people are exposed to. Something like the inter-city cycleway is a fantastic example. Before that was built the only people who were riding were those who were comfortable enough and had a stress tolerance that would allow them to ride on a main road, for example.

When the cycleway was built all those riders moved onto the cycleway but a whole lot of new riders also started and if you look at people using the cycleway they're not all in lycra, they're not dressed up as hardcore cyclists; there are people in summer dresses, people in shorts with track pants, t-shirts; it's a mixed cross-section. It is of a standard that makes it accessible to a lot of people and we need more of that sort of infrastructure. We have a regional plan.

**CHAIR** - That's several years old now, isn't it?

**Ms McPARLAND** - It was done in 2009 and has been endorsed by all five councils and we are working towards trying to implement that, but it's very slow, poorly resourced and also controversial. Any time we try to put something in, and Sandy Bay Road is a good example, it has really been difficult.

**CHAIR** - I guess it is also, as you say, a matter of funding. Some years ago, again probably about 2009, there was a state government funding pool, as I recall.

**Ms McPARLAND** - The trails and bikeways fund was funded through Sport and Recreation Tasmania. That was a three-year program, \$4 million over three years, and that program brought in \$10 million worth of bike projects around the state because it attracted matching funding so it was able to bring in some federal funding in the Launceston area that was able to be matched against the state funding, and a number of projects in the Hobart area were done through that. A lot of the Clarence foreshore trail, for example, was constructed under that. That finished two years ago and basically we're seeing the tail-ends of the projects now and there are none of those big projects underway. It is a lot of imposition on councils to fully fund these infrastructures on their own.

**CHAIR** - So no possibility of federal grants?

**Ms McPARLAND** - Federal traditionally haven't really funded a lot of bike stuff. A couple of years ago there was an \$80 million fund as part of that stimulus package that came out, which Tassie really didn't get much of, except Launceston did gain some benefit from that. There's not a lot of federal funding. Traditionally the feds always see bikes and walking as a state and not a federal issue. They do have a national bike strategy which identified that they want to increase cycling and as part of that they did a cycle participation survey to gain a baseline data of what the numbers are now so they can see in five years' time what the changes are. The numbers are pretty good. In Tasmania about 19 per cent of the population is riding every week.

**Mr VALENTINE** - Nineteen?

**Ms McPARLAND** - Yes, 19 per cent are riding a bike at least once a week.

**CHAIR** - Which is higher than most cities, I think. It's pretty high.

**Ms McPARLAND** - Yes, it's reasonably good but I think a lot of the other states also had reasonably good numbers. In the past the only data was the census data taken on one cold, wet day in the middle of winter, so it didn't really reflect. It was only about trips to work, so it didn't include people riding to the shop or that sort of thing. It also found that over half of Tasmanian households have access to a bicycle, so there is the ability for people to access bicycles and ride them, but they need somewhere to ride. We are trying to work towards developing a network where they can ride and not feel threatened by traffic or be afraid to get on the bikes.

**CHAIR** - Apart from bike paths or safe bike travel, how are you seeing it in terms of integration with public transport?

**Ms McPARLAND** - It is the short trip. Some people catch the bus because it is a 20-minute walk and it adds that additional time to the total journey, but a 20-minute walk is a five-minute bike ride, so the time factor is reduced. A five-minute bike ride is comparable in a car because by the time you drive in and park the car you can do the same journey almost in the same time on a bike, so it is comparable.

**Ms PHARO** - You are probably all familiar with those images from Europe where you see a railway station and there are thousands of bikes parked nearby. Certainly from a Bicycle Tasmania perspective I am really interested in any ways that we can connect into other modes of transport, whether that is some sort of light rail in the future or the existing bus network, to figure out where the transport hubs are and then what sort of catchment are around those hubs. Bikes will increase that catchment if you can provide facilities for them, but if people are worried about their bikes getting stolen it does make it more difficult. It is a disincentive not to bother.

**Mr FARRELL** - I think that is a key point that you raise. We are looking at properly integrating transport and at the mass transit and public transport issues and how to combine them. You mentioned European railway stations and -

**CHAIR** - Your eyes lit up when you heard that.

**Mr FARRELL** - I am not pushing this barrow, but it just seems to me the most sensitive alternative to integrate the short trip with the long trip. You have space on trains to carry bikes, so you can get to the other end. It has not been all that successful with the bus system, I do not think.

**Ms PHARO** - No and I have not found out exactly what happened with that trial for buses because there was a trial to try to get it up. I gather there were not many racks on each bus, so there is a problem of capacity. My mentors at Bicycle Victoria do not push that because the capacity is just so low. But bikes have come a long way. In the UK and Europe there investment in folding bikes. If you have seen the little Brompton's, they are fantastic. They pack up just like a business case and they slot next to you and they have a little stand and do not tip over. There is considerable investment, both privately and by government, in that combination.

**CHAIR** - Is anybody selling them in Hobart?

**Mr VALENTINE** - Yes, I think they do in Liverpool Street.

**CHAIR** - If it is such a great idea, why aren't we promoting this so that commuters are carrying them, because it is one of the issues. We talked to the bus people yesterday who say that putting them on the front of the bus has its own difficulties and you cannot do more than one.

**Mr MULDER** - I think it is a safe bet to say that bikes are more suited to trains and ferries than they are to buses.

**CHAIR** - They are more suited to leaving at the station.

**Mr VALENTINE** - But you can put these in the space of a case.

**Ms PHARO** - Yes. The new folding bikes are really amazing. A Brompton sits up and it could potentially make a big difference if you are trying to combine bus travel. They are not hideously expensive, not compared to what people are spending on sports bikes.

**CHAIR** - What sort of money?

**Ms PHARO** - A new one is something like \$1 600. I have seen them on Gumtree and eBay for about \$1 000. I bailed up somebody locally who was riding a nice red one around. He said he has had for eight years. They are well made and they will last.

**Ms McPARLAND** - I guess there is also the other connection where people have to do multiple buses. For example, they might live in the northern suburbs and have to catch the bus to the city, and change to get a bus to Rosny Park, for example. If you are able to ride your bike on the cycleway, you do not have that timetable waiting for the bus. That is the advantage of bikes; it is door to door. You get on it straightaway, in the same way you do with a car. If you could then ride to the bus mall when you knew that the bus was frequently leaving from there, it takes that transition of going from one bus to another, having a bike to a bus mall and then getting a bus, for which there is an attractiveness to that as well. But you would not leave your bike in a bus mall all day.

**CHAIR** - You would have to store it somewhere or take it with you on the next trip.

**Mr VALENTINE** - Yes. We were talking earlier about these bicycle pods where they hang the bikes vertically and they are clamped on and people can either use those, hire that space to leave their bike there for a gold coin or whatever, or there can be rental system where you simply have a credit card or it might even be free, but it is just a way of tracking the bike.

**CHAIR** - Is Hobart City looking at those things?

**Mr VALENTINE** - I do not think Hobart City is. New Zealand has them; they are at the ferry terminals. The people get off, take their bike off, and off they go. There is no worry about having to carry bikes on buses because the bike is there when you get there.

**Ms PHARO** - It needs to be easy. It needs that swipe system. Hobart City Council has a couple of bike cages of 48-bike capacity here in Argyle Street car park and 20 down at Salamanca. The one at Argyle Street is hardly ever used. I talked to the people there this week. It is used as a storage facility. I contacted Owen at the council to find out how many people have paid their \$50. But because there is that extra step involved -

**CHAIR** - Is it \$50 for a year?

**Ms PHARO** - It is \$50 for a year and \$50 deposit.

**CHAIR** - It is not much.

**Ms PHARO** - It is not much but it is not working. It needs to be simpler and it needs to be swipe-and-go. Bike-share programs, internationally, have shown that it needs to be easy.

**Ms McPARLAND** - The other restriction with bike parking within the car park is that it is restricted to parking hours. For example, there are a lot of staff from the hospital who work shifts and they come out and it is closed and their bike is inside. It is not very practical. The essential thing is being able to ride your bike to the bus stop. It does not matter how fantastic your bike parking is; if you cannot ride from your home to get to that bike parking then you are never going to use the bike parking. We really do need that network.

**Dr GOODWIN** - Safety is a big issue, I would imagine. Particularly the bridge, I am speaking from personal experience, is intimidating for people to cross. The intercity cycleway is fantastic because you don't have to cross over the Tasman Bridge but I imagine for some people that is too much to contemplate and I am not quite sure what we do about that particular aspect.

**Mr MULDER** - Especially at this end where frequently you see blood on the path where someone has come a cropper on one of those protrusions.

**Ms McPARLAND** - But even once you get to the other side of the bridge, on the eastern shore, you have the Tasman Highway. There is really no infrastructure on the other side.

**Mr MULDER** - In fact I have seen you crossing that on the northern side, trying to wheel your bike across two lanes of East Derwent Highway traffic. Not a good look for the safety of cycling.

**Ms McPARLAND** - Again it is perception over reality. I find that preferable to riding up Riawena Road which carries a lot of traffic. Sometimes the perception of what is safe and the reality can be quite different.

**CHAIR** - But you have to be a confident rider to do that.

**Ms McPARLAND** - Absolutely.

**CHAIR** - Most of your 19 per cent are not going to do that.

**Ms McPARLAND** - It is stressful out there but riders usually have a really high tolerance for that stress and they cope with the stress levels, but most people won't. We need to build a network where the stress levels to use it are much lower and that will see a much bigger catchment of people participating.

**Ms PHARO** - The fact that there is no longer a bikeways program - discontinuation of the \$4 million funding a few years back - is a problem because it means that councils cannot plan, the feasibility studies are not done, there is not the money just to bite off in small ways those high-stress links. The bridge is a really difficult one because it is going to be really expensive to do something about it. It is too narrow. It is really scary when it is windy. So given that we do not have a lot of money, this is where my creating healthy connections document comes in. We can target a whole lot of cheaper but high-stress important connections around the place and some of those might get people from home all the way into work. Some of them, for example, from Humphrey Rivulet get people from home down into a transport hub where they might then catch the bus or get on the cycleway or meet up with a friend and catch a private vehicle into town.

**CHAIR** - Again, that has been on the drawing board since the plan came out in 2009 and I have not seen or heard that it is progressing.

**Ms McPARLAND** - We have managed to get a feasibility study happening now. Expressions of interest have been called so that will develop what the total costings will be. That will then be shovel-ready, so will be searching for funding.

**Mr VALENTINE** - That is important.

**CHAIR** - There is now a bicycle track going to Tolosa Park and to the mountain bike park, which was done when the road was redeveloped last time. It was done some years ago but the connector is not there.

**Ms PHARO** - So although the big money is not there in state government, the provision of this \$150 000 to do these feasibility studies to provide Glenorchy with better resources to do some work around Humphrey Rivulet has been really important. I know that Mr McKim's office is trying to decide what to do with that fund and whether that fund should be continued. From the perspective of Bicycle Tasmania it is really important that those funds continue so that when opportunities do come up, either at a state or a federal

level, and they do appear to be changing at a federal level with Nation Building 2. The submission going in from the state will include some really significant bike infrastructure. That is important but if the council have not done their homework to get the feasibility study to get engineering drawings done then those federal funds won't come over.

**CHAIR** - Let me encourage you because I think during estimates we did hear from Minister McKim that there is a considerable amount of that sustainability transport funding in this year's budget but that is not yet allocated. I think some lobbying to actually keep at it to get some of these feasibility studies funded is a distinct possibility.

**Mr VALENTINE** - In highway design they are continually facilitating bicycle ways on the sides of new highways.

**CHAIR** - Yes, but it is true that your local government or your highways people have to have funding to do the study before you can actually ask for the grants.

**Mr VALENTINE** - That shovel-ready is so important. That is what gets the money.

**CHAIR** - Sometimes grant opportunities come up very quickly and you have to have the plans ready to go.

**Mr VALENTINE** - That's how the intercity cycleway happened - it was designed and ready to go and federal funding came up.

**CHAIR** - It is an election year federally next year and I am sure Denison is one of the places that all parties will be happy to be looking at funding opportunities for.

**Dr GOODWIN** - This point about students that is made in Emma's submission I think is very important because they are no doubt looking for cheaper modes of transport.

**Ms PHARO** - Yes, and it relates to your previous discussion. They are a cohort that is acutely poor, not necessarily chronically, but bicycles are a really important way for students to get around. It is very good to see at the state level DIER taking an interest in the university campus connections. I fully support that as an inclusion in the Nation Building 2 bid. It is targeting one of those very high-use, high-importance, high-value connections.

**CHAIR** - Also just for getting to school. One of our issues is how many people drop their children at school because it's too far to walk or they're concerned about buses or the public transport isn't there. They may well ride again - if it's a 20-minute walk, it's a five-minute ride, as you say.

**Dr GOODWIN** - The other aspect is workplaces embracing cyclists and providing shower facilities and things such as that. That is also an important aspect. If people have cycled a long way they probably want to have a shower at the end of it.

**Ms McPARLAND** - It is a component of planning provisions, particularly any retrofitted or newly-built buildings, particularly in the CBD or activity areas, to put in a shower and



lockers, which is standard. People these days want to go for a job at lunchtime and there's a whole range of things people need a shower for.

**Mr VALENTINE** - It's difficult to mandate, though. You can encourage but I don't know you would mandate it.

**Ms McPARLAND** - In the Victorian planning provisions that came in about eight years ago there is a requirement for all new buildings -

**Mr VALENTINE** - Did they mandate it?

**Ms McPARLAND** - Yes - and a lot of new developers are exceeding what they are required to do.

**Dr GOODWIN** - It's the health benefits more than anything, if that's what they're thinking about.

**Mr VALENTINE** - Less sick leave for the employer.

**Ms RATTRAY** - As long as you don't get knocked off your bike. When I was in the mall this morning I saw two people on bikes and neither of them had helmets on. One was an elderly lady and the other was younger. Obviously the hair issue is a bit of a problem, but I just wondered -

**Ms McPARLAND** - It's a secondary safety issue because it's something you need after you've been in a crash, but we are trying to focus on preventing a crash in the first place, so that should be the emphasis. I think it's very easy to target helmets - 'As long as you're wearing a helmet it doesn't matter if you're riding down the road and cars are going very close to you because you've got a helmet on' - and it's an artificial sense of safety. As we know, we are the only country in the world, apart from New Zealand, that has compulsory helmet laws.

**CHAIR** - You're right, most countries are saying the helmet will save you if you're in an accident, so let us try to provide the facilities so that you aren't in an accident.

**Ms McPARLAND** - It's like saying, 'If you wear your seatbelt we don't care if you speed or drink drive because you've got your seatbelt on'. It will help limit the damage when someone is in a crash but it's important to try to prevent the crash in the first place. That is where good infrastructure comes in.

**Mr VALENTINE** - It's the skateboarders without helmets they have to worry about.

**Dr GOODWIN** - Can I ask a question about bike insurance and the importance of cyclists having that extra specific insurance? Is that a concern?

**Ms PHARO** - It's something we encourage through our membership. One of the incentives to take up Bicycle Tasmania membership is to get insurance. If you're in a group and there are no cars involved and you have an accident you're insured for any damage you may cause. If you happen to cause damage to another third party as a cyclist you're insured for that damage.

**Dr GOODWIN** - If you run into someone?

**Ms PHARO** - If you run into somebody -

**Mr VALENTINE** - But not as an individual user if you're outside of a group?

**Ms PHARO** - If you don't have Bicycle Tasmania membership or haven't followed up insurance in some other way then you're not insured in that way.

**Mr VALENTINE** - If I'm commuting on my own, does Bicycle Tasmania cover that?

**Ms PHARO** - Yes, it does.

**CHAIR** - But if you're hit by a car then it becomes MAIB.

**Ms PHARO** - Yes, that's right.

**Mr VALENTINE** - What about if a cyclist wipes out a car driver when he's getting out of his car?

**CHAIR** - Are you speaking from personal experience?

**Mr VALENTINE** - No, I'm just saying if the car is not moving whether MAIB would cover that would be interesting.

**Ms McPARLAND** - The driver would be at fault for creating a hazard by opening the door into traffic.

**CHAIR** - Which again brings to mind that tension between parking and cycling. In some places we are provided with cycle paths, but on the other side, if a driver opens a door because they haven't seen a cyclist coming along, it is a huge risk.

**Mr VALENTINE** - Is MAIB totally funded through vehicle registrations?

**Ms RATTRAY** - I think it is.

**Mr VALENTINE** - I was just thinking about encouraging people to use bicycles to alleviate the problem and to increase the integration of transport. It would be interesting to know how this issue of insurance could be covered and whether it could be covered by MAIB through some extension or not.

**Dr GOODWIN** - I don't know how high the level of awareness about the importance of that separate bike insurance is. I know I rapidly became a member of Bicycle Tasmania when I read in the paper that you should have this insurance. I think it is an important consideration if we're going to encourage more people to get out and about on their bikes because accidents happen, as we know.

*Laughter.*

**Mr FARRELL** - We're just referring to our cycling expedition.

**Dr GOODWIN** - My cycling accident.

**CHAIR** - Cycling exhibition - you were the dramatic one.

**Mr FARRELL** - The integration of railway lines and cycling was not a happy experience for the member for Pembroke.

**Mr VALENTINE** - Was that what happened?

**Mr FARRELL** - But she kept going.

**Mr MULDER** - She didn't realise she was supposed to ride over the tracks, not between them.

**CHAIR** - That's enough embarrassment for the member for Pembroke.

**Mr VALENTINE** - Did it happen in the Derwent Valley?

**CHAIR** - Yes.

*Laughter.*

**Ms RATTRAY** - What about the collection of cycling data? Are you able to expand a little bit on that?

**Ms PHARO** - That is something that Bicycle Tasmania and the Bicycle Network are working on. I work part-time at the university as a lecturer and that is something that I get my students do, but it is something that really should be funded some other way. At the moment most of my e-mail traffic is trying to convince students that they need to be out there from 7.30 to 9.30 in the morning helping me out with data, but really this should not be a voluntary effort by a bunch of students who have to do what I say for assessment.

