

Sydney Metro Transport Development Project

Review of Innovative models of Community Transport

Transport Planning and Management

June 2007



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Home and Community Care Program

Contents

Background	Page 3
How we went about the review	Page 3
What we discovered	Page 4
Passenger benefits	Page 6
Operator benefits	Page 6
Types of services provided	Page 7
Who uses the services	Page 8
Purposes of travel	Page 9
How the services operate	Page 9
Problems faced by operators	Page 10
Conclusion	Page 11
Descriptions of Services	Page 12
Summary of Services	Page 29
Copy of questionnaire	Page 34

INNOVATIVE COMMUNITY TRANSPORT MODELS

Background

Over the past twenty years much of the Community Transport industry has settled into a pattern of providing four main types of services: shopping services where a group of people are regularly taken to a common shopping centre; day care transport where a group of people are regularly taken to a day care or respite centre; individual transport where people are taken in a car, generally to medical appointments, often on a one-to-one basis or with one or two other passengers; and outings where a group of people are taken on an outing to a common destination, often involving a picnic or lunch at a Club. There have been variations to these services of course including individual shopping for very frail passengers, group transport to therapy services (such as hydrotherapy) and the use of taxi vouchers as a replacement for individual transport.

There are two main disadvantages with this approach. First the range of services that is offered is limited and may not meet the needs and wants of passengers such as short trips in the local area for visiting or to go to the hairdresser. Secondly, the demand for individual transport is rising and is chewing up greater and greater proportions of Community Transport budgets and will result in many more people being refused a service in the future.

So the Community Transport industry appears to be facing a double challenge – to provide more flexible and responsive services and to move some individual transport passengers onto more high volume and efficient services.

Five years ago the Easy Rider service was established in North Sydney. Funded by the local Council it was a departure from the “normal” way of doing Community Transport business in that it provided a very flexible service which proved to be much more efficient than individual transport. In 2005 a group of Sydney based Community Transport groups gathered to hear about different concepts of transport services and to discuss their relevance to their own operations. The outcome from the session was a booklet about Flexible Transport Services¹. Using some of the concepts in the booklet as a template a number of groups went out and started developing innovative ways to deliver Community Transport services.

This report describes some of those services.



How we went about the review

In order to gather some ideas about innovative ways of providing Community Transport services we conducted telephone interviews in early 2007 with Community Transport operators about new service types that they had introduced in recent times. A standard set of questions was used and there is a copy of this at the end of the report. We included one service that has been running for many years, the

¹ Denmark D. (2005) “Flexible Community and Public Transport Services”, Transport Planning and Management, Broadbeach Qld.

Northcott Shopper because of its difference to the most common community transport service types.

The services we reviewed were:

- The North Sydney EasyRider.
- The Berowra - Hornsby - St Ives Shuttle.
- The TigRider at Leichhardt.
- The Tiger Lily at Chester Hill.
- The Mosman Friday Shuttle.
- The Mosman Thursday Shuttle.
- The Concord and Balmain Hospital Shuttle.
- The Tiger Rider at East Hills.
- The St Ives Neighbour Aid Shuttle.
- The Pittwater Shuttle.
- The Village to Village Service in Redfern/Glebe.
- The Northcott Shopper.

What we discovered

The services we reviewed represent a new way of delivering Community Transport services. In general, the services use a number of different transport models including area shuttles and flexible route services. Most are book-ahead services but not all.

In operation most tend to be more flexible than traditional group transport services in that the passengers decide the destinations (within the geographical limits of each service) and, in the case of area shuttles, are provided with more than one choice of travel time during the day.

The services are also, in some ways, more flexible than individual transport in that passengers are not limited to one fixed trip on the day. Multi-trips were reported on a number of services such as going to a hospital appointment and then to the hairdresser on the way home.

Most services target frail elderly people or people with a disability and some are open to all residents of the area. This generally depends on who funds the service and what eligibility criteria were imposed.



In most cases, once people understood how the services were to operate, they became popular with passengers. The most popular services are of different types. Of the three most heavily used, one is an area shuttle in North Sydney, a second a shopping shuttle at St Ives and the third a fixed route service in the inner city. The most lightly patronised was one of the Bankstown shuttles which may cover too large an area for the services to be provided in a way that suits the passengers.