**CHAIR** - And why not?

*Laughter.*

**CHAIR** - It's a community service obligation.

**Ms PHARO** - It really is something which should be collected a bit more systematically through, for example, councils, through perhaps Janine Pearson's position at DIER, through another similar position at DIER, because at the moment our statistics are pretty sparse so we rely on this one Tuesday count in March. Depending on the weather from one year to the next, it makes it really difficult to compare. I am trying to collect some data at the university at the moment this week, as it happens, but again it is down to a couple of people and a bunch of volunteers. It is not done in a systematic, really quantitatively vigorous way.

**CHAIR** - Are you doing it in a spread-out fashion or is it localised around Sandy Bay?

**Ms PHARO** - We're just concentrating on the university to try to inform university management about the infrastructure in the immediate vicinity to try to get cycling participation up.

**Ms McPARLAND** - There is also a regional count done across the Hobart region but primarily around the urbanised areas, so Rosny Park, Glenorchy, Hobart City, Sandy Bay Road. We do counts once a year in those areas to get an idea of numbers. The only really more comprehensive data is done as part of the National Cycling Survey where they do phone surveys. They ring up a number of households and ask how many people ride a bike in your household and how often do they ride. The Australian Bicycle Council has started that and they have data from 2011 and they will do another survey in 2013 to monitor that. There is the scope to do a localised survey. They can get a Hobart area one done but there is a cost involved in that so unless someone forks out the money for that we won't be able to get the Hobart area done. We've only got Tasmanian statewide data where the survey has been done across the state.

**Ms PHARO** - It does make discussions, for example, around the Sandy Bay walking and cycling project more difficult because we don't have that data to inform our conversations.

**Ms RATTRAY** - When you are seeking that data, how far do you go down to the age of cyclists?

**Ms McPARLAND** - I think in the survey they actually ask that and it could be a three year-old so they include in the findings the number of children. The majority of riding is actually done by kids and then there is that drop-off and then you see that the 30s and 40s is the age group where they pick back up in cycling and then it drops again as people get older. The surveys include all ages.

**CHAIR** - Again, there might well be funding available from Minister McKim to look at sustainable transport and to look at more accurate data, if that is required.

**Ms PHARO** - Yes, that is a concept I have.

**Ms RATTRAY** - I think Emma has two letters in the mail this afternoon.

*Laughter.*

**CHAIR** - It's always worth asking.

**Ms RATTRAY** - If you don't ask, you don't get.

**CHAIR** - Often the issue motorists raise is why should bicycles not be registered. Do you have an opinion on that?

**Ms McPARLAND** - It is based on need. We register cars because there is a need and primarily car registration is to identify people who are illegally parked or speeding on a speed camera. For any other infringement you do in your car the police officer doesn't

just write down the registration, they pull you over and look at your driver's licence. Why would you register bikes? They're not going to be speeding, they're potentially not going to be illegally parked and if they are you're not going to give them a parking fine. They're usually chained to poles.

**CHAIR** - There are cyclists, unfortunately, who give the rest of us bad name who go through red lights and that sort of stuff, and that's what enrages motorists, I think.

**Ms McPARLAND** - They do, but I see drivers going through red lights. The thing is the idea that you can then report that rider because they have a number plate on their bike. I see drivers doing bad things. I saw a driver this morning on a mobile phone but I didn't get on the phone and ring the police and say, 'There's a driver with a mobile phone, can you go and speak to him, please?'. Our system doesn't work that way. We register cars because they are fast, powerful things that cause a lot of trauma on the roads and basically the cost of registration pays to run a registration system. There are staff employed to manage the registrations. There is a cost involved in registration and it doesn't pay for roads.

I think when people raise the issue about registering bikes they're actually saying, 'I don't like bikes on the road, they don't pay registration', and if bikes did pay registration they would say, 'I still don't like bikes on the road because', and there would be another reason. Realistically, how would you attach a licence plate to a bicycle that is large enough to be seen? There is a whole range of safety issues on that - sharp edges and those kind of things. How would you manage it? There are more bikes sold in Australia than cars every year, so how would you actually run a system to register bikes? Some people have bikes at their shack that they use on the weekends, so are you saying to them, 'You need to pay registration so you can ride along the gravel road to the shop to get an ice-cream'?

**CHAIR** - I see it's an issue you've thought about.

**Ms McPARLAND** - What is the benefit of registering bikes?

**Mr MULDER** - You have given us a great excuse for not registering cars.

**Ms McPARLAND** - There is no benefit from registering bikes. If you see someone doing something illegal you can't report them in the same way that you can report the driver of the red Barina who just went through a red light. What is the benefit?

**Mr MULDER** - But there is the point that people who pay registration are also paying compulsory MAIB insurance premiums -

**Ms McPARLAND** - That's a separate thing, that's not registration, and that was introduced. We didn't always have third-party insurance.

**Mr MULDER** - Let me pose it this way: why shouldn't bicycles be required to pay the cost of MAIB insurance since they gain the benefits of any accidents they may be involved in on the road from the premiums paid by others?

**Ms McPARLAND** - A need hasn't been demonstrated. We didn't have compulsory third-party insurance 50 years ago. It was introduced because it was demonstrated that there was a whole lot of road trauma and we needed a system to deal with it rather than taking every accident through the court system to be compensated for permanent injury and that sort of thing. That same need hasn't been demonstrated for people riding bicycles because they are not presented in the statistics in the way that car drivers are, so until there is some sort of need has been demonstrated there is no need to build another layer of bureaucracy against riding bikes. If you want to go for a bike ride, go and get your registration and your P-plate.

**Mr MULDER** - What you are saying is that there aren't that many bicycle injuries?

**Ms McPARLAND** - Not in the way there are car injuries. You don't hear about the family of five that are wiped out on the highway because they've had a head-on with a truck. You don't have those major traumas. We're finding with cars now that we are actually getting less deaths but more serious injuries so there are people who have long-term, permanent disabilities as a result of car crashes.

You don't have that same volume of people on bikes, it hasn't been presented, and in most of the cases if there is a car involved there is MAIB cover through the car - the cars really are causing most of the trauma and that's why the burden is on car drivers who have third-party insurance.

**Dr GOODWIN** - Probably a fair chunk of bike riders already pay the MAIB premiums because they have cars as well.

**Mc McPARLAND** - The question could be: do we tie the MAIB insurance to drivers' licences rather than vehicles? There is a whole range of other ways you could look at the whole idea of third party and that means someone who happens to own two cars, a motorbike and a bicycle pays the MAIB on their licence because they are only driving one of those vehicles at a time.

**CHAIR** - But then they have to pay it four times.

**Ms RATTRAY** - I vote for that.

**Mr FARRELL** - I'm trying to think of some of the advantages, not so much the registration of bicycles but maybe some form of - I know you don't want to get tied up in red tape and that type of thing, but as far as people going out and using the road goes, if people were somehow registered as road riders, that would probably help your cause for giving information if people were more involved with giving that forward and insurance and maybe even rider education programs much as they do with motor cyclists now before you go out on the road.

There may be some sort of benefit to try and formalise that and even if people were paying for that they are also going to support you in your roles as lobby groups. I wonder if you see any sort of advantage in formalising what riders do. I would be happy as a bike rider to go and do a course before I went out on the highway so the pitfalls can be pointed out, and be told about insurance and if there was a proposal to build more cycling tracks - I just think if you formalise it somehow there may be some advantages.

You don't want to put tollways into an urban cycleway but if that money was being used to build other cycleways there just might be ways to improve the infrastructure.

**Ms McPARLAND** - Certainly governments elsewhere have seen advantages of registering bikes because they have tried it and with one exception they have pulled those systems out again. It has cost more to run than they have gained in revenues. It's difficult and complicated to administer.

**CHAIR** - What's the country that's kept it?

**Ms McPARLAND** - I think one of the American states. I think Hawaii still has it.

**Mr VALENTINE** - Did it assist with tracking bikes for theft and those sorts of things?

**Ms McPARLAND** - I don't have the details of that.

**Ms PHARO** - They can't even keep up with car theft.

**Ms McPARLAND** - Yes.

**Ms PHARO** - They can't keep up with car theft and the number of unregistered motor vehicles on the road. That's an issue in itself. How would you ever keep track of bike registration? You just couldn't do it. Whoever had the job of doing that would be in a mental institution within six months. It would drive you nuts.

*Laughter.*

**Mr FARRELL** - What I was trying to aim at was more the creating of advantages for riders to voluntarily become members of your organisations through paying membership and that would strengthen the bikeriding community, I would have thought.

**Ms PHARO** - Yes. Certainly we could be doing more with our existing system. At the moment when a young person goes for their driver's licence there really isn't any education. There are no questions around how bikes interact with other road users so that's something that should happen now. We could do some thinking along those lines without necessarily jumping into a registration system - looking at our existing systems and how road users fit into that.

**Mr VALENTINE** - By the same token, bike protocols might be something too that could be addressed through pamphlets and things like that.

**Ms PHARO** - Yes. In Tasmania -

**Mr VALENTINE** - I mean the thing that annoys drivers mostly is seeing a bike rider come down, the red light stops, they simply go onto the footpath, go across and continue. They think, 'Hang on a minute'.

**Ms PHARO** - Yes, which is legal.

Cycling Tasmania has put out a code of conduct for cyclists recently, a fantastic brochure that is getting really wide distribution. They have distributed all the ones they have printed. They are going into a second run.

**Mr VALENTINE** - It ought to go to schools and things like that.

**Ms PHARO** - Yes, Road Safety has them and they distribute them at information sessions.

**Ms McPARLAND** - Cycling South did a 'Sharing the Road in Tasmania' brochure a few years ago which was also distributed. From the brochures, people have to actually engage with them.

**CHAIR** - They've got to read them.

**Ms McPARLAND** - Even if you included them in every single registration renewal letter that went out, which I think is being phased out anyway, people don't read. The people who actually need to are the ones that aren't engaged by that.

**Mr FARRELL** - I don't know how much involvement you have at New Norfolk at Tynwald Park. We have a playground that is set up as a little cycleway and it has lights and crossings and that type of thing. The kids take their three-wheelers down there and their bikes and they learn early on before they go out on the road. Do either of your organisations actively promote that type of infrastructure?

**Ms McPARLAND** - There is a bike education unit which provides bike education to schools throughout Tasmania. Then there is also Maree Pinnell who runs bike education for the schools in the Derwent Valley. That's being run through the education system, through the bike education unit. There is a lot of value in getting kids when they are young. It is a good opportunity because there's also that thing that children are also pedestrians. They use the road networks. If they're walking to school they need to understand how the road networks work as well.

**Mr VALENTINE** - They do, but this business of a metre from the bike is important too, isn't it, for car drivers to understand those sorts of protocols. Being able to get that into the minds of most drivers would be an advantage, wouldn't it?

**Mr MULDER** - We're a long way off the public transport, aren't we?

**Ms RATTRAY** - It is integrated transport.

**Mr MULDER** - All right.

**CHAIR** - Is that your question?

**Mr VALENTINE** - It's an observation.

**Mr MULDER** - It's just an observation. The committee is not investigating cycling activities. We are looking at the integration of that with public transport and I think that is what we are talking about.



**Dr GOODWIN** - You've got to get the people on the bikes in the first place and be travelling safely before you can integrate with anything.

**CHAIR** - I think this is not just about public transport. It is about integrated transport options.

**Ms McPARLAND** - It is giving people options and removing the barriers and there are an awful lot of barriers for people riding their bikes at the moment. Until those barriers are removed, - and we don't want to add more barriers like you have to register your bike to be able to ride it as well. Until we start removing some of those barriers, it's never going to be attractive to a broader cross-section of communities. It is always going to be that small minority that are comfortable with the stressful situations.

**CHAIR** - Have we talked about all the barriers?

**Ms McPARLAND** - I think we have.

**CHAIR** - Was there anything else either of you would like to add?

**Ms PHARO** - Just the documents that we brought - this is my Bicycle Tasmania document.

**CHAIR** - Would you be happy to give us a link to that?

**Ms PHARO** - Sure, I can give you links to these four documents.

**CHAIR** - Thank you and then we'll circulate those to all on the committee.

**Ms RATTRAY** - Thank you very much and nice to meet you both.

**THE WITNESSES WITHDREW.**

**Mr TOBY ROWALLAN**, SECRETARY, AND **Mr IAN ADDISON**, FUTURE TRANSPORT TASMANIA, WERE CALLED, MADE THE STATUTORY DECLARATION AND WERE EXAMINED.

**CHAIR** (Ms Taylor) - Welcome to the committee. All the evidence taken at this hearing is protected by parliamentary privilege, but I remind you that any comments you make outside this hearing may not be afforded such privilege. The evidence you present today is being recorded and the *Hansard* will be published on the committee website when it becomes available. If there is anything you want to say in confidence to us, there is a possibility of doing that but you need to ask us at the time and we will consider whether we should take it in confidence.

**Mr ROWALLAN** - I would like to thank the committee for inviting us today. I have not had a chance to read all the submissions as yet. We appreciate being asked to come along.

I have been involved with this community group for three-and-a-half years. We started in March 2009 but the lead-up started even before that. We are a community group of approximately 300 members.

**CHAIR** - Throughout Tasmania?

**Mr ROWALLAN** - Throughout Tasmania, we have people all around. I couldn't name all the places where they are but it is probably concentrated in Hobart. There are people at Bicheno, Deloraine and so on. There is wide-ranging interest from around the State. We have been campaigning on issues relating to better public transport and more rail freight and rail usage since that time. We have been doing a lot of research and investigating. Whilst I am not a professional in terms of these issues, it is certainly something that I am very interested in and have been looking at for a long time.

Professionally, I am ambulance communications officer, an emergency medical dispatcher. I take 000 calls and dispatch ambulances to people. We do that for the whole state but that is not relevant today.

**CHAIR** - A pretty stressful job at times, I imagine.

**Mr ROWALLAN** - It can be at times. This is a nice, relaxing dispatch.

**Mr ADDISON** - My professional background is in secondary education, both in the state and independents systems, and also in professional sports coaching. I was drawn to the Future Transport Tasmania group perhaps a little over two years ago through my long-standing interest in a range of transport and land-use issues, which I have been studying informally now for a number of years. I have been writing submissions, probably eight to 10 in the last four years, about various transport-related studies, and also contacting elected representatives at all levels of government. Possibly my first was a one-on-one meeting with yourself in September 2005 in the lead-up to mayoral elections. My arrival here yesterday to listen to the TasRail presentation and then Mr Metcalfe with his ferry presentation took me back to that meeting because I went to speak to you about the use of the rail corridor in Glenorchy and we spoke about a lot of

transport things. We finished talking about ferries on the river and river transport. I remember that very clearly.

**CHAIR** - I have not forgotten either; we are still working on it.

**Mr ADDISON** - Brilliant to hear that two very worthwhile projects are being considered by yourselves and by other organisations.

**CHAIR** - That is what we are doing, trying to raise awareness of it in government and within the public to some degree. We are looking at presenting some kind of recommendations as a result of this report into future transport options for southern Tasmania. It is limited, I know, but that is the area that we can possibly deal with.

**Mr ADDISON** - Again, like Toby, I cannot claim to be an expert by any means but I would class myself as being informed. I guess you have to be careful about what how you take notice of what we have to say, given Bob Annell's comments yesterday about non-experts in the field making comments about expert areas. We come with a health warning, I suppose.

*Laughter.*

**Mr ROWALLAN** - It is very important for community groups to have their say so we are thankful that you have invited us. The community needs to be considered in terms of public transport options because they are, after all, going to be the key users of the any services and decisions put in place. It is vitally important to get those views. That is one issue that we have found in relation to other studies that has been somewhat lacking.

**CHAIR** - Thank you for that comment. As you will see from the hearings we are getting a pretty diverse range of community groups talking to us.

**Ms RATTRAY** - I am the longest serving member of the committee and have sat on a number of committees in my time here. This is one reference that has generated a huge amount of community input, which I think is fantastic. The fact that you have taken an interest, as members of the public, is terrific.

**CHAIR** - A number of issues raised in your submission have already been canvassed by us, like the link between cycleways and pedestrians and cars and roads and how the service needs to be hugely integrated. I would be interested to hear you expand a little on our budget being spent too much on roads rather than on other forms of transport infrastructure.

**Mr ROWALLAN** - One of the key things we've been looking at is the cost of highway upgrades and we did have a media release about that recently, of course. The key thing that we've noticed is that there is a lot of money that has been spent, there is a lot of money that is being planned to be spent and we don't think that's money that's worthwhile spending. We are not certain of the amount of money that the state is going to be paying for these upgrades versus how much federal funding will be received, but even if there is only a small percentage of it that the state is paying, that's probably money that we don't think we can actually afford at the moment.

When we were looking at the submission that the state government sent through to Infrastructure Australia last year we noticed there was a big discrepancy in the funding between road versus rail projects that were listed. We've been doing a bit of research recently regarding highway upgrades and there is an overwhelming consensus from overseas and also on the mainland that additional highway lanes don't achieve what they are designed to achieve or what they are advertised to achieve.

There was a study in the US that we were looking at just last week where they had an increase in lane capacity for a particular area - it was about a 10 per cent increase in capacity for this highway upgrade - and within four years the traffic had increased by 9 per cent.

**Mr VALENTINE** - It is providing the opportunity, isn't it, and it fills it?

**Mr ROWALLAN** - Yes, you build an extra road and it will be filled with cars and yet they are finding as well when they remove a road that 20 to 60 per cent of the trips that were going on that road don't move elsewhere, they disappear, people find an alternative.

**CHAIR** - Really? I hadn't heard that before.

**Mr ROWALLAN** - That's one example. We've been looking at a few others and in Melbourne in particular there have been a lot of projects that they have built to try to increase capacity around the city and they still have a large amount of congestion there. Obviously, Hobart doesn't have that level of congestion but we still need to be mindful of the fact that if we build all these extra highway upgrades, are we going to be removing congestion or are we going to be shifting congestion to other places?

**CHAIR** - Or just increasing car usage.

**Mr ROWALLAN** - Yes, or just increasing car usage.

**Mr ADDISON** - Among the many excellent questions that you asked Bob Annells yesterday, I just raise the one that Dr Goodwin mentioned yesterday and I think you were talking about a figure of about \$130 million in funding for a particular rail package. In the context, is that a lot of money? How much is a lot of money? When we are talking about big transport, whether it be road or rail, they are big investments. We have nearly got a Brighton bypass in for around about \$180 million, which is 9.5 kilometres. There is the Kingston bypass and we are talking \$50 million for about 2 kilometres of road.

**Dr GOODWIN** - Is that before it went over budget?

**Mr ADDISON** - That is, I think, what it's ending up, just over \$50 million. Of course, it started much lower and started in the low \$30 millions.

**Member** - It was \$32 million, I think.

**Mr ADDISON** - Yes, and then of course Tony mentioned the submission from the state government to Infrastructure Australia, which - I guess we were a little bit horrified in the balance of the project in there and we saw considerable sums being foreshadowed for, say, the Midland Highway and we saw the ones for the Brooker Avenue which have been

coming through more, I think, as a local government-state government partnership issue. The submission involved the local governments in partnership with the state government putting in a submission and we see something in the order of \$240 million for capacity, efficiency and safety improvements on small parts of the Brooker, in honesty.

Bob Annells yesterday was talking about how basically Tasrail have now done a fantastic job of getting to the stage where they've pretty much redressed the issues from the past, or at least their plans are at the stage where they have pretty much redressed and now they are at the stage where they can actually start to think ahead a little bit and be a bit proactive and put something in place that will not be just a matter of making sure that what happens today is working but looking ahead a bit. They've got an Infrastructure Australia submission in for \$240 million, but that is to be spent on large sections of the network - a big network of rail for \$240 million, a few little segments of the Brooker Avenue for \$240 million. Then we see some really tremendous ideals being espoused in terms of the future for transport warning us to use our cars less, thinking about resources and the use of resources, being more sustainable in the way that we operate with our travel and the way we live. Yet with our discussions within our group we are thinking that spending that amount of money to alleviate a couple of bottlenecks on the Brooker will encourage car use. It sends a message about car usage. It sends a message about what are the priorities for spending money. It will move bottlenecks to another place, effectively; it won't fix them, it will just move them to another place.

We think that the \$240 million on the Brooker could be spent on a multi-modal package of transport options where we're investing in more of our cycling, we're investing more in starting up some well-thought-out ferry trips, we're looking at how we could spend \$80 million to \$90 million to get a northern suburbs railway started.

Within that package of \$240 million you could do a lot. You could fund the intensive bus services along Main Road, which is one of the Metro projects at the moment. There is so much that you could fund with that \$240 million that would send a better message to the community. It would allocate funds to multi-modal transport rather than just more of 'Get in the car', more of 'Try to get on the bus' and that sort of thing. In a way we've been targeting that \$240 million for a better use and it would be good if this committee was looking at transport in the wider sense rather than just narrowing it to the public transport, but looking at our overall transport priorities - looking at it as a whole transport package and how we are going to allocate our funding, rather than just looking at the public transport side of it.

**CHAIR** - Yes, thank you for that. I suppose we probably have been, in our minds, looking at that. One of the things we're saying is that one of the benefits of improving the public transport system would be that it takes cars off the roads and takes that pressure, as you say, off having to widen roads or put extra lanes in, but it is peripheral I agree, yes, our main focus has been on that.

**Mr VALENTINE** - I'm interested in whether you've done the figures. You are talking about the \$240 million and putting that into different projects, rail or whatever, have you looked at the sustainability of that in terms of the operation of those initiatives into the future? \$240 million certainly might put a northern suburbs rail service in, but operationally is it sustainable into the future and that sort of stuff. Have you done any homework on that?

**Mr ROWALLAN** - I think there is no doubt that there is an ongoing operational cost that would come with operating the railway. There have been a number of figures that I have seen and I'm not certain which ones are correct. Obviously the more people use it the more the cost in terms of subsidies and keeping it going and government budget support goes down. I think it's very clear that even though you might have an ongoing cost, you might not have such a high cost with a small improvement to the Brooker because it already has a maintenance cost. The reality is that you have a lot more gains because you no longer have to upgrade the Brooker because you've got that capacity that you've delivered elsewhere.

**Mr VALENTINE** - I understand that; I'm just looking at the ongoing operational aspects.

**CHAIR** - Capital rather than -

**Mr VALENTINE** - Capital and recurrent cost. There is also an increase in maintenance whenever you widen the Brooker, or whatever, and a lot of people don't take that into account either. If you widen it by 10 per cent you are adding 10 per cent to your maintenance costs.

**Mr ROWALLAN** - You could even say that out of that \$240 million let's leave a bit of it aside for that ongoing cost over a period of time and thus support the service whilst it is in its infancy in becoming more well-used, because that is something that needs to be calculated as well. That money could go a long way if you allowed it to be used in the future and it would make budgeting for the future a little bit easier, I would have thought.

**Mr ADDISON** - Just to take some figures from the ACIL Tasman's study that was done for DIER. It was done for the minister and released about July or August last year. The capital expenditure was around \$80 million for a diesel-powered operation or about \$92 million for the electric version, which gave other benefits as well including some maintenance benefits. That involved a significant track upgrade and I know Bob Annells talked about track upgrades yesterday.

**CHAIR** - I think his figures were rather more a one and then put any number of noughts after it.

**Mr ADDISON** - This study has allocated around \$35 million for track upgrades including signalling, level crossing upgrades - which he spoke about that was an issue - and I think five rail vehicles. The ongoing maintenance and operations for the first five years were about \$3 million in total per annum but as the assets become older the maintenance costs will go up.

**Mr VALENTINE** - Depreciation.

**Mr ADDISON** - Yes, the maintenance costs would go up after the first five years to more like \$5 million; they are the projected figures. As Toby said, you could allocate \$120 million which would get your project up and running for the first five years or so.

**CHAIR** - I don't think that's quite how Infrastructure Australia works. A grant from them would be a grant for the capital.

**Mr VALENTINE** - There would have to be a change to the way they fund.

**Mr ADDISON** - It is about how projects are funded and prioritised. Still, money is money.

**Mr ROWALLAN** - I am given to understand that normally the state pays our share in terms of any grants from Infrastructure Australia and it varies depending on the project, but it might well be that they would not provide the full funding anyway. Certainly for other projects such as the Gold Coast light rail, the federal government has only provided about a third of the funding for that. The other two-thirds have come from the Queensland government and the Gold Coast Council.

**CHAIR** - It's not a good time to be asking the state government here for money to do these projects. It was interesting yesterday, I thought, to hear Bob Annells talking about above rail and below rail. He was saying the only agreement on federal funding for Tasfreight was about below rail and that is obviously capital. Even the maintenance of that is going to be a state responsibility and anything above rail is also a state responsibility, both in capital and recurrent funding.

You must have been pleased to hear him say that he thought not only were they getting the freight thing currently stabilised but that they looked forward to having a lot more freight off the road and onto the rail system, which I thought was a heartening thing.

**Mr ROWALLAN** - We have been very encouraged by Tasrail's work so far and how they have turned around what was very close to completely falling over to now looking towards the future and becoming a successful business that is going to be sustainable and grow we hope. It looks like it is going to and there are certainly a lot of options coming up and they are talking very positively. I think that is a very positive step.

**CHAIR** - It is, isn't it.

**Mr ROWALLAN** - One of the things that has concerned us in terms of the future of the rail is the railway line from Bridgewater to Hobart. Probably the biggest concern that we have in relation to that and in particular for our future options is the Bridgewater Bridge, because the plan that DIER have is to build a new bridge and there is no plan to build a new railway bridge, which means that at some point, without any plan, we are facing that rail line being disconnected and not having any trains coming into the city through the northern suburbs from the rest of the network. We think that is a serious deficiency because it just removes so many options. Yes, it would be expensive to build a new railway bridge but the road bridge is currently budgeted at around \$750 million. Given the way some road projects seem to blow out, that could be a lot more, which is of concern, especially if it does not give us a rail crossing as well. There is a whole range of factors telling us that we cannot afford to lose that option.

The engineer for the project quoted to me that he estimated - and this was a very rough estimate - that a new rail bridge might cost \$150 million and they were not of the opinion that this would need to happen in the short term and possibly not even in the medium term. You could keep the rail crossing going for a considerable length of time if you weren't having heavy trucks going over the same bridge.

**Mr VALENTINE** - Run it down the eastern shore and over the Bowen Bridge, that's what you would do.

**Mr ROWALLAN** - That might cost a bit more than \$150 million.

**Mr VALENTINE** - I think it might. If you had your options it would be interesting into the future, wouldn't it?

**Mr ROWALLAN** - Yes. The other thing is that we lose the option for continuing rail freight into the city. We think it would be a big mistake to lose that option because we can't always predict future demands and requirements. We would prefer to see some traffic going out of Nyrstar on the rail, as it used to do.

**CHAIR** - So would Nyrstar.

**Mr ROWALLAN** - Those options are looking like they're not going to happen.

**CHAIR** - There are no plans to do away with the current bridge, though, are there?

**Mr ROWALLAN** - There are no plans to do away with it. However, from what we understand it has a finite life so there will come a time when it is going to be unusable and is either going to have to be dismantled or the span will have to be welded in place in the up position so that boats can go under and then that bridge will be unusable. The Heritage Council has given it a heritage value; I don't know whether it is going to be heritage listed or what is going to happen but they are concerned about its retention.

**CHAIR** - It's the causeway, isn't it, that the Heritage Council -

**Mr ROWALLAN** - No, it's the bridge itself.

**Mr ADDISON** - And the type of bridge too.

**Mr ROWALLAN** - Plus the type of bridge, yes.

**Mr ADDISON** - I think it might have been designed by the same fellow who designed the original Hobart floating bridge.

**Mr VALENTINE** - Alan Knight.

**Mr ADDISON** - It is an Alan Knight bridge, I believe, so it has some quite innovative practices in its design and construction.

**Mr ROWALLAN** - At the same time we might have to weigh that up against future needs because due to the arrangement of the river there is not a lot of options in terms of where you can cross, partly because of where houses are and where the roads are and everything else.

**Mr VALENTINE** - You can't get the gradient at all from that new bridge to incorporate a rail?



**Mr ADDISON** - Not that style of bridge, no.

**CHAIR** - No. That is the problem, I think - the new bridge design doesn't allow that.

**Mr FARRELL** - I think they're considering different options.

**Mr ROWALLAN** - There are plenty of options.

**Mr ADDISON** - There are ways around it, for sure.

**CHAIR** - What? Incorporate it into the new bridge?

**Mr FARRELL** - No, keeping the causeway as it is but if the old bridge fails or is removed or whatever happens with it then you just have like a single span that does that. I don't know how *Hansard* will record that -

**Mr VALENTINE** - He's waving his hands from right to left.

**Ms RATTRAY** - And holding his elbow.

**Mr FARRELL** - They can be lowered when a train comes remotely through a radio system.

**CHAIR** - If it was only for a train and no other form of transport then that might be doable, mightn't it?

**Mr FARRELL** - Yes.

**Mr ADDISON** - There are some wider issues in relation to the custodianship of the rail corridor. Who is actually going to take control of it, and its planning?

**CHAIR** - I tried to ask those questions yesterday.

**Mr ADDISON** - Those answers came up indirectly yesterday. When I am looking at the official bodies that might actively look after the rail corridor and do some planning for what possibilities might be occurring, making sure that there are no further incursions into the corridor, if there are any places where extra room will be needed, if we have to prevent some other development coming on the side, how you might interface with, say, developments along the way - for example, the KGV developments - whether there are things you would need to do in terms of passenger rail access there and how you would link in with that, there is a whole lot of active planning issues and I can't see where that is going to happen. If you look at the official bodies Tasrail will operate it as a non-operational line; they may or may not leave in the crossing signals.

**CHAIR** - Tasrail told us they will just maintain it. They will certainly decommission it.

**Mr ADDISON** - It is fair to say some of those have been upgraded and some of the crossings have been worked on in very recent years. There is still some general upgrading going on on the track, too, in various places. Parts of the track have a very good running surface but there are also places where it is quite poor, so there are intermittent poor spots with some very good running sections.

**CHAIR** - Bob Annells seemed to be suggesting that 3'6" was never going to be comfortable for passenger travel.

**Mr ADDISON** - It is an interesting point because if we look elsewhere, Wellington has just spent a lot of money doing up its electric suburban passenger trains. They have bought 48 new sets of electric trains from Korea and have upgraded their powers systems. They have improved the access into the main station, have done work on their tunnels to allow different sized trains to go through them and have spent a fortune on 3'6" Tasmanian-gauge railways. Wellington is not vastly bigger than Hobart; it is a comparable city in size. It is probably one and a half to two times the scale of Hobart as a conurbation.

**Mr ROWALLAN** - Of course Brisbane and Perth have 3'6" gauge with suburban electric operation.

**Mr ADDISON** - As does Auckland, which is now spending a fortune on electrifying their system and expanding it. If you look around the world, you ask why are all these places investing so much in new or regenerating their existing rail systems? From listening to Bob Annells speaking yesterday - and with the greatest respect for the work they are doing at Tasrail - it would be very easy to walk away because it all sounds too hard, but cities worldwide are investing significant sums in all types of rail operations. There is a whole range of them and we haven't even decided what type of rail operation is suited to Hobart.

There are standards and there are standards, depending on what you are setting up for. We are not looking to be setting up for a Japanese bullet train, for example, which has run for nearly 50 years without a fatality. They have a fantastic safety record. We are looking at what suits here and what maybe even suits other parts of Tasmania, what is a model for a rail operation in Hobart which may also be transferable to lightly-used lines around Launceston, maybe on the coast. There are possibilities there. Let's be honest, Tasrail doesn't use its tracks intensively, apart from Railton to Devonport for the cement.

**Mr VALENTINE** - I think their remit is freight and that's why he wasn't going into that passenger space.

**CHAIR** - One of the things we've been told a number of times is that there isn't the population base here to warrant spending that sort of money. We are smaller than most other places that are doing it, even though there must be comparable cities around the world. The other thing is it's not our entire city that's being covered; it's only from Granton to Hobart.

**Mr ADDISON** - If you look at other cities it's the same, though.

**Mr ROWALLAN** - We have a list of cities with populations between 100 000 and 300 000 which all have light rail or commuter rail of some kind. There are 90 cities worldwide. That is cities that are smaller and only a little bit larger than Hobart. Many of those networks are only about 15-25 kilometres long so clearly they're not covering those whole cities either.

**CHAIR** - So there are similar operations to this?

**Mr ADDISON** - There is such a range, it is such a versatile mode of transport and you can tailor it to suit your circumstances. We have a gift that has been given to us from our past generations; this rail corridor is an absolute gift.

**CHAIR** - I think everybody agrees that we shouldn't do away with the rail corridor.

**Mr FARRELL** - I have ridden that corridor a number of times. As far as the 3'6" argument goes, I have ridden probably up to speeds of 65 kilometres per hour when we ran trains on it and it rides beautifully. They do not rock and roll. Queensland is running some big stuff on 3' 6". With modern stabilising practices, it is not such an issue.

**Mr ROWALLAN** - Tasrail is coming from the focus of rail freight; that is their core business and that is perfectly understandable.

**CHAIR** - Bob said that he was not expert on that. That list of 90 or so cities around the world; I do not think you have provided that with your submission.

**Mr ROWALLAN** - No, we didn't provide it in our submission, although we made mention of it, but we can certainly make it available to committee members.

**CHAIR** - Could you could highlight a couple that you think might be similar.

**Mr ROWALLAN** - All of them are different. Many of them are in various places in Europe, but there will be some that are comparable. Trondheim in Norway is one of the best examples -

**Mr ADDISON** - I have been trying to follow some comparable arrangements in other places to see how they might have done it, and there is a very interesting one in Ottawa. Ottawa is not a mega-city by any means, but it probably more like the size of Adelaide. They re-used a freight line which was only used overnight. It is an eight kilometre circuit that does not even go to the CBD but it links a couple of main places. They opened it in 2001 as a pilot for about \$25 million. They use three rail cars to do this journey. It has been improved to about a 12 or 13 minute trip now. They run every 15 minutes and the patronage has gone up progressively. They had initial targets of 5 000 to 6 000 a day. Now, the figures I heard for last year are 12 000 to 14 000 a day. They are now ordering six new rail cars so they can make the service every seven and half to eight minutes rather than every 15 minutes. It is a single track like ours. It has many similarities but on a shorter scale.