Two services experience problems with varying patronage including occasions when no passengers book at all. This can lead to the underutilisation of vehicles and complicates driver rosters.

Passengers use the services for a wide variety of purposes and most services go to a range of destinations including shopping and medical facilities. Where passengers are able to define their own destinations the most common trips are to the shops and medical facilities. While some Community Transport groups still allow this flexibility on individual transport, most groups report that the bulk of individual transport requests continue to be for health related purposes. The apparent preference for shopping on the shuttle services may be because of the local nature of the services and because some key medical destinations are outside the designated operational area.

Explaining the services to passengers appears to be a challenge in some cases, not surprisingly given their different nature. In the case of the Tiger Lily it seems that only after some passengers had experienced the service did they understand how it was to work. In other cases operators felt that passengers seemed reluctant to take full advantage of the services – to go visiting, for example, and further promotion is planned to address this.

The services are popular with the operators as well. They are seen as administratively straightforward and have the effect of taking the pressure off individual transport services and volunteer drivers.

About three quarters of the services carry passengers who also use traditional Community Transport services or have in the past. Perhaps surprisingly passengers who also use Community Transport shopping services continue to do so as well as using the shuttles. This may suggest that one of the key benefits of the service is the ability to get out and about to socialise and feel part of the community rather than it just being a mechanism to obtain foodstuffs.

A number of services appear to have taken significant pressure off existing individual transport services. Ten of the twelve services carry passengers who currently, or used to, use individual transport services. Most of the passengers on the Mosman Thursday Shuttle and the Concord/Balmain Hospital Shuttle use or have used individual transport services.

The services mainly run on one day per week and operate all day. Fares range from free to \$10 return. All achieve a much higher utilisation rate than typical individual transport services over the same span of time.

All of the operators intend to continue the services into the future although changes are planned for some. Some said that they look forward to expanding the services once resources to do so are identified.

leichhardt community transport
 November 02-04
NEWS

EXCITING NEW TRANSPORT SERVICE FOR LEICHHARDT
"TigerRider" soon to roar into action

A new, flexible and innovative pilot transport service is soon to be launched, the first of its kind in the Leichhardt Municipality.

Operating mostly on Tuesdays, the "TigerRider" (or Tiger Lily) service combines some of the best features of bus and taxi travel. Funded by Leichhardt Council, anybody who is a resident can use the new free service.

The service includes four major "Tiger stops" like a bus stop, which are located at the Double Post Centre in Leichhardt, MarketPlace Shopping Centre and the two major hospitals, RPA and Balmain. Passengers can hop on and off at these points, just like a normal bus service. But the clever part is that the Tiger Rider continues like with a taxi like service. Passengers wanting to go to other destinations can look to go to taxi from anywhere in the area, including their home.

A joint project between Leichhardt Council and Leichhardt Community Transport, the service is expected as successful overseas and local services.

STOP PRESS
STARTS TUESDAY, 14TH FEB

AT A GLANCE
 = FREE SERVICE
 = YOUR TUESDAY
 = TO ARRIVE IN THE LEICHHARDT MUNICIPALITY OR
 = RPA HOSPITAL
 = PICK UP AND RETURN TO YOUR DOOR
 OR
 = PICK UP AT A HOSPITAL
 = ADVISABLE TO BOOK IN ADVANCE

BOOKINGS / ENQUIRIES 9660-0555

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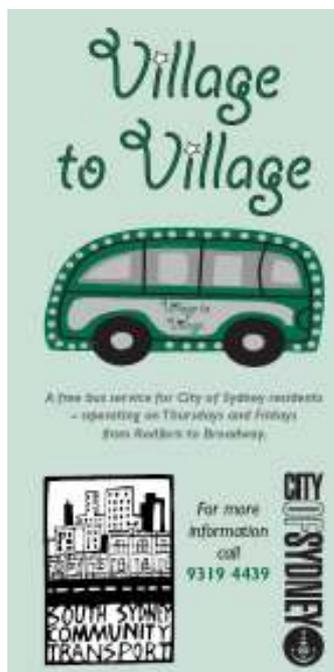
Passenger benefits

According to the service managers passengers gain three main advantages from using the shuttles:

1. The area shuttle and flexible route services provide a wider choice of destinations than traditional Community Transport services. The shuttles themselves also represent a choice of service mode.
2. The services are seen to be more flexible than traditional Community Transport services in terms of providing a wider choice of travel times which makes it easier for people to fit in appointments and to meet with friends.
3. The services provide opportunities for socialisation not always available on traditional individual transport services. Operators describe passengers as using the services to meet people and to socialise. The services themselves were described as being “social” and even “joyful” in one case. It was suggested that this is partly because of the amiable and helpful nature of the drivers and assistants. On one service it has been noted that there are passengers who do not want to get off anywhere and who just go for a ride.

Operator benefits

The identified advantages to transport operators can be roughly divided into service efficiency, how the services take pressure off other traditional Community Transport services, using the services to fill gaps in transport need and the flexibility of the services.



A number of operators indicated that the services are more efficient than traditional Community Transport services. Operating across a small area means that a maximum number of trips can be achieved at a minimum cost. This view is borne out by the patronage figures provided. On average each service provides nearly 30 passenger trips per day. This compares to the approximately 12 passenger trips per day an individual transport driver might achieve. The most efficient services are the fixed and flexible route services and one area shuttle that has fixed timing points.

A number of groups said that the new services take pressure off their other Community Transport services including individual transport services and frees up volunteers from providing one-to-one transport and shopping.

Other groups indicated that their fixed route service fills a gap in the public transport network. It was noted that once passengers get too frail for the shuttle service they can easily be moved across to a more traditional

Community Transport service.

The shuttles also allow operators to provide transport to a variety of destinations and at a range of times on one service.

Types of services provided

Of the twelve services we reviewed, there were six “area shuttles”, two “point deviation” services, two fixed route services, one “route deviation” service and one “destination” shuttle. Comprehensive descriptions of these service types can be found in the Flexible Transport report noted above, however they can be summarised as follows:

Area shuttle services

Area shuttles operate within a relatively confined geographic area. They may have key timing points at which they call at set times but otherwise travel when and where passengers want to go. Generally trips are booked ahead beforehand but there may



be a limited ability to book passengers on the service “on the fly”. Passengers can pick up the service at the timing points (where they exist) without a booking.

The bus and driver are dedicated to the service all day. Due to the intensive nature of the service and the requirement that the driver can organise the scheduling and route design, paid staff are generally used. A small minibus is used on the service so that groups of passengers can be carried in order to maximise patronage. The small size of the bus

also assists in picking up in narrow streets and generally allows the driver more flexibility than a larger bus would.

This was the most common type of service we reviewed. In Bankstown the Community Transport operator has divided their operational area into five shuttle areas. Each area gets one service per week.

Point deviation services

With point deviation the bus travels along a pre-defined corridor, often based on a major road. The corridor may be defined as any place within a certain distance or time from the main route. For example, the service may deviate up to two blocks away from the main route or two minutes drive from the main route. Alternatively the corridor may be defined as a string of adjacent suburbs or localities (providing the suburb or locality areas are not too big). In practice the definition of the corridor will take into account operational realities such as the road layout and service issues such as the maximum length of journey on any one trip and the amount of flexibility there can be in service timings.



Bookings are taken from passengers within the corridor who can travel to destinations that are also within the corridor. Point deviation services may not run along the core route at all depending on the bookings received.

One of the key characteristics of such a service is that all passengers, apart from those that join the service at either end of the run, must book in advance. These bookings define the shape of the route which will be different each time it runs.

Route deviation services

The Map - How It Works

Looks complicated? The first thing to know is that you don't really need to know all the details - just give it a try!

But if you still reading ...

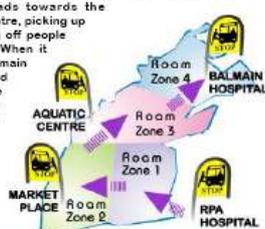
The map shows just one trip - the service goes both ways!

You can see our TigeRider stops. In our example they look like regular Bus Stops.

The TigeRider will stop at RPA hospital for a few minutes to see if anyone is waiting. Then it will head in the direction of Marketplace Shopping Centre. But if people have booked to be picked up anywhere inbetween - say Annandale - it will deviate to collect them. When it reaches Marketplace it stops a few minutes, checking if anyone is waiting.