**Mr VALENTINE** - Do they have other facilities associated with -

**Mr ADDISON** - No. There is a university on the rail line. It connects two points on their bus transit-ways. It does have a number of similarities to what we might do here.

**Mr VALENTINE** - I was asking about things like childcare centres at the nodes that encourage people to use that service.

**Mr ADDISON** - A good question. No, I do not think it does, but at the university itself there are those sorts of things.

**CHAIR** - Very often those things happen as a result of having the railway.

**Mr ADDISON** - Yes. That is now almost 11 years of operation. It was a pilot project and then they extended it by a couple of more years and it has just kept growing and developing and now they are getting more rolling stock. They are looking at extending the length of the trips now, using more of the freight track in the future. It is one that has just built steadily on good foundations without a big investment and now they are about to make their next investment on it. It is one model that we might follow. I could furnish you with some details about it. It is called O-Train and it is in Ottawa and it is run by their equivalent of Metro; OC Transpo is the name of the organisation. The bus drivers were trained to drive the trains.

**CHAIR** - Really?

**Dr GOODWIN** - Gosh!

**Mr ADDISON** - Yes. It was originally a Canadian Pacific railway facility and they use them to do track work and to train the drivers. It was a collaboration between Canadian Pacific and the mostly bus-orientated public transport system.

**CHAIR** - I do not know about training drivers to come across, but you certainly need an integrated service.

**Mr ADDISON** - Mr Metcalfe, of course, talked integration, integration yesterday.

**Dr GOODWIN** - I wanted to touch on the ferry issue before we run out of time, because in your submission you express some reservations about the viability of ferries. I wanted to ask you to provide some feedback on that.

**Mr ROWALLAN** - My reservation arises from the fact that most of the places the river goes are places where the roads are also going. The roads are quite short trips and there is also the fact that ferry travel has been steadily decreasing. I think that it should be looked at and assessed and that we should be considering it for the future, but it is probably not as viable as the railway line at this point.

Once congestion increases and if you didn't increase the capacity of the road network, we are going to get to a point at some stage where ferries will be much more viable. That is why we need to have that study because we need to know when that point is. We need to know what to look out for and when it is going to be viable. We would need to buy new boats, new terminals and virtually everything needs to be created for that service. It is not very different from the railway in that sense, however I think we have a smaller number of people who are likely to catch ferries. There is the risk that if people go across the river and there is a big swell they may not want to catch it the next day. You don't have that risk with a land-based service, of course.

We have what looks like a really good option at South Arm and Opossum Bay, but we don't have enough people there to make such a service viable - and certainly not with a larger boat which would be needed boat to make that trip comfortable and safe.

**Dr GOODWIN** - When you said ferry travel is declining, where are you talking about?

**Mr ROWALLAN** - Peter Fell had a ferry that was operating a commuter-type service from the eastern shore and he stopped that and we now have only the water taxi. So the capacity of the commuter ferry service we used to have has dropped.

**Dr GOODWIN** - We heard yesterday that the Clarence council may be trialling a ferry service for a month next year. They still haven't finalised that, but it is a possibility which is encouraging. I suppose the advantage with a ferry service is you don't have to maintain the road.

**CHAIR** - No signals either or level crossings.

**Dr GOODWIN** - No, and it could end up quicker if the congestion problem increases significantly with the issues of the bridge.

**Mr ADDISON** - The Tasman bridge is coming under increasing pressure. Selected routes for ferries are possibly imminent and certainly should be looked at. Whether it is a full network using all of the river as Brisbane does -

**CHAIR** - Brisbane didn't start with using all of the river either. They started with selected routes.

**Dr GOODWIN** - As part of that mindset you talk about in your submission the fact that we have a deeply-entrenched car dependence in Tasmania.

**Mr ROWALLAN** - That is one of our key issues. Likewise in all the studies such as the *Tasmanian Urban Passenger Transport Framework* and the *Southern Integrated Transport Plan 2010* we have noticed that there is a lot of desire to change the culture of car dependency. Seventy-five per cent of people using private vehicles is clearly not sustainable. Tasmanians aren't going to be able to afford to keep doing that. As a society we can't afford to continue to do that and we don't know for sure how reliable oil supplies are going to be in the long term - not even in the medium term, and the short term also has some doubt about it. There is a whole range of diverse opinions about what may happen with oil supplies and potential shortages, but the fact of the matter is that we can see that we are very vulnerable. We have to ship all of that here and there may be a time when we don't have easy access to that or we can't afford that; therefore we can't afford to continue with 75 per cent.

**Mr VALENTINE** - Mind you, electric vehicles will take a hold and are.

**Mr ROWALLAN** - Electric vehicles are starting to come in, but the question around that is going to become: how many people are going to be able to afford to change to an electric vehicle and how portable is it going to be? Until it becomes a comparable thing where the affordability is the same, it is very hard to foresee exactly how that is going to play out. I don't think we should be relying on the market to deliver electric cars because we suddenly don't have any oil.

**Mr VALENTINE** - You've still got to store them somewhere and you've still got to park them and obviously public transport is still a good option.

**Mr FARRELL** - I think that's one thing that should be held up in favour of the rail link. You can overhead-electrify that and if you are running rail vehicles that's certainly more advantageous than having a busway there because the alternative fuel is proven and already available.

**Mr VALENTINE** - You can use the old trams on it for tourism reasons, can't you?

**Mr MULDER** - We would have to import brown coal since we are already using all the old trams.

**Mr ROWALLAN** - If we were to electrify or use more electricity and import brown coal that would still be better for our carbon emissions than if we just continued the way we are. It's better in terms of overall carbon emissions to use a coal-fired power station.

**CHAIR** - Toby, you don't think there is a disconnect at the moment between what policy makers and people like yourselves know is the future and is good policy for the future, and members of the public, who are wedded to their cars and may even think it's a good idea for somebody else to do but not for them?

**Mr ROWALLAN** - I think there are lots of disconnects around these issues, in terms of what government is perhaps thinking about and what may actually happen is not necessarily connected and the public is not necessarily connected with either of those two either. In terms of the plans that we looked at, and as we said in our submission, there is a desire to reduce that car use, but what we see in government plans is nothing that will achieve those things. The worst thing that you could possibly do is make it easier for people to use their private car because that's clearly not going to encourage anyone to use public transport. We have a bus service here and various people will say that it's good or bad, it depends whom you talk to and where they are.

There are some people who don't want to catch the bus no matter what, but clearly if you keep encouraging private car use, no-one is going to think about changing until we get to a point where either we don't have fuel supplies or it's too expensive. We don't want to be in that position, we want to plan for the future a little bit and make sure that we've got the capacity. Not only that but we can see that it is cheaper to put in some more public transport systems than it is to upgrade a highway that is not necessarily going to solve our problems.

**Mr VALENTINE** - We still do have that problem that people want flexibility. It's that balance, isn't it? It's finding that point where you can provide something that will largely meet their needs, say 80 per cent; 20 per cent of the time they might use their car to go somewhere else, but that commuter traffic is the thing to target and their leisure time might be a different story.

**Mr ROWALLAN** - It may well be and I think that is really the key to having the options and at the moment we don't have the options in Hobart. We just don't have the choice in what we want to do. If people don't want to use their car it's very hard for them to change and there is little encouragement for them to change.

**Mr ADDISON** - It's getting the balance in a way that investments are made that will help drive that balance.

**Mr VALENTINE** - People will say, 'What incentive have I got to use public transport?' It's not on time, it doesn't go where I want it to go, I have to drop the kids off -'

**CHAIR** - Why aren't we going to have a public transport system that's not on time?

**Mr VALENTINE** - But that's what their arguments are now, so that's what we have to address.

**Mr ADDISON** - Did you end up getting an answer yesterday to your AusLink question about the rail corridor? You raised it a couple of times I thought.

**Mr VALENTINE** - I asked a question about what it actually funds and I couldn't remember, do you know?

**Mr ADDISON** - What I do know is that originally that section of rail was part of the nationally defined network, and that it came under AusLink status. I know in at least a couple of my submissions to various organisations I've made the point that that corridor should retain its AusLink status. I don't think it's called AusLink any more.

**Mr VALENTINE** - AusLink 2 funding. It ended at Granton.

**Mr ADDISON** - For the roads it did, yes.

**Mr VALENTINE** - In the first instance but we successfully argued that it should continue through to the airport and to the city.

**Mr ADDISON** - I'm pretty sure the rail corridor started in Hobart. The network that was defined and coming under AusLink was from Hobart.

**Mr VALENTINE** - I think that might have changed because of the Brighton Hub. I didn't get the answer to that.

**Mr MULDER** - I would like to pick you up on the point you were making when Vanessa asked you about ferries and the decline in transport. One of the factors you didn't take into account was the fact that all other forms of public transport have been subsidised but ferries across the river were not and as a consequence, there is no comparison about the reason for the decline. It was cheaper to jump on a Metro bus than to go across on the ferry because of the lack of subsidies. I think when you're doing some of your figures you need to be a little bit more conscious about the nature of public transport in terms of subsidised versus unsubsidised because, as we have heard a number of times and I'm pretty sure you will agree, there is no such thing as full-cost-recovery public transport - apples with apples when you're making those comparisons please.

Which draws onto the next point: do you have any information about the cost per kilometre per commuter of using buses versus ferries versus rail?

**Mr ROWALLAN** - That's a good question and no, we don't.

**Mr MULDER** - Thank you. It makes a mockery of sitting here discussing intermodal transport when no-one can give us the costs of doing one versus the other.

**Dr GOODWIN** - We'll have to go interstate I would think to seek that information.

**Mr VALENTINE** - I guess it varies though, doesn't it, between locations because of the number of people you service.

**Mr MULDER** - The issue here is that no matter what form of public transport we've got to do we are going to suck into the public purse to achieve it. These are the people who are entitled to value for money for the subsidies they pay, and if you are going to make a case for one form of public transport versus the other, that is the only argument you can start with in terms of cost.

**CHAIR** - In terms of cost, yes, it has to be part of the whole argument.

**Mr MULDER** - That's why all our submissions, all our experts, the ones that know don't want to tell us because it's commercial in confidence. In the end, I think this committee is going to be extremely curtailed in the validity of any recommendations it makes if we don't have that data.

**CHAIR** - Any other questions?

**Ms RATTRAY** - No, I just appreciate the opportunity.

**CHAIR** - Anything else either of you would like to say, Ian or Toby, before you finish?

**Mr ADDISON** - I don't think so. I was wondering if there is an opportunity to forward any thoughts that we have in hindsight once we have come away from this and thought what we've spoken about.

**CHAIR** - If you were to send any further thoughts to Stuart. It might be from the questions that people asked today that you may have some and we would really appreciate that list of cities and in particular you refer to a couple of places like Ottawa.

**Mr ROWALLAN** - We'll write a letter.

**CHAIR** - You will write a letter. Thank you very much.

**Mr ROWALLAN** - Thank you very much for your time.

**CHAIR** - We are getting closer, Ian.

**Mr ADDISON** - It's being talked about in a lot of circles.

**CHAIR** - And we have at least got agreement all round that that corridor will not disappear, whatever happens. Certainly there are two sides at the moment saying 'Let's concrete it and use it as a bus lane as opposed to a rail corridor'. But at least it's not going to disappear.



**Ms RATTRAY** - I can see you shaking your head, Ian.

**Mr ADDISON** - We are very much against the idea of the busway.

**Ms RATTRAY** - Have you discussed that?

**Mr ROWALLAN** - The busway?

**CHAIR** - You didn't address that. Do you want to just finish by stating your opinion of the busway.

**Mr ROWALLAN** - Well, firstly, we know from the studies that we've conducted is that the bus way will cost more to put in as a capital project because you have to rip up the railway line and you have to then put concrete down. From an engineering perspective, whilst we're not experts in that regard, we do know that a road surface has a completely different base and formation to a railway line.

**CHAIR** - So you can't just concrete over that.

**Ms RATTRAY** - You can't just throw a bit of cement on top of it.

**Mr ROWALLAN** - You can't just throw a bit of cement over the top.

**Mr MULDER** - Compare that to the cost of putting all that water in the river.

**Mr ROWALLAN** - The Pitt&Sherry study that was done for DIER came up with a figure ranging from, I think, high 80s but through to about 130.

**Mr ADDISON** - \$120 million, I think, just to do the bus lane, and that was just for the concrete.

**Mr VALENTINE** - That would do away with the railway line altogether, of course.

**CHAIR** - Yes, but you are still going to have to do all the level crossings and things because that is still going to be an issue.

**Mr VALENTINE** - I thought it was integrated.

**Mr ROWALLAN** - No, I think it may have included things like that.

**Mr ROWALLAN** - It didn't include extra buses or anything like that.

**CHAIR** - We haven't been told that sort of figure.

**Mr VALENTINE** - I thought it was integrated. I thought they kept the rail line and simply put concrete around it.

**Mr ROWALLAN** - No, from what I recall that was removing the railway line. If you actually tried to put the railway line in as well and have concrete so that you would have

the option, what you are effectively doing is building a new tramway, so you would still have to rip up the railway line and still create a new formation so the cost would be even greater.

**CHAIR** - It's not just a matter of concreting what is there. That is the kind of impression we have been given.

**Ms RATTRAY** - Yes. I thought it was just a matter of throwing down a bit more cement.

**Mr ROWALLAN** - No, it's definitely not because there are drainage issues with the poorer sections of track. That was identified in the ACIL Tasman report for the northern suburbs light rail business case. The drainage issues mean that you have to get rid of everything that is there and start again. You have to pull the whole lot up and regrade it and put more gravel down and build up the base again. The only way they could put that busway in is by completely removing what is there. If you wanted to have the tracks still there that means you have to build a new tram formation and so that cost is even greater than \$120 million because if we were having the rail service you obviously wouldn't need any concrete. That is the big problem with that.

**CHAIR** - I feel like I have been a bit misled then because there have been a number of people who have said that it would be much cheaper than putting in a northern suburbs railway line.

**Mr FARRELL** - With the cycleway running right next to it I think a system where you have rails that guide the vehicles is going to be safer than having a bus that is being steered around there, because it is only a thin cyclone fence. I have often wondered about the wisdom of having the two forms so close.

**Mr ADDISON** - Unless you have a guided busway - like the O-Bahn.

**Mr ROWALLAN** - But they are quite expensive to put down. I know one went down in Cambridge in the UK recently and it has been a disaster.

**Mr VALENTINE** - And concrete is one of the worst carbon emitters.

**Mr ROWALLAN** - O-Bahn is effectively a kind of railway line because it is a guided busway and buses have to have the extra little guide wheels on them so you need specialised buses for that. There is that as well and you are limited to only those buses that can use the busway; that creates its own inflexibility. As Craig says, if you didn't do that then there is a potential safety issue there. Not only that, we are limited by the fact that any busway could only be a tidal busway, buses can only go in one direction and there is a risk with that.

**CHAIR** - They could have loops the same as the train.

**Mr ROWALLAN** - You could have some loops but that would create its own level of inflexibility because buses have smaller capacity. If you were only going one way there are a number of risks. Accidents could hold up the entire busway whereas if a train breaks down you can push it out the way with the next train. It is not so easy with a bus; you have to wait for a tow truck. It has a lot less flexibility. Further, if you had a lot of

buses coming in on a busway then all of the level crossings are going to be going red and green and red and green and constantly changing to allow this multitude of buses to go through. That is going to create congestion problems, which is not necessarily the main problem but is going to create a lot of frustration for road users.

**Mr VALENTINE** - If they have right of way.

**CHAIR** - If you don't have the buses having right of way then you don't have them as a fast transport system.

**Mr VALENTINE** - That's what I am saying.

**Mr ROWALLAN** - The biggest problem with the busway is the fact that with our car-dependent culture and the fact that people are less enthusiastic about catching buses - and as was highlighted in the ACIL Tasman report the 'sparks effect' is a real effect - people are more likely to catch a train than they are to catch a bus. If you put in a public transport system, and they have had evidence for this around the world, rail services attract more new passengers than new bus services.

**CHAIR** - Ferries are in that same position.

**Mr ROWALLAN** - They call it the 'sparks effect' because they are usually electric trains. I am confident that you would have more people catching a new train service than you would have catching a bus service.

**CHAIR** - Certainly the ACIL report did not back that. I think they said nine new people or something at Granton.

**Mr ROWALLAN** - Which we do not fully agree with. Nonetheless, if you put in the busway and rip up the rails then you are not going to get it back.

**Mr VALENTINE** - I simply don't think that ripping up the rails was ever considered. It may be that you have to replace rails, but I don't think when they were talking about the busway they were talking about ripping the rails up.

**CHAIR** - I don't think they were either, Rob, but maybe you have to do that.

**Mr MULDER** - I think Heather Haselgrove spoke of trialling a bus service over the rail corridor to see whether the speedier access to the city attracted more passengers.

**CHAIR** - You can't trial a bus service on the railway line, can you?

**Mr MULDER** - Therefore you have to rip it up and put concrete on.

**Mr FARRELL** - Have you done any figures because the two arguments are: converting the roadway or the railway; and the other argument is more or less building buses to run on rail.

**Mr ROWALLAN** - There are a few reasons why you don't want to have a bus travelling on a railway line that is already there, because buses aren't designed to withstand the kinetic

energy forces that occur on a railway line because of the lack of friction you have. That is a significant safety issue because if something goes wrong a bus is not designed to withstand that collision effect. In the 1980s, British Rail tried to build a bus design that was essentially a Leyland bus with rail wheels. There are a number still in service apparently, but the majority were taken out of service because they are a very rough ride, not very comfortable and they are not very large vehicles. They do not have the extra capacity that you want.

**Mr VALENTINE** - They can go on the rail and then get off?

**Mr ROWALLAN** - No, this is a rail-only vehicle. It was designed to be a cheaper way of getting a rail car and it wasn't particularly successful. The only vehicles that can go from road to rail are what they call high-rail vehicles. You drive onto the track and then you have to put the rail wheels down. It is not a fast process.

**Mr MULDER** - Three foot six is a bit narrow.

**Mr ROWALLAN** - Three foot six is possibly a bit narrow and I do not think there are any buses that actually do that, certainly none that we are aware of and not something that would be recommended anyway because you have that safety issue. The bus cannot withstand those forces should something go wrong. If you have a multitude of these vehicles travelling on the railway line, the network is not going to be able to handle that number of vehicles. We are talking about five rail cars for the northern suburbs railway. How many buses -

**CHAIR** - You would have to have 20.

**Mr ROWALLAN** - Yes, it does not sound that like that would work. It has been said that putting the concrete down over the tracks, but keeping the tracks, is easy; well, we dispute that. If you ask some engineers to comment on what they would have to do to do that, they would have to start again from scratch to keep the rails.

**CHAIR** - Do we have that Pitt & Sherry report?

**Mr FARRELL** - That is what they did when they put in the cycleway. They had to remove all the ballast and everything, and that is for light traffic use.

**Mr VALENTINE** - I think the strategic thinking was getting people used to using that corridor and then housing would build up along that corridor with the extra land that is available, and then you would switch to light rail when you have that critical mass.

**CHAIR** - But if you ripped it out and put a corridor in - you're not going to rip the concrete up -

**Mr VALENTINE** - No, I am just saying that's what they were talking about with the concrete and the roads.

**CHAIR** - That's exactly what we were told.

**Mr ROWALLAN** - Unfortunately, that's not true.

**CHAIR** - Thank you very much indeed. I'm glad I got that last bit from you, that's very useful for our education and our information. Thank you very much, both of you.

**Mr ROWALLAN** - Thank you very much indeed.

**THE WITNESSES WITHDREW.**

**Ms SHERYL RAINBIRD**, COORDINATOR, DERWENT VALLEY COMMUNITY HOUSE, WAS CALLED, MADE THE STATUTORY DECLARATION AND WAS EXAMINED.

**CHAIR** - Thank you very much. All the evidence taken at this hearing is protected by parliamentary privilege but I have to remind you that any comments you make outside of this hearing may not be protected in that way.

We would have sent you the information for witnesses. Have you received and read that?

**Ms RAINBIRD** - Absolutely. Thank you very much.

**CHAIR** - The evidence you present is being recorded and the *Hansard* version will be published on the committee website as soon as it becomes available. If there is anything that you wanted to say to us that was in confidence then we could consider taking that *in camera*.

Will you please advise the committee of your field of interest and expertise? We have received a submission from you.

**Ms RAINBIRD** - I'm the current co-ordinator of Derwent Valley Community House and the community house is one of the 34 neighbourhood houses, community centres - we've all got different names - around Tasmania.

As coordinator of Derwent Valley Community House I host what we call the liaison lunch which is held bi-monthly and it's for service providers that are either based in New Norfolk or provide services to New Norfolk to come together and look at the needs and gaps in service delivery in our area.

For a number of months we have identified that bus travel from New Norfolk to Bridgewater is a real issue for many of the clients from that service provider group. There are a lot more services in Bridgewater that people should be able to access that they currently can't.

**CHAIR** - Would most of them not go to Glenorchy?

**Ms RAINBIRD** - The problem is, it's a little bit more difficult than that. It's easier to get to Glenorchy, for sure, but some of the service providers are now based in Bridgewater to provide services to the Derwent Valley.

**CHAIR** - Yes, right.

**Ms RAINBIRD** - So they are actually funded to work from Bridgewater to provide services to the Derwent Valley yet their client base can't get to them. That's the difficulty. It's looking at the whole picture of some services based in Glenorchy to do around Glenorchy and then in the wisdom of some service providers, or the service agreements that they are actually now based in Bridgewater. Does that make sense?

**CHAIR** - What you're saying makes sense. The thing itself doesn't make a whole lot of sense.

**Ms RAINBIRD** - No and that's the problem.

**CHAIR** - We had a submission earlier today from Colony 47 which talked about the trade training centre and the same problem.

**Ms RAINBIRD** - Yes. It seems like it's the closest suburb so it should be easy to get there but in fact it's difficult. It creates barriers for people to access the service and if people are struggling, particularly we are looking at mental health services that are based in Bridgewater - from Anglicare, Red Cross and Good Beginnings do children's stuff around mental health as well. Those people have already got difficulties in that it's hard anyway.

**CHAIR** - To go anywhere.

**Ms RAINBIRD** - To go anywhere and sometimes it's near impossible to go anywhere but to have another barrier it makes it less likely that they are going to seek that help.

**CHAIR** - What do they have to do at the moment to get to Bridgewater?

**Ms RAINBIRD** - I have printed off the two bus timetables - the Derwent Valley Link and the Metro bus timetable. You used to be able to get off at Granton and catch the bus then around to Bridgewater. Metro has removed two bus stops. It removed the bus stop at Granton when they changed that intersection at the roundabout. The other bus stop that was removed was on the eastern side, just by the Derwent Tavern. No matter which way you are coming from New Norfolk, the bus stop has gone. That means you now have to jump off the bus and check the timetables. You have six minutes to get off the Derwent Valley link bus and cross the highway at that intersection with the roundabout and run down to in front of the York Hotel. There is no footpath to run along and it is quite a distance.

**CHAIR** - It does not drop you off at the York Hotel?

**Ms RAINBIRD** - No. The other thing you can do is to catch the bus further to Claremont Village or to Claremont. That is the best alternative you have to link up the two services. The timetables do not coincide well. Often you will get off the Derwent Valley link bus two minutes after the Metro bus has gone past. You might pass it on the way to Claremont, but otherwise you have to wait 20 minutes or so for the next one. It is just those linkages that are the problem.

**Ms RATTRAY** - Has your organisation had conversations with Metro or the other bus company running the Derwent Valley link service?

**Ms RAINBIRD** - We have written to Metro and I have had follow-up discussions with Metro. Metro said, 'We didn't actually think about New Norfolk when we moved the bus-stops because we don't service New Norfolk.' That is fair enough, they do not service New Norfolk.

**CHAIR** - I think they have an agreement with -

**Ms RAINBIRD** - They do have an agreement. The Derwent Valley link has increased its bus services and lots of people are really happy with what is happening with that bus service. They are doing a good job, but the linkages with Metro are not there. If we are really talking about integrated bus services, it makes you scratch your head and say, 'how come we cannot at least get timetables and get people smoothly from one service to the other?'. It seems pretty ridiculous. The compounding effort of basing services in Bridgewater that are to service the Derwent Valley.

**CHAIR** - Has the Member for Derwent been getting that kind of feedback?

**Mr FARRELL** - No, I have not had any feedback on that. I have been to a couple of the liaison lunches and I am aware that there has been discussion, but I have not had any direct feedback at my office.

**Mr MULDER** - What about a rail link between the Derwent Valley -

**Ms RAINBIRD** - There is! The train goes past my house every day, but unless I jump on the containers and hold on tight, it is not going to work.

**CHAIR** - Sheryl was just talking about having had negotiations with Metro and they are saying that it is not their responsibility.

**Ms RAINBIRD** - They did not say it was not their responsibility, they said they had not thought about that linkage. They did get back to me saying, 'The best alternative is for the people to catch the bus to Claremont and change.

**CHAIR** - Except that the bus at Claremont goes two minutes before they get there.

**Ms RAINBIRD** - We have raised the issue with them and I printed off the bus timetables yesterday to see if there was any change.

**Mr VALENTINE** - How many people are doing this move?

**Ms RAINBIRD** - There is not a lot because they can't. That is the problem. We do not have years 11 and 12 in New Norfolk. We have a huge drop-out rate. We have huge teenage pregnancy problems. We need to encourage people to use the Trade Training Centre. We need them to be able to access the mental health services and parenting services that are at Bridgewater. Even if you have been convicted of a driving offence and you lose your licence, community corrections does not have enough people in New Norfolk to run a driver education program. They run that at Bridgewater. Those people cannot drive to Bridgewater. They are suspended from driving their car and they can't get there to learn how to be a better driver. Those people are missing out on the educational opportunities that they need.

The other thing that we talked about at the liaison lunch was the actual flow-on cost to the non-profit sector by not being able to have people come to them for those group sessions. Somewhere along the line there is an actual cost burden to those services by



being based at Bridgewater for providing services to people at New Norfolk - but the people cannot come to them they always have to travel to them.

**Dr GOODWIN** - Are they doing outreach?

**Ms RAINBIRD** - Yes, lots of organisations do and it is better than it was. We have always discovered some services at Bridgewater say they outreach to New Norfolk, but it is a ring-up service if you need it. It is debatable whether that is really outreach.

**Dr GOODWIN** - The simple solution would be to get a bus from New Norfolk to Bridgewater.

**Ms RAINBIRD** - If you look at the map it is not a big circuit that would be added, but there are territory issues because Derwent Valley Link and Metro are separate companies.

**CHAIR** - Derwent Valley Link cannot go and service Bridgewater?

**Ms RAINBIRD** - I don't know if they can, but it would be great if they could come down either Boyer Road or come across the bridge, do that little loop around Gunn Street past the new plaza - which is where a lot of the services are based - and then around Covehill Fair and back on to the highway. It is not 50 kilometres out of their way, but it could make a huge difference and it wouldn't need to be every bus trip.

**Ms RATTRAY** - Twice a day or something?

**Ms RAINBIRD** - I would argue against twice a day because you would want to encourage kids to take up the opportunities at the Trade Training Centre and not make it difficult, so school timetables would be best. If we are looking at getting families - or those people who are depressed or suffer from anxiety - to use the bus, they are not going to be on the 8 o'clock bus in the morning because they don't get out of bed by then.

**Ms RATTRAY** - So maybe four times a day.

**Ms RAINBIRD** - Or even twice down and once back because if you came back at half past three or 4 o'clock that isn't a bad time to be getting back home to the kids.

**CHAIR** - Yes, and the school kids can use it.

**Dr GOODWIN** - You don't have a Cars for Communities bus, or community transport?

**Ms RAINBIRD** - We do. New Norfolk Salvation Army has a bus and the Community House has a car, but we do not have the staff to run a bus service. Our car is primarily used to pick up people and take them back home for the Eating With Friends program. That is elderly people and we also use it to people getting their drivers licence. It is pretty much on the go because we have so many of our young people without a licence and who can't get a job because of the bus timetables.

**CHAIR** - You have volunteer drivers for that?

**Ms RAINBIRD** - Yes, we have some fantastic Lions Club members and one of the bus drivers too. We have that program happening.

**CHAIR** - That is slow because you have to have 50 hours.

**Ms RAINBIRD** - You have to have about 80 hours because there is a 12-month period. You have to have about 30 hours between getting your Ls to get your L2s, and then your 50 hours are counted. It is a 12-month program to get one person there.

**CHAIR** - So it is a big commitment.

**Ms RAINBIRD** - It is huge and very costly as well. The other thing we do at the Community House is take people for their learners test. It stops a lot of people from driving unlicensed if they at least have their Ls.

**Ms RATTRAY** - What about using the bus for getting to medical appointments, does that work out okay?

**Ms RAINBIRD** - No. Also, talking to some of the agencies in the job creation network they have said to me, 'I could get them a job at the industrial estate at Bridgewater,' but they can't get there.

**CHAIR** - There is no bus service out there at all. It's a big complex out there, it is not just one factory.

**Ms RAINBIRD** - It's huge, and there are opportunities for employment but people from New Norfolk can't have them. We have high unemployment and there's an opportunity that's close but it's not a viable opportunity.

**Dr GOODWIN** - This has been a really good case example of why we need integrated transport.

**Ms RAINBIRD** - Yes, absolutely.

**Mr VALENTINE** - It is a great example.

**Ms RAINBIRD** - I'm sorry - it's a real life story.

**Mr VALENTINE** - Don't apologise.

**Ms RAINBIRD** - Even someone who rides their bike a lot around New Norfolk and comes into the house and does volunteer work at the house, he was given an appointment for Centrelink and he said, 'They gave me an appointment for Bridgewater and I can't get there. Then they said I had to go to Rosny and I don't even know how I'd get there. How many buses will I have to catch? How would I get there when I've got no idea where it is?'

**Mr MULDER** - It's on the eastern shore and they probably don't know where it is, that's the point.

**Ms RAINBIRD** - He had no idea.

**CHAIR** - Why couldn't he get an appointment at Glenorchy?

**Ms RAINBIRD** - They couldn't fit him in. We're talking about Centrelink so it's not that simple.

**Mr MULDER** - This is also a good reminder for the committee of the two different requirements in relation to mass passenger transport and public transport. There needs to be a community service obligation around public transport, which isn't the same as the reasons for the existence of mass transits.

**CHAIR** - Absolutely, quite different.

**Ms RAINBIRD** - Yes. The other thing that came to me in the night when I was thinking - and it's a little bit separate to this but I thought I'd throw it in at you anyway - is that when I was in Seattle I noticed they have bike racks on the buses, which is great.

**Ms RATTRAY** - Front, back and sides.

**Ms RAINBIRD** - Yes, they have them on the front and the back and it's great because it's hilly like here and the temperature gets cold in Seattle as well, so you could catch the bus to work if it was cold in the morning but ride home or vice versa, or ride part of the way or if the bus didn't go where you wanted it then you have your own transport to go the rest of the way.

**Mr MULDER** - Or ride to the bus stop.

**Ms RAINBIRD** - Yes. That, to me, is integrated transport on a personal level as well. It wouldn't cost that much to put a few bike racks on a bus and see how that went.

**Ms RATTRAY** - We had some evidence that they're not keen to put bike racks on the buses because of issues around safety. But if they do it elsewhere -

**Ms RAINBIRD** - If they're going to sue anyone it's going to happen in America.

*Laughter.*

**Dr GOODWIN** - Metro have trialled some and I think they're now looking at putting them on the front, but the other private bus people we were talking to yesterday were saying that they don't think it's good to put them on the front.

**CHAIR** - They were talking about people having to look through the bikes at the road.

**Dr GOODWIN** - And stopping to get them off is the issue if you don't have the proper leeway at the other side.

**Ms RATTRAY** - It must work in Seattle though.

**Ms RAINBIRD** - It obviously works in Seattle because the bikes were on the buses.

**CHAIR** - How many bikes?

**Ms RAINBIRD** - I think they could fit about three or four on them. It must be pretty popular and it would solve some people's issues but not everyone's.

**CHAIR** - Indeed.

**Dr GOODWIN** - We also heard this morning about some little fold-up bikes that you can get, briefcase size or something they were.

**Ms RATTRAY** - You can get them on Gumtree as well.

**Ms RAINBIRD** - I just know that some people have said that if they could take their bike on the bus that would help, but they can't.

**CHAIR** - It has been nudged a few times over the last couple of days so that's really good. Thank you for adding to that. Any more questions?

**Mr MULDER** - I just make the observation that this committee should be picking up on the fact that we need to make two lots of recommendations and one of them is really about getting a community service obligation built into the public transport and particularly the bus network, which is different to a set of regulations about commuter traffic. As Vanessa said, we just heard the best case example for that community service obligation and transport outside the radial network, and I think if you look at the Metro submission they sort of think they're in public transport but if you look at the direction they're going with collapsing the routes onto main roads they're actually into mass transit, even though they deny it.

**CHAIR** - I don't think so. I think they are actually saying now that they are into mass transport.

**Mr MULDER** - Yes. The focus that they're moving into mass transit is actually creating more and more problems for people like you, so thanks for just driving that home with some wonderful examples that will really inform this committee's recommendations, I hope.

**Ms RATTRAY** - There is a fold-up bike for \$45 in the Clarence area.

*Laughter.*

**CHAIR** - Did you say \$45? I don't think it could be one of those you-beaut ones they talked about.

**Mr MULDER** - That's only because you can put it on the ferry.

*Laughter.*

**CHAIR** - Any other questions? Sheryl, thank you very much indeed. Is there anything else you wanted to say before you go?

**Ms RAINBIRD** - No, I just appreciate this and it actually heartened the whole network of service providers that we had this opportunity. It was so timely compared to what we were talking about. It's also been talked about through the house network about the issues of transport and the real issues of people's stories coming into the houses at the moment of not being able to link up and get where they need to go for appointments.

**Mr VALENTINE** - They're being heard.

**CHAIR** - Thank you very much, Sheryl. We'll make some good recommendations for you.

**Ms RAINBIRD** - Thank you.

**THE WITNESS WITHDREW.**

**Mr ROBERT ARMSTRONG**, MAYOR, AND **Ms SIMONE WALKER**, MANAGER INFRASTRUCTURE SERVICES, HUON VALLEY COUNCIL, WERE CALLED, MADE THE STATUTORY DECLARATION AND WERE EXAMINED.

**CHAIR** - Thank you. All the evidence taken at this hearing is protected by parliamentary privilege but I have to remind you that comments you make outside of this hearing may not be afforded that privilege. You would have received in papers we sent you information for witnesses. Have you received and read that?