It then heads towards the Aquatic Centre, picking up or dropping off people as it goes. When it reaches Balmain Hospital and everyone has been collected, it turns around and heads back.

See, not so complicated!



BOOKINGS / ENQUIRIES 9660-0555

These services are similar to point deviation services in that the bus will deviate from a core route to pick up or drop off passengers. However there is one very important difference – along the core route are timing points (which could be bus stops). The bus is required to stop at all the timing points at a pre-defined time as on a normal bus route. This means that if the bus deviates from the route it must return to the route at a point that will allow it to call at the next timing point. This is because passengers can join the service or alight at timing points without booking ahead.

In the case of the Leichhardt TigeRider “roam zones” exist between the fixed stops.

Destination shuttle

This is a shuttle service where passengers are all taken to a common destination, often a shopping centre or hospital site but which runs more than once a day. Passengers have to book ahead.

Fixed route service

This is like a standard bus service with a fixed route and set stops or timing points. Passengers do not book, they just join the bus at the timing point. The bus runs to a fixed timetable.

It appeared that fixed route and route deviation services were harder to establish as they run the risk of falling foul of the transport regulations if fares are charged. There were also concerns about the services duplicating the role of government contracted bus services.

Who uses the services

Use of the services reflected their sources of funding. Nine of the twelve services were used by frail elderly people and people with disabilities, two by the general population and five made use of spare capacity to allow access by other transport disadvantaged passengers. Transport disadvantaged included young people in one instance.

In the two cases where the general population used the services, no fare was charged which allowed the services to legally operate. Both of these services were subsidised by local government.

Wheelchair users only accessed three of the services (and only one regularly) even though nine of the services made use of wheelchair accessible buses.

In eleven cases the existing Community Transport clients use the shuttles as well as traditional shopping services. Of these, eight services carry passengers who also regularly use Community Transport shopping services. In seven cases passengers regularly used the services instead of individual health related transport services and occasionally in two cases.

Age range of passengers

Most service users are older people with the services in North Sydney and Northcott carrying younger people (45 - 65 years of age). The Village to Village service had the widest age range of 4 months to 80 years of age.

Some services have passengers in their 90's and one carries a 100 year old.

Purposes of travel

In all but two case passengers can travel to any destination within the service area or corridor. On eight of the services passengers travel to a variety of destinations and on three the services are used for shopping only.

The most common uses are:

- Shopping – 11 services
- Medical appointments – 8 services (in most cases these were hospital appointments)
- Other purposes – 5 services

Six services are being used primarily for shopping/social and four primarily for health (one service was specifically a health shuttle).

Four services are used by passengers for a combination of shopping, medical and other purposes, three for shopping or medical trips, three for shopping only, one for shopping and other purposes and one for hospital trips only.

All of the area shuttles are used for shopping with four of the six also being used to get to medical appointments.

How the services operate

Frequency

Nine of the services run weekly, two run twice per week and one on a fortnightly basis.

Patronage

The average number of passenger trips provided per service is just below 30. This compares with about 12 passenger trips that an individual transport driver can achieve.

Patronage varies a great deal with a range of 7 passenger trips on the Bankstown Tiger Lily service to 60 passenger trips on the St Ives Shuttle and the Village to Village service.

There are a large number of regular clients on most of the shuttles, and on some services it is difficult now to fit new clients on. Additional services have been started in some areas to address this problem.



On the Berowra/St Ives Shuttle an additional vehicle is used in the afternoon to cope with excess demand.

Overall, the twelve services provide over 20,000 passenger trips per year, an average of 1,700 on each service.

Assistance

Only three of the services, the Mosman Thursday Shuttle, the Berowra/St Ives Shuttle and the Northcott Shuttle provide assistants on the bus. In one case the reason for not using an assistant is because the seat is needed for passengers because of the high demand for the service.



Costs and income

The costs of a typical shuttle service include a full day driver's wages and approximately 110km petrol/maintenance, which can be quite expensive. However, this is offset by fare income and the savings in the reduced need to transport many of these passengers individually. Also, participants said that the social aspect for the clients is priceless.