**Ms WALKER** - Yes.

**Mr ARMSTRONG** - Yes.

**CHAIR** - The evidence you present is being recorded and the *Hansard* version will be published on the committee website as soon as it becomes available. If there was anything you wanted to say to us that you don't want publicly recorded then you could ask us if you can say that in camera and we will discuss whether we want to take something in confidence.

Can you please advise the committee of your field of interest and expertise - why you are here.

**Ms WALKER** - As manager of infrastructure services I often hear the community's views in relation to public transport. Our closest area of articulation is with the provision of infrastructure such as bus stops, park-and-rides, car parking for commuters and these type of matters. However, being at the grassroots means that we do take community concerns more broadly.

For example, Mayor Armstrong is currently being lobbied because of the loss of a bus service, so it's at the coalface service provision where people will come to us as council officers or as elected members.

**CHAIR** - Where have you recently lost a service?

**Mr ARMSTRONG** - We've just lost what they call the pensioners bus from Cygnet. It used to leave at 11 o'clock on Thursdays and leave Hobart to return to Cygnet about 2 o'clock I think.

**CHAIR** - Is that Metro or a private bus operator?

**Mr ARMSTRONG** - It was Metro. The elderly people in the town really appreciated it because they could get on that bus, make their appointments in Hobart for doctors or whatever they needed to do and then they could be back home, instead of spending the whole day in Hobart. They could leave home at 10 o'clock and be on the bus at 11 o'clock, do what they have to do in Hobart and be back home at Cygnet -

**Ms RATTRAY** - Home before dark, Robert?

**Mr ARMSTRONG** - That's exactly right. That was just abolished with no consultation with anyone, so I was told on Monday when we met with a lady who has a petition circulating.

**CHAIR** - So it has only very recently stopped?

**Mr ARMSTRONG** - Yes, and the correspondence she has received is saying that they will not reinstate it because of numbers, despite the fact that we have been led to believe it left Cygnet and by the time it reached Hobart it was virtually full.

**Ms RATTRAY** - But it started off with lower numbers and that's what they are working off?

**Mr ARMSTRONG** - Yes. There are a lot of people in Cygnet who are very disappointed about losing that service.

**CHAIR** - Are all the bus services to Cygnet through Metro?

**Ms WALKER** - No, they're not. It's somewhat of an unusual situation where Metro go down the Channel, through Gordon to Cygnet, as compared to Tassielink, which goes down through Huonville to Cygnet. As the minister has made clear in the correspondence about the cancellation of the service, they were very lucky to have it and -

**Ms RATTRAY** - Suck it up, really.

**Mr ARMSTRONG** - That's about it.

**Ms WALKER** - Yes.

**CHAIR** - This is back to our public transport issue, community obligation.

**Ms WALKER** - It is not, as our submission says, by the statistics of how many services are offered. They are by no means overserviced but they do have two services coming in, which makes it a little bit unusual.

**Mr ARMSTRONG** - We are a growing community in the Huon Valley. I have been in the real estate game too and the first thing that people ask when they want to move into the area is, 'What are your bus services like?'

**Ms RATTRAY** - The second one is a school.

**Mr ARMSTRONG** - That's it - and doctors.

**CHAIR** - Yes, but you're well off for doctors.

**Mr ARMSTRONG** - We are.

**CHAIR** - Due to your Bendigo Community Bank.

**Mr ARMSTRONG** - We're just about to open another surgery in Cygnet but that's another story.

**CHAIR** - Better than most communities. You've done very well.

**Mr ARMSTRONG** - Yes, it's good. We received \$1.2 million federal funding for our new service and we're just about to open that in Cygnet in the next month or so. So that is good.

**CHAIR** - Fantastic - and you have a doctor.

**Mr ARMSTRONG** - We have doctors, yes, which is good - we've been lucky. Anyway, those are the things they ask about and if you haven't got those services, they want to be able to access the city and a lot of them are elderly so they don't want to drive into the city. They want to be able to park their car in Cygnet or Huonville or wherever it may be and travel to the city, do what they have to do and come home. The other buses leave at 6.50 a.m., so it's a long day.

**Ms RATTRAY** - It's a bit early for the senior members of our communities if it's the only bus.

**Mr ARMSTRONG** - That's right. I think there are other buses in between that.

**CHAIR** - Are the two timetables, Metro and Tassielink, integrated at all? Do they offer much the same service?

**Ms WALKER** - A similar sort of service. Metro obviously offers far fewer services than Tassielink does. They're not particularly integrated in the timetabling. What we're hearing from the older community is that the timetabling of them doesn't allow them to catch a bus, go into town, have sufficient time to maybe attend a medical appointment or do a little bit of shopping and then catch a bus home. It is either go into town and be in there all day or have to really rush around, and what has been conveyed to me is that rushing creates undue stress. The loss of a provision of service or being there all day has a detrimental effect on older people because they feel that they can no longer be independent, or if they are independent it makes them feel frail because they can't be in there all day, so it's really a double-edged sword.

**CHAIR** - We are back to talking about determinants of health.

**Mr ARMSTRONG** - Also, as we know, if you make a doctor's appointment for 2 o'clock, it's not very often you get in there at 2 o'clock, is it?

**CHAIR** - No, that is absolutely right.

**Mr ARMSTRONG** - We have a big fruit-picking industry in the Huon Valley and people want to get access to the valley for work or whatever and we just haven't got the services we need to do that.

**CHAIR** - So it doesn't cater for different times of the year? In the summer you would have more people.

**Mrs ARMSTRONG** - It's the same service 12 months of the year, as far as I'm aware.



**Ms WALKER** - To Tassielink's credit, they will undertake periodic reviews so, as a service, we have found them far more receptive to approaches, saying the community are asking for this and they will instigate a review of service, but of course that is a long time coming and, as far as I know, they have never done a seasonal review.

**Mr ARMSTRONG** - With our education system in the Huon Valley so many children have to move out to do their further education.

**CHAIR** - You haven't got a college, have you? The closest college is Hobart?

**Mr ARMSTRONG** - That's right. A lot of young ones are not doing that because they might have one class in the afternoon and they have to go to town.

**Ms RATTRAY** - And hang around all day.

**Mr ARMSTRONG** - Yes.

**CHAIR** - So they just don't go.

**Mr ARMSTRONG** - So they just don't go. That's one of the things that has been relayed to me through parents - the kids don't want to go to town.

**CHAIR** - It's not worth going just for one class.

**Ms WALKER** - Similarly with work after school, if a young person wants to engage in part-time work or in sport after school or on the weekend, it's really up to the parents to transport them to and from.

**CHAIR** - Because there is no bus service that will service them coming back. What is your latest bus in the day?

**Mr ARMSTRONG** - Into Cygnet the last one comes in just after six o'clock, I think, isn't it, Simone?

**CHAIR** - So that would leave town when?

**Mr ARMSTRONG** - Just after five. I think it gets to Cygnet between 6 and 6.30.

**CHAIR** - We've struck that problem before with Derwent Valley and students going to uni and the last bus to New Norfolk leaving at five o'clock from Franklin Square or something, so if you have a five o'clock lecture you cannot possibly go to it because you can't get home unless you have your own car or someone picks you up. I guess it's the same issue with a lot of -

**Ms WALKER** - I can't be 100 per cent certain but it appears the last one leaving is 5.20 p.m. from Hobart to Huonville.

**Mr ARMSTRONG** - That would be about right.

**Ms WALKER** - I just don't have the full timetable with me.

**CHAIR** - Are there specialist school buses or is it a general bus system that carries students? Do they drop them at Hobart College, for instance?

**Mr ARMSTRONG** - There are private bus operators like Roberts Coaches and things like that that do school runs.

**CHAIR** - Okay. From where?

**Mr ARMSTRONG** - From Huonville, or they link up through the whole valley, but as I said, sometimes when you are doing college things they don't -

**CHAIR** - They don't finish at the right time.

**Mr ARMSTRONG** - Or start at the right time.

**CHAIR** - I mean where you can't do anything else, yes.

**Mr VALENTINE** - Do they do Cygnet as well?

**Mr ARMSTRONG** - Yes. Roberts Coaches leaves Cygnet too. That's for your general school times, 9 to 3 or whatever it is now these days, I'm not too sure.

**Ms RATTRAY** - It is getting less and less.

**Mr ARMSTRONG** - Less and less, is it?

**CHAIR** - It must be worse when you get further south to Dover, for instance?

**Mr ARMSTRONG** - We have families as far south as Lune River.

**CHAIR** - What do those kids do?

**Mr ARMSTRONG** - It is awkward. They have to get to Dover although the bus does pick up from Southport, I think.

**Mr VALENTINE** - You could spend your life on a bus.

**Mr ARMSTRONG** - Yes.

**Ms WALKER** - They do. There are stories of 6.30 a.m. starts to go to school.

**CHAIR** - It would be a big disincentive to then go on to years 11 and 12.

**Mr ARMSTRONG** - That's right. They've done it for four years and then they think about doing it for another two years when they can go and probably get a job somewhere.

**Mr MULDER** - Hopefully, yes.

**CHAIR** - If they can get a job.

**Mr VALENTINE** - I want more flexibility, I want a car.

**Mr ARMSTRONG** - Yes, I want a car.

**Mr MULDER** - I'm not sure how we will get over that. If they live at Lune River, even if you provided a 20-minute bus it's still going to take that length of time.

**Mr ARMSTRONG** - Yes, but what I'm saying is if you've got another service during the day, if they've got classes in Hobart at certain times, instead of leaving at 6.30 in the morning -

**Ms RATTRAY** - They might be able to leave at 10 o'clock.

**Mr ARMSTRONG** - Yes, that's right.

**Mr MULDER** - I think this is a case really for years 11 and 12 to be at Huonville and not Hobart.

**CHAIR** - Yes.

**Mr MULDER** - Moving the service.

**Mr VALENTINE** - Yes, it's a pretty obvious one.

**CHAIR** - There are lots of people talking at the moment about doing -

**Mr MULDER** - As per the policy of the member for Pembroke.

**CHAIR** - It is true. There are lots of educationalists at the moment saying that every high school should go to year 12 rather than year 10.

**Mr VALENTINE** - Big urban ones.

**CHAIR** - For places like yourselves.

**Mr VALENTINE** - Rural stuff has to happen.

**Mr MULDER** - I grew up at Edith Creek and went to Smithton Primary School for a few years and in those days we were getting up early to start the cows then riding five kilometres on a gravel road on a pushbike to catch a bus which would then take an hour because it went up the back of Nabageena and Alcomie and everywhere else to get to the school, but that's just a fact of country life.

**CHAIR** - I believe the kids at Edith Creek still do that.

**Mr MULDER** - Well, they're about to get closed and sent to Redpa, which is another school I went to. I think that's the issue about living in remote areas - you need to move the schools closer to the people.

**Ms WALKER** - If I may say, I think you've hit the nail on the head with what defines a rural centre and with the changing nature, particularly of Huonville and surrounds, maybe there is an argument for Lune River, for example, to have a lower level of service, whereas Huonville and surrounds is not that far from the capital city of the state, and it's still perhaps being viewed as a rural centre rather than having equity of provision of service. For example, in the submissions Woodbridge is the one we chose because distance-wise it's the same type of distance, but we're looking at a population centre that is changing quite dramatically into being a community centre as well as servicing the Lune Rivers et cetera. That changing nature perhaps is something that I think it's fair to say the public transport system hasn't had time to catch up with yet.

In our submission we were asking for equity in the provision of services, the timetabling of services and also the fare structure. As I understand it, if you catch a bus from Cygnet to Hobart it is \$2 cheaper through Metro than Tassielink because of where the urban boundaries are. I don't even pretend to be able to work out the way their fares work, but anecdotally this is what is being said to us. With the cancellation of the pensioner bus they are saying that is fine if Tassielink will step in and fill the gap, but they are also going to have to pay \$2 more.

**CHAIR** - Each way?

**Ms WALKER**- Yes.

**Mr MULDER** - Metro works on the zones whereas the private operators work on the distance travelled.

**Dr GOODWIN** - It's a bit of a chicken-and-egg and catch-22 sort of thing, isn't it, because you have the situation where your commuter population is building and growing and ideally you would like to see more people on buses, but they won't get on the buses if the services aren't available. It's quite difficult to build that case to get improved services. Do you have any idea of what the commuter population is in the municipality?

**CHAIR** - Or of Huonville, more particularly, the major centre?

**Mr ARMSTRONG** - Huonville in particular is growing. Ranelagh is probably the quickest-growing area in the Huon Valley.

**CHAIR** - Really?

**Mr ARMSTRONG** - Just along from the showgrounds there were vacant paddocks, but now there are probably 200-lot subdivisions in there that are virtually full.

**CHAIR** - I must go and have a look; I haven't been down for a while, obviously.

**Mr VALENTINE** - Cygnet is growing quite well, isn't it?

**Mr ARMSTRONG** - Yes, Cygnet is growing - that's God's country, Rob.

**Mr VALENTINE** - I wonder why you say that.

*Laughter.*

**CHAIR** - He says Dunalley is.

**Mr VALENTINE** - I know he lives at Cygnet. My brother-in-law has just moved there.

**Mr ARMSTRONG** - Huonville is the quickest, no doubt about it, then the Ranelagh area followed by Cygnet.

**CHAIR** - How many people in Huonville now?

**Mr ARMSTRONG** - The old municipality of Huonville was about 15 000 but that took in Franklin. It was about half of that originally, so you'd probably be looking at 7 000.

**CHAIR** - And commuter population, as Vanessa has said, how many people would catch a bus?

**Dr GOODWIN** - Or drive?

**Mr ARMSTRONG** - When I said 7 000 that includes the outlying areas, so I would imagine -

**Ms WALKER** - I don't know. Can I ask to take it on notice?

**CHAIR** - That is the issue, isn't it, because someone like Metro does it on numbers, as you say.

**Ms RATTRAY** - They also get a substantial CSO from the Tasmanian community to provide services.

**Dr GOODWIN** - The point you were making, Simone, about viewing Huonville perhaps as a regional area without realising it's 30 minutes from town, while 30 minutes to some people might seem like a huge distance to travel, it's not.

**CHAIR** - Sorell would be that far, wouldn't it?

**Dr GOODWIN** - Sorell, 30 minutes, I suppose. Seven Mile Beach is about 20 minutes.

**Mr ARMSTRONG** - It is 30 kilometres virtually from the city centre to Huonville.

**CHAIR** - I wouldn't have thought Sorell was any less.

**Mr MULDER** - Sorell is a bit closer than Huonville.

**Dr GOODWIN** - Not that much closer. It used to be 20 minutes from Seven Mile Beach to town, so Sorell would be 25 or 30 minutes.

**Mr MULDER** - We're on another issue here about time versus distance. One of the reasons for public transport is to try to reduce distance over time by having a more efficient

service, but until you put on a service that people use you don't know what market you're missing and that's one of the issues. That is why the Cygnet pensioners' bus should be a public service-type vehicle whereas the Huonville to Hobart run should be a question of maximising the amount of community transport by creating a regular service and until you do that you just don't know what the untapped market is.

**CHAIR** - I am sure somebody would have figures of how many people travel that road every day between Huonville and Hobart. Somebody would have data on that. Transport would have data on that.

**Ms WALKER** - The last road count I know of that DIER had on the Huon Highway and Huonville was 10 000 vehicles a day.

**CHAIR** - That is a fair few potential commuters, isn't it?

**Ms WALKER** - But I am uncertain about whether that it is at the Grove straight or in the middle of Huonville where they actually had the counters out, but somebody must have the data.

**CHAIR** - Yes.

**Ms WALKER** - The other thing, though, if a service is provided is the promotion and publication and ease of access to the information about that service. I will speak away from my position at council for a minute, if I may. My personal experience in coming from Queensland five years was that you couldn't work out where to catch a bus from, who ran it, how much it was going to cost or how the timetables worked, because the information was so difficult to find. If you could find it on the Metro website, I would defy anyone to work out how much it is to go from point A to point B. It is incredibly complex for an end user.

**Ms RATTRAY** - That's not the first time we've heard that.

**Mr MULDER** - You just buy a Metro card, swipe it and trust they're not robbing you blind.

**CHAIR** - They don't swipe any more, do they? Do they swipe?

**Mr VALENTINE** - Proximity cards.

**CHAIR** - Okay.

**Ms WALKER** - If you move to Huonville and want to work in the city, to work out if you should drive or catch a bus and do an economic analysis is very difficult. To work out how to get from Huonville, for example, to Glenorchy, because of the lack of integration in websites in service delivery - and I understand there are reasons to have two different service providers - for an end user you can't do it. It's easier to work out how to get from here to Hong Kong because you can tap it into a website for planes.

**Mr VALENTINE** - We have heard this already. This is something that other people have brought up, getting a holistic timetable arrangement.

**CHAIR** - And that is with you being technologically savvy, whereas a lot of people in the community wouldn't be wanting to -

**Dr GOODWIN** - As you say, the timetables are so complicated to follow.

**Mr MULDER** - This is that issue that we talk about frequency and not just the timetable. If you know that there is a bus that leaves on the hour from Huonville to the city it doesn't matter about the timetable, you know that on the hour this bus leaves and that any stops on the way are going to be whatever time it is from Huonville.

**Mr VALENTINE** - With that service they took out, the pensioner service, did that go from Cygnet to -

**Mr ARMSTRONG** - Cygnet to Hobart.

**Ms WALKER** - Via Gordon.

**Mr VALENTINE** - So around Flowerpot and so on. Is there no intermunicipality travel need? I am thinking of people in Cygnet who might want to come through to Huonville simply to shop and do other things - do you have a deal for that?

**Mr ARMSTRONG** - There used to be many years ago what they called the mail bus and that used to pick up from Cygnet and link up with Huonville if people wanted to go to Hobart or if they wanted to go to Huonville, to the council or wherever. That ceased about 15 years ago but that was just a private taxi that also had the mail run. I do not know why that ceased, whether it was because of licensing issues or not, but a lot of people used to use that. That is another issue you could look at. If you had a small bus running from Cygnet to Huonville, to a transit centre or something like that, whether it be a private operator or not, you wouldn't need to do it on the other side of the river because the bus can leave from Dover and pick up through Geeveston, Franklin and Huonville. As far as Cygnet is concerned that would be another option.

**Ms RATTRAY** - What about a community car or community bus, do you have such a luxury?

**Mr ARMSTRONG** - We have one in Cygnet but you need people to drive it. We have a couple of older people who drive it to Hobart on Sundays and take pensioners out shopping and everything, but it still doesn't service the general weekday people who want to go to Hobart for whatever reason.

**Mr VALENTINE** - Students or people who need to travel at other times.

**CHAIR** - You wouldn't use it to do the whole trip, you'd use it to make the connection.

**Ms RATTRAY** - I was thinking of that connection to a transit centre, which is something that we heard from previous witnesses. Using the community transport to get to a hub where they use the bus services might be something.

**Mr ARMSTRONG** - That is what we have done at council, we have moved the buses off the main street in Huonville into an area at the back where you can have the park-and-ride

sort of thing. We have our car park virtually opposite, but there are a lot of people who don't drive, so you still need to link that bus up.

**Mr VALENTINE** - Is it used much, the park-and-ride?

**Mr ARMSTRONG** - We have just had to look at some more parking down there.

**Ms RATTRAY** - That is good.

**Mr ARMSTRONG** - The car park is nearly full.

**Mr VALENTINE** - How many thousand in your municipality?

**Mr ARMSTRONG** - Fifteen.

**CHAIR** - I noticed that in your submission you talked about timetabling, promotion and communication, but also ticketing needing to be integrated and, again, that has been mentioned to us already in the last couple of days. It would be great to have a ticket that you could use on whatever service, not just Metro.

**Ms WALKER** - The experience from Queensland is that even if you're travelling vast distances you can travel through a number of the zones but not pay any more, whereas in Tasmania if you are on Tassielink to go from Huonville to Hobart and then get a Metro bus to Glenorchy, Claremont or wherever it is you might want to go, you're almost paying double because you're paying for another zone again, rather than recognising that you might just be travelling through. I do not run buses, it may or may not be equitable, but it appeared to be much easier and much more understandable for somebody commuting.

**Mr VALENTINE** - How many people south of Huonville on that side of the river?

**Mr ARMSTRONG** - I imagine probably 4 000. I couldn't really say, but I would imagine somewhere around there.

**Ms WALKER** - The traffic count coming from the Huon Highway, south of the bridge at Huonville, was up around 4 000, and when you got to Geeveston I think it dropped to about 2 500.

**Mr VALENTINE** - That would be tourists as well.

**Ms WALKER** - It is all vehicles, so tourists, trucks, everything is in there.

**Ms RATTRAY** - Wouldn't be many trucks now, Robert?

**Mr ARMSTRONG** - No.

**Ms RATTRAY** - I'm calling them the endangered species up my way.

**Mr ARMSTRONG** - They nearly are down our way too, much to the detriment of our municipality.



**Ms RATTRAY** - Ditto.

**CHAIR** - Do you have people moving out?

**Mr ARMSTRONG** - In Geeveston in particular we've had young families moving out. We've had a lot of people who were contractors gone to the mainland for work. Geeveston is a really depressed town at the moment. They haven't got their heads held up very high at the moment at all. We're actually doing an economic study of it in conjunction with the Bendigo Bank to see what we can do to help stimulate the area down there, as far as what businesses we can try to attract down there, but at the moment nobody is interested in starting a business in Tasmania.

**Mr VALENTINE** - Tourism is still something down there?

**Mr ARMSTRONG** - The numbers I'm getting from tourist operators is that they're also down. It's probably been one of their quietest tourism years from what I've been told, as far as the accommodation part of it is concerned.

**Dr GOODWIN** - It must be very disheartening for Geeveston because they've been through this before, haven't they?

**Mr ARMSTRONG** - They have, Vanessa, they've been through it two or three times. In 1998 it was the same. Nobody could get money to buy a home in Geeveston - you nearly had to have 50 per cent of your deposit, I think; that was the story. In 2000 when we had the airwalk built Geeveston came alive again, and now they're going back to where they were prior to that.

**Ms RATTRAY** - You can't borrow money from any of the financial institutions to buy a house in Scottsdale unless you have a substantial deposit - I don't know if it's 50 per cent but it's a substantial deposit.

**Mr ARMSTRONG** - Whether that 50 per cent margin is right, I'm not too sure, but that was the story that was bandied around prior to 2000.

It's funny, I was in Melbourne in a taxi and the bloke said, 'Where do you come from?', I said, 'Tasmania', he said, 'Oh, I own a house in a town over there that you've probably never heard of'. I said, 'Where's that?', and he said, 'Geeveston'. He said, 'I thought it was a really good buy' - this was in 1994 or something and he was getting a really good rental return and everything on it. It was about 1998 when I was there and he said, 'Now I can't rent it out or anything', and it's getting back to that stage now.

**Ms RATTRAY** - A bit off transport, Robert, but it's a significant issue.

**Mr ARMSTRONG** - It is.

**CHAIR** - Getting back to transport, you talked about infrastructure not being shared between operators or could be better shared, is that correct? Are the two bus companies not using the same bus stops and transit stations and whatever you have in Huonville?

**Ms WALKER** - They're using the Huonville infrastructure because council, under a grant from the state government, built it.

**CHAIR** - The park-and-ride and transit areas.

**Ms WALKER** - Yes. In other towns such as Cygnet the bus stops are fractured. We have grant funding at the moment to build an accessible bus stop under the Disability Discrimination Act accessible bus stop funding, which has been fantastic for our community, but they are still fractured. When I was writing that I was thinking more of the Kingston experience of having some articulation between the Tassielink services going into Kingston and the Metro running out of Kingston more frequently and whether or not there could be articulation between those services including a - I won't say a bus mall.

**CHAIR** - Bus interchange.

**Ms WALKER** - There we go - some sort of articulation between the two which would make it easy and if you found it easier if you lived at Mountain River, for example, and you wanted to drive into Kingston and commute from there, you're then keeping those cars out of Hobart but you're making it easy for somebody to use the car park.

**CHAIR** - So the Kingston park-and-ride isn't served by Tassielink? Is that what you're saying? Is Tassielink going there as well as Metro?

**Ms WALKER** - I am not even sure the park-and-ride exists at this stage.

**Mr VALENTINE** - Yes, there is one.

**CHAIR** - At the end of the Southern Outlet.

**Mr VALENTINE** - Yes, opposite the church on Beach Road.

**Ms WALKER** - No, I was thinking more on Summerleas Road, where you have the informal park-and-ride panic arrangement which, if you choose to drive or if you want to get off a Tassielink bus to hop on a Hobart one if Tassielink chose to stop there, it would be a prime spot for it.

**CHAIR** - But they don't stop there. So it's basically an integration problem, apart from the service that's just been lost that you're talking about.

**Ms WALKER** - It's integrating the two to provide good services or integrating, as you say, with community transport or some other option, which hits at the heart of the problem. I hear this from the bus operators that, yes, they must be viable - I understand this - but again, as you say -

**CHAIR** - But they are all subsidised, so viability is -

**Mr WALKER** - What we find continuously is, 'No, it must be viable; if you don't have the numbers, forget it', and we might get funding to do a trial but then we're very lucky, but

it's that crossover between when is it a community service as well as compared to the viability argument.

**Mr ARMSTRONG** - That's what the ladies who just lost their pensioner bus are saying. They believe it is a community service obligation.

**CHAIR** - We heard that in the Metro hearing with Ms Hazelgrove. She said that they had looked not just recently at your pensioner bus, but in the last year or two, at a number of services and handed the contracts for those services back to the government and the government had tendered them to private operators because she said there were a number of services that were just 'not viable' for them to run. They handed those contracts back to the government and the government had to find some other provider. It is a matter for them and not necessarily feeling that they have to keep services going as a community service obligation. It has to, in their eyes, be viable to run them at all, whether they keep it or not.

**Ms RATTRAY** - But they haven't reduced their funding that they take from the public purse each year.

**CHAIR** - Thank you very much. I am sorry it is not a better story you can come and tell us that was easier to solve, but thank you for the submission. It is interesting for all of us.

**Mr ARMSTRONG** - I am sure you've had some interesting submissions.

**CHAIR** - We have, submissions and also the hearings have been terrific. It is very informative.

**Ms WALKER** - I don't know if it's appropriate but would the committee like me to table a letter from one of our residents to the minister and the minister's response? It would probably just put some flavour around it.

**CHAIR** - That would be good, thank you very much, if you are happy to give us that.

**Ms WALKER** - That is a spare copy.

**CHAIR** - It is a copy, okay, thank you very much. Was there anything else you wanted to say before we let you go.

**Ms WALKER** - Just to thank the inquiry for receiving us.

**Mr ARMSTRONG** - That is about all I want to say too, thank you.

**CHAIR** - Good. We look forward to making some recommendations.

**Mr ARMSTRONG** - It will be interesting to have a look at the recommendations.

**CHAIR** - Indeed, and then the government's action as a result of the recommendations.

**Mr ARMSTRONG** - If there is any.

**CHAIR** - Yes. We will do our best.

**Ms RATTRAY** - What about the study you are doing of the impacts of the situation around Geeveston; when will that be likely to be available?

**Mr ARMSTRONG** - I am not too sure, offhand. I couldn't tell you.

**Ms RATTRAY** - Would you be good enough to let me know when it is done?

**Mr ARMSTRONG** - I can pass that on to you. I think it's being collated now.

**Ms RATTRAY** - Yes, I thought we could probably extrapolate it out to other areas.

**Mr ARMSTRONG** - I can pass that on to you, not a worry. Thanks very much.

**THE WITNESSES WITHDREW.**

**Mr STUART SLADE**, MAYOR, AND **Mr GREG FRENCH**, EXECUTIVE MANAGER, ENVIRONMENT, INFRASTRUCTURE AND DEVELOPMENT, GLENORCHY CITY COUNCIL, WERE CALLED, MADE THE STATUTORY DECLARATION AND WERE EXAMINED.

**CHAIR** - Welcome to this public hearing. All the evidence taken at this hearing is protected by parliamentary privilege but I need to remind you that any comments you make outside of the hearing may not be afforded such privilege. You will have received a sheet with information for witnesses - have you read that?

**Mr FRENCH** - Yes.

**CHAIR** - Thank you. The evidence you present is being recorded and the *Hansard* version will be published on the committee website when it becomes available. If there is anything that you want to say in confidence then please advise us of that and we will see whether we can take that evidence *in camera*, otherwise you might not want to say it to us. Would you like to start, Stuart, by talking about your field of interest and expertise in this area?

**Mr SLADE** - Thanks, Chair, and members of the committee. Whilst we have submitted our submission here, I wonder if I could briefly take a little bit of time just highlighting some of those points.

**CHAIR** - That would be good.

**Mr SLADE** - Glenorchy relies very much on an effective public transport system and due to its urban nature and whatever, it is an integral part of our whole transport modes. In particular, our demographic and economic profile indicates that many of our residents have higher needs in relation to using public transport than perhaps some other areas, and that is detailed very much in documentation, a lot of which we got from the southern integrated transport plan.

Metro services are being provided, quite obviously, in the northern suburbs. The City of Glenorchy does not currently meet the needs of our Glenorchy community and that is built through the fact that we have conducted our own community survey through the council in which we contact 400 people who have been selected based on their ages, demographics and all those type of things, and we think that is a proper standard in relation to an assessment and on that particular -

**Mr VALENTINE** - That is a random selection?

**Mr SLADE** - Yes, everybody is put out there, Mr Valentine, and from there they respond. The result of that was that the Glenorchy Council initiated its own community survey and the key findings were that 44.7 per cent currently use the service and 61.4 per cent indicated their desire to use the service more often - that is Metro - if there were some improvements in the times of the services and the frequency.

Also it is very interesting to note that Metro Tasmania itself does not currently meet the recognised Healthy by Design convenient walking distances to the closeness of public

transport stops, which is 400 metres. That is demonstrated very much not just in our big corridor areas, some of which are as far as 500 metres, but quite often it goes up to a kilometre in the outer linkages of our main road. I think that is a very important point.

**Ms RATTRAY** - A kilometre?

**Mr SLADE** - Yes, a kilometre.

**CHAIR** - Do you think that's a little too far?

**Ms RATTRAY** - For walking for some people I think it is a huge area.

**CHAIR** - I was thinking that Scottsdale people would be pleased if it was only a kilometre.

**Mr SLADE** - As I said, we have three main transport corridors through Glenorchy: the Brooker Highway, Main Road and the rail line corridor. Whilst the current emphasis is on a road-based service the rail line corridor is there and we, as a council, have made it known that we support in principle other modes of transport like a train, but it would be very much based on a business case that stacks up. I think it is appropriate that we mention that and that does not 'anti' any other forms of transport. It does put some pressure on council and obviously the state government as well that that be effective.

I think one of the best examples is that if you go from Glenelg to Adelaide City the park-and-ride terminals or allocation parking is done properly. At the present moment we don't have that. Just in my mind and having lived in that area I think that is going to be an extreme challenge at the present moment versus what can be an effective public transport system if it was enlarged and followed up in that document.

The last point I would just like to read word by word because I think it really does sum it up. We have a robust strategic transport framework and a sub-integrated transport plan which DIER, through the government, requested and people have signed off on that and our council has signed off on that as well, which has been adopted by all stakeholder agencies. However, it has been implemented in a business-as-usual manner and to realise the social, environmental and economic benefits of an integrated transport system we honestly believe that the state government must promote and support public transport as a legitimate and sustainable mainstream transport choice. That is what we need in the area of Glenorchy.

We just think it is silly reinventing the wheel. We believe there is a document there and the document has to match the outcomes it is trying to achieve in that document there, rather than go further and go to the next thing and develop another document. Madam Chair and members of the committee, that sums up the points of our submission and we have nothing further to say for ourselves.

**CHAIR** - Thanks, Stuart. One of the things we found in the hearings in the last couple of days is that it has become pretty clear to us that, as you know of course, Metro is the only public road transport provider at the moment, but they are really being asked to do two jobs and there is quite a big tension between those two jobs. One is the fast commuter transport, like you are saying, down Main Road corridor or Brooker Highway or whatever, because commuters, and you are talking about mainstream people wanting to

use the service, want frequent, fast, reliable, on-time services and all that sort of stuff. Metro is aiming to do that now; they are trying to streamline their services so that they do that, but that is actually taking it away from many of the people who have responded in your panel who are saying, 'We're losing those outer services,' the ones going around the streets and picking up elderly people. That in a sense is not the same; it is not the mass transit area but the public transport area, where the people who have no other choice but to use public transport are getting less services so that Metro can do the fast transit corridor. It seems to us that there are actually two jobs to be done there and they are not the same job at all. We have one service provider but they are trying to do one rather than the other.

**Mr SLADE** - We appreciate that along Main Road, certainly Monday to Friday, you wouldn't wait any more than 10 minutes; it's a very good service. The reality is that people in various suburbs of Glenorchy who want to get into the city to have a medical procedure or a check-up or anything of that nature have to get from that awful point A to this wonderful corridor of point B. I just think in this day and age if we all put our heads together surely that challenge cannot be that hard, but that is what it is. These are people who haven't got cars, these are people who have low incomes, these are people who at the present moment are not only walking a great distance to get to that connecting point, but many times and particularly at the weekends, two or three hours is the distance between the actual buses not operating at all.

Madam Chair, I take what you are saying, it is great to get on the bus and I certainly used to catch the bus in my previous life and whatever. It is a great service for living in a nice, tight urban part of the city. Going out into the other areas where many of our good communities are, they are certainly really battling hard. They are feeling absolutely isolated, and there is no form of transport to get them out of there except for public transport.

**Mr VALENTINE** - Abbotsfield and Claremont and those sorts of areas?

**CHAIR** - Moonah and Chigwell and Lutana.

**Mr SLADE** - Yes. In areas of Chigwell we have some incredible renewal going up there; it is unbelievable the housing going up there. New mums and dads and children are in the area; it is great but, crikey, unfortunately they now realise that the transport system is a shocker.

**CHAIR** - Public transport.

**Mr SLADE** - Public transport is a shocker to link up to Main Road. That is a very good example again of a subdivision coming in - fantastic - but perhaps not connecting or working with Metro in relation to how can we assist this. To us, they're not big issues to overcome. I totally agree with the two areas - we want fast connection but of course we also want a public transport system for people who cannot afford anything else.

**Ms RATTRAY** - Who don't have any other options.

**Mr SLADE** - An effective one, yes.

**CHAIR** - Metro for many years has been actually doing the community service obligation-type public transport thing, but that means they don't attract commuters. To attract commuters they are swinging the other way and trying to provide mass transit corridors, which is great, but the very people who need the service have no other choice.

**Mr MULDER** - Stuart, I think what you are arguing for is that we have this main corridor but what you are saying is that particularly for cities like Glenorchy, off that we need almost like mini self-contained feeder services that operate basically during the day so that they can drop someone either into Glenorchy or Moonah if that is where they want to go, but whilst they are in Moonah and Glenorchy they can then catch the corridor if they want to go into town.

**Mr SLADE** - I really believe people would be quite patient in those other areas not to expect a bus every 10 minutes or that sort of thing, but they would love to have that loop or that opportunity to not have to catch expensive taxis.

**Mr MULDER** - I think what we need to do is differentiate the corridor and not try to provide a 400 metres from your door to the city service. It needs to be from within 400 metres to the corridor service.

I think when Metro try to do the other one, even with their Doorstopper ones, they're missing the point because they're trying to get you on one bus from here to the city, whereas in fact there are two different networks with different cost structures, different community service obligations, but it is the integration of those two.

**Mr VALENTINE** - Some of the Doorstopper ones I think were going to, say, the K-Mart out into the suburbs and then back to K-Mart. They were not actually going into town. They tried some of those but I do not think -

**Mr MULDER** - Even so, I think if we just took them from -

**CHAIR** - The corridor.

**Mr MULDER** - Almost a loop, and it can be every hour or every two hours, depending on the nature, but that is providing a feeder service to that main corridor.

**Mr SLADE** - I think a feeder service every hour - that was not removed - and this is not having a slant on Metro, but it is the changing, all of a sudden - these people - as I said again - I cannot stress enough that there is no other form of transport and they get there and a bus schedule has been changed and it hasn't been advertised properly, and we see this. I think if it were three-quarters of an hour or an hour, they would have no problems fitting that into their schedule to go to a doctor, a friend, or be involved in social engagement if that could fit into that loop scenario with the corridors.

**CHAIR** - And if they knew exactly when it was coming.

**Mr SLADE** - Yes, exactly.

**CHAIR** - Like a certain number of minutes past the hour every day.



**Mr SLADE** - Yes. It came out very much in the survey that they were just changing routes without even putting a notice in people's letterboxes to say they had changed it.

**Mr MULDER** - An anecdote for that is when they changed it on the eastern shore, I caught the bus one night and the bus driver was at Bellerive Oval and he stopped and asked the passengers where the bus had gone the night before because the driver didn't know what the new route was. He had to ask the passengers which way the bus went the night before.

**CHAIR** - Have you heard anything at all from shift workers, people who are outside normal working hours, because the frequency of buses is usually within peak-hour time?

**Mr SLADE** - The things that come out with shift workers is, again, some strategic thinking to Metro whereby a lot of people are now going from Eastlands to Northgate or to the Glenorchy mall for travelling and the frequency of those bus trips for employment. This is not for school, this is for employment. It is a very good point. It is either [inaudible] or doesn't start till two hours after they're meant to start work, does not work at weekends and, realistically, it's more just for shopping purposes, not for employment purposes. I do not know whether much thought has even gone into why they run such a good linkage like that because it's not effective for people like shift workers. That is a particular route that has come to our attention.

**CHAIR** - That is Clarence area to Glenorchy?

**Mr SLADE** - People working in Glenorchy and people working on the eastern shore who can either walk from the destination where it pulls up there, but it is just inconsistent.

**CHAIR** - We can see that on the Bowen Bridge every morning and every afternoon, the tidal flow of the number of people in the Glenorchy area who go down Elwick Road and then across to the eastern shore, and the reverse in the morning.

**Mr SLADE** - We have brought these points up to Metro at a meeting. We understand that they have to deal with all concerns and try to be as efficient as they can with the dollars as well, but the reality is that we get some responses back that we do not see any change and we see the most vulnerable, in particular, which I put higher than the employment issue, are getting more and more confined to their area and their house - that is increasing.

**Ms RATTRAY** - And that impacts on their health and wellbeing.

**Mr SLADE** - It does.

**Dr GOODWIN** - In your submission you mention that certain groups of residents face barriers to public transport and you talked a bit about elderly people, but the new arrivals you mention in here as well and I guess that population is growing too and perhaps we do not think as much about the significant barriers that new arrivals, particularly from other countries, face.

**Mr SLADE** - That is a good point, Dr Goodwin, and it was probably just flipped over here. At my last two citizenship ceremonies - and Madam Chair and Mr Valentine would

appreciate this - 90 per cent came from our African communities. The last one was over 90 per cent. The face of the City of Glenorchy in five years' time is going to be totally different to the one I thought it would be five years ago. Without being rude, we've got to assist those to follow through this maze, and it is a maze. A lot of them are living in areas off the CBD and they are great people adding great diversity to our communities and whatever, but that is another challenge which is not highlighted very much in here. But if we were sitting here in five years' time, they would be a major group that would be included here, those wonderful people who have decided to call this place home.

**Ms RATTRAY** - I am hoping to be here but not dealing with integrated transport. I'd hope we'd have got that fixed.

**Mr SLADE** - Good point. My colleague, Greg, do you want to say any more on that point?

**Mr FRENCH** - There is a number of strategic documents the council has. Whether they be looking at cultural diversity, early childhood or positive ageing, there is a whole range of strategies that have recognised that public transport, as somebody mentioned a minute ago, is critical to a healthy lifestyle and wellbeing because of the connectivity to your own community, your friends, your employment. The cultural diversity is just another unique reason that we think Glenorchy has some significance. We have some socially disadvantaged areas and some uniqueness to us and we put in the submission because we think our area requires even greater attention from these public transport services to make sure our community can enjoy what people would accept as a normal living standard in a modern western world city.

**CHAIR** - One of the issues, of course, that has been raised and one that you are concerned with is the current rail corridor, and we have had Tasrail and various other representations here saying that they expect within 12 to 18 months the Brighton hub will be finished and that corridor will be available for other use. After that, if nothing else happens, Tasrail will do maintenance in terms of keeping the vegetation down and things but they will decommission the signals. They will need to keep the level crossings maintained and the vegetation but that is all that they will be doing.

Various people have said that the rail would be a really great option if there were people living along the railway line. At the moment - and it is true, I guess - there is not significant population density along that corridor so it is a land use planning issue as well. Do you want to comment on that, because there are ways of saying if you put the train in then possibly those things would change?

**Mr SLADE** - I will talk about the planning scheme, and I do not want to play too much with Mr Farrell's area. I come from a railway background; my grandfather was the station master of Hobart. People are dead-set lazy. I certainly saw in relation to travelling to school and work in the early days from Rosetta to Hobart. You didn't park in those days, you walked to the railway station at either Berriedale or Rosetta. Nobody walked in five minutes and the same at the other end; people moaned and groaned because they had to walk from where the ABC is now into town. I just see now that unless we have some logistical advantage by support of having really good park-and-ride bays and whatever, it is not going to work. That is the reality. It will be really quick for people living close by, they would put their hand and I would put my hand up as well, but I just can't see it

working unless there is proper parking getting people there beyond that five or 10 minutes walking span.

**CHAIR** - Absolutely. That's what everybody says about public transport.

**Mr SLADE** - The other argument is the fact that I don't believe you will be supported by Metro in relation to getting there efficiently because I feel that if they had the skills and strategic know-how to do this I wouldn't be here today talking about how we get them down from nice parts of Glenorchy to the main corridor. They haven't demonstrated they can do that successfully so I don't know how they're going to do it successfully to get us through to this other mode of transport. I am not negative; I am a realist, I have seen it in the past. My experience is not to do with urban planning but about what I have seen from the day that it was running for decades to the day it closed. I will leave it to my urban planning expert.

**Mr FRENCH** - I won't say expert, I can just add a little bit more to that. People would be aware of a complete review of our planning systems in Tasmania with the southern regional planning strategy, which has tried to identify where existing services and infrastructure are and maximise that infrastructure. Glenorchy has been identified as having major potential, I think it was something like 40 per cent infill of the southern Tasmanian region. Glenorchy has so much capacity for that infill development and within an 800-metre zone from those main corridors is where provisions are being drafted for encouraging greater density for housing.

To put this into context, Tasmania has very low growth and Glenorchy has very low growth but we are all spreading out. There are less people per household now and what the planners and all the people who provide infrastructure are trying to do is say that we can't afford this any longer. We need to maximise the infrastructure we've already got - our roads, water, sewerage, stormwater - and Glenorchy has a lot of potential for that infill in our new planning scheme and will provide for greater density housing along the Main Road and rail corridor lines. They almost run parallel anyway. Even our existing planning scheme caters for shop-top residential development now and very limited people have taken up that opportunity. Fortunately there is the new one in Hopkins Street behind the shopping centre which used to be the old brick TAFE school that is fantastic. They have developed residential density -

**Mr SLADE** - I parked there today and there would have been four cars there.

**Ms RATTRAY** - Tasmanians are renowned for wanting their space, aren't they? We all think we need this space.

**Mr FRENCH** - And to drive to where we want to go and be right outside the door to wherever we want to go.

**Ms RATTRAY** - I put up my hand yesterday, Greg - I drive around so I can park out the front of where I am, around and around. I am a serial offender.

**Dr GOODWIN** - There does have to be quite a bit of community education or attitudinal change around this high-density living because if you go doorknocking and talk to people they hate the fact that blocks of land are being subdivided.

**CHAIR** - One of the things that is happening is that big blocks of land and school sites are being subdivided and then being filled up with single-storey units. It is better density than quarter-acre lots but it would be better if you had two- or three-storey units and a lot of greenery on the same block rather than totally filling the whole space with concrete, which is what I think people really hate.

**Dr GOODWIN** - Or a tiny bit of space between each house or something. It is lack of privacy and all those issues.

**Mr FRENCH** - We have a unique opportunity here. Planning schemes aren't reviewed very often and all of Tasmania is about to review that. Southern Tasmania is really well placed to take advantage of implementing a regional strategy and encouraging that consolidation and maximising that infrastructure.

**CHAIR** - There is quite a lot of land along the current rail corridor within the City of Glenorchy, like from the showgrounds through to almost -

**Mr FRENCH** - Right out to Berridale.

**CHAIR** - And the other way too, where it is light industrial or industrial, so are you looking at those kinds of areas being able to be rezoned to residential?

**Mr FRENCH** - Yes, that is one of the issues in terms of being next to those main corridors and I think it was 800 metres that they would be looking at rezoning. Whether that eventuates is another story.

**Ms RATTRAY** - I was going to say, is that likely to get through the Planning Commission?

**Mr FRENCH** - Well, that is part of the criteria of the regional strategy. It said this is what we need to maximise this corridor, this infrastructure. Our local planning schemes are required to comply and adhere to the intent of the regional strategy. Whether it gets through the public exhibition and all of that, and the commission phase, will be interesting, but I believe we have a good chance.

**CHAIR** - I hope I'm not misquoting here, but I think that is one of the things Heather Haselgrove said to us. At the moment that rail corridor wouldn't be viable for trains because there is not enough population along there, so maybe it would be best to make it a bus transit route, but she could see that in 10 years or some time down the future when there were more people living along there that you might convert it then to light rail. That is probably not a sensible thing to do, but -

**Mr MULDER** - Madam Chair, I am a little bit confused about why people have to live next to a railway line when it is quite clear that they are going to have to travel some distance because you are not going to have a station at every corner. Why is there this focus about having to have people living next to a railway line when they are going to have to drive five or 10 kilometres to the nearest railway station anyway?

**CHAIR** - No, they don't have to drive five or 10 kilometres.

**Mr MULDER** - Well, two or three kilometres.

**CHAIR** - Not even that.

**Mr MULDER** - Well, how many railway stations are you going to have, because that could really seriously impact on -

**CHAIR** - That is part of the issue for the northern suburbs light rail, but when you look at their plans it is only a distance of a kilometre to a kilometre and a half between stations.

**Mr MULDER** - Okay, but still that doesn't meet the 400-metre requirement.

**CHAIR** - That is only 750 each way, and 800 is what Greg is saying.

**Mr FRENCH** - I think it is the connectivity into the suburbs from that rail. It is the same issue we have with the Metro buses now.

**Mr MULDER** - It is the issue with the buses going into town. If you live more than 400 metres away you are going to have to park and ride, so whether you are 400 metres away from the railway line or 400 metres out towards Main Road, what is the difference? I just don't see what the pressure is for having people living next to a corridor when they're going to have to park and ride anyway.

**Mr FRENCH** - But it is not just transport, it is about other services there. All of our city infrastructure is there as well. You already have a lot of unit development around those areas. It is about where there is that pattern at the moment and people want to come to the shopping centres, to the civic centres -

**Mr MULDER** - That is the point of having these feeder services running off those main corridors.

**Mr FRENCH** - It is, but at the moment they have been traditionally on the Main Road corridor, if you like, and people come to those, so you need those feeder services to come there.

**Mr VALENTINE** - Of course then the feeder services issue is how many people are you actually employing to provide the service and there is a way of doing that, isn't there? If you only had these feeder services every hour then you have the same bus that might be running through the top end of Glenorchy and then further out and coming back again, so they are actually covering quite a significant number of areas just with one driver, aren't they, bringing people into that central corridor? It doesn't have to be hellishly expensive, I don't think.

**Mr MULDER** - It stops on the main road and at the rail-bus station and goes out into the suburbs and stops at the shops.

**Ms RATTRAY** - It just has to be integrated.

**CHAIR** - Any other questions? Is there anything else you would like to say?

**Mr SLADE** - I would just like to say that we have no growth of great lengths in Glenorchy. I agree exactly with what you are saying as far as trade but I think the onus is on all tiers of government to make sure that people have adequate public transport and I suppose our submission is trying to say that there is a plan there. I don't think any of this is rocket science; I believe if I was given the reins for six months I could do it but it just doesn't happen, and to think about other modes of transport when this one here hasn't even been tested properly is beyond all belief to me. I am just here today on behalf of our council supporting for our ratepayers and residents a better form of public transport.

**Ms RATTRAY** - Or more efficient.

**Mr SLADE** - Yes.

**Mr VALENTINE** - Can I just ask another question before you go? You were talking about the changing nature of the community and more African population and those sorts of people who may have more difficulty in understanding timetables and all that sort of thing. Is the ageing demographic, though, an issue for you?

**Mr SLADE** - It is fair enough to say that we have an ageing demographic. The reality is if you had any money in Glenorchy you would be a funeral director or have bowling greens. That is the reality. We have a great community. It is an older community and if you are going to be a service provider that is the group to target.

**Mr VALENTINE** - What are your stats telling you in terms of that rate?

**Mr SLADE** - We have had a lot of presentation, in particular from Associate Professor Jackson, who has just told us that that is the area we should be looking at in relation to housing stock, forms of housing stock and service delivery in relation to the requirements of these wonderful people who have worked hard. An integral part of that assisting, be it medical or whatever, is public transport.

**Mr MULDER** - Public transport to the bowling greens and the crematorium.

**Mr SLADE** - Well -

*Laughter.*

**Dr GOODWIN** - Is your population fairly stable? Do people tend to stay the whole of their life in Glenorchy?

**Mr SLADE** - Yes. I just got the last increase and I think it was 969 or something; it is very small.

**CHAIR** - But the population is changing, isn't it, from being families with many children, although the new arrivals are having lots of children.

**Mr FRENCH** - Within the Glenorchy city there is a lot of older people and less occupancy rates, but at Austins Ferry and Claremont there is a lot of young families which are extending or stretching the needs of those services to come back in because it is a little bit cheaper for housing and things like that. The attachment that we put in with our

submission was a couple of pages on the demographic profile there, and it certainly highlights where Glenorchy is unique in its ageing. Tasmania is an ageing state.

**Mr VALENTINE** - It's got the oldest age profile of any state in Australia.

**Mr MULDER** - We're all ageing - at the same rate, too.

**Mr FRENCH** - That's right, and in terms of the relativity to other demographic profiles or sectors, I think it was 56 per cent of the Glenorchy population who were over 65 and 22 per cent of those have quite substantial disabilities. That is unique for Glenorchy when you look at our demographic profile.

**CHAIR** - Partly because of our topography.

**Mr SLADE** - That's right, level access.

**Mr VALENTINE** - But for the work force you'll probably find that your average salary is rising too. A lot of people can't afford to buy close into town so they're buying further out; they're taking advantage of, say, Moonah and those sorts of places to buy their first homes and there might be double income with no kids.

**Mr SLADE** - We are certainly having nice renewal taking place in Lutana and coming through but a lot of that is also investors as well and whatever. I don't know, I haven't looked at the income figures.

**Mr VALENTINE** - My wife works at Bowen Road and I go out there almost every day and I've just noticed a different type of demographic that seems to be getting around the streets.

**Mr SLADE** - It's fair enough to say that the newer people have come into Glenorchy, and particularly in east Moonah, and in the last five years that's been quite staggering compared to other parts. That is understandable, it's getting close to the Glebe area. Again, people have chosen that for reasons of affordability and it also has the traction of transport.

**Mr FRENCH** - The median personal household incomes are lower than the Australian and Tasmanian average in Glenorchy, with an average family income of \$869 per week as compared to \$947 per week interstate.

**CHAIR** - When are those figures from, Greg?

**Mr FRENCH** - July 2011, from our ID profile and office stats.

**Mr VALENTINE** - And that's for the whole of the municipality?

**Mr FRENCH** - Yes. Again, if you want to look at that in more detail, that's is another attachment.

**CHAIR** - Thank you both very much.

**Mr FRENCH** - Thank you.

**Mr SLADE** - Thank you.

**THE WITNESSES WITHDREW.**