Funding for the services is provided by the Home and Community Care (HACC) program, the Community Transport Program (CTP) and local government.

Funding sources:

- HACC – 9 services.
- Local government – 2 services.
- Local government and CTP – 1 service.

Fares ranged from \$0-\$10. The free services were those two funded by local government and which were open to any resident. Two services had a nominal fare (\$1.50 and \$2.00), six a mid range fare (\$4 or \$5) and two charged \$10 for a return trip.

It is estimated that the 10 services that charge a fare raise a total of about \$35,000 per annum from this source.

Service distances and duration

Overall services averaged about 110 kms per day with Area Shuttles averaging less at 85 kms per day. Distances ranged from 45 kms on the Mosman Friday Shuttle to 220 on the Berowra/St Ives Shuttle.

All bar one of the services ran all day finishing between 3.30 and 5.00 p.m. One service, the Northcott Shopper, finishes at 2.00 p.m.

Problems faced by operators

A variety of problems are faced by operators. The most common appears to be explaining the new services to passengers, pressures on drivers and getting people home in a timely manner.

Three operators indicated that they had had problems in explaining the service to prospective passengers. As one stated, "they do not get the idea of how it works". This barrier has been overcome by handing out brochures and explaining the service to passengers on a face-to-face basis. Practical issues such as having a limit on the amount of shopping that can be brought onto the bus were also highlighted.

One operator said that their passengers “do not push the barriers” as to how the services can be used, probably because of the narrow purposes for which Community Transport has traditionally been used for.



A number of operators indicated that the services can be stressful for the drivers because of the diverse nature of the demands put upon them. The high demand also creates another problem – that of getting people back home within a reasonable time: however, this is no different from a normal individual transport service.

Other problems faced included the service area being too big (one particular service may be divided into two once additional service resources become available),

varying patronage, not knowing if a driver is required and factions developing between passengers on the bus.

In the case of one of the fixed route services, there were problems developing bus stops. In some places Community Bus Stops are being excised from existing No Stopping Zones but this remains an ongoing issue.

Conclusion

The services appear to have proven popular with both the passengers and the operators. Passengers appear to value service flexibility and the more frequent operating times.

Operators find the shuttles more efficient than individual transport and have all indicated that they will continue to run them as long as funding is available. Furthermore, a number of the operators said that they were looking forward to expanding the services.

Most the services were funded through the Home and Community Care program, however, two of the most successful services are subsidised by local government and there could well be scope to expand their role in this.

Finally this review shows how the Community Transport industry can adapt and develop given the information, encouragement and resources to do so.

Descriptions of Services

EasyRider – North Sydney

Lower North Shore Community Transport

Service operation

1. Type of service: Area shuttle with timing points. Very stable service with regular bookings – could become fixed route.
2. Area of operation: North Sydney eastern side of Pacific Hwy (6.5 sq kms)
3. Fixed destinations: Neutral Bay.
4. Most common destinations: All passengers go to Neutral Bay.
5. Service length: Thursday - all day service 62 km average. Friday – half day service 30 km average.
6. Hours of operation: 9.00 – 16.00.
7. Day(s) of operation: Weekly – Thursdays.
8. Driver hours required: Full day – 7 - 8 hours.
9. Carer on bus: No, no room and cannot put on a bigger bus.

Passengers

10. Who can use the service: Residents of North Sydney.
11. Existing shopping clients use of the service: Yes could be 3 or 4.
12. Existing individual transport clients use of the service: No.
13. Age range of passengers: 50 – 85. Half in HACC target group.
14. Vehicle used: 13 seat Commuter. Standard bus because of need for additional seats.
15. Wheelchair users as passengers: None.

Logistics

16. How passengers book: Ring the office. A lot of regulars. People ring if they are not coming. Passengers also just turn up at timing points which is now a problem because of capacity problems. Passengers can also book with the driver. One new passenger per month – new referred to Friday service.
17. How passengers book return journey: Usually predetermined on original booking. Driver informed of any variation.
18. Method of recording passengers who do not book: Goes on the run sheet – very few. Statistics compiled from what was actually provided, not bookings.
19. Destination numbers: Nearly everybody goes to Neutral Bay. Small variation each month.
20. Patronage per day: 35 – 40 passenger trips per day.

Funding and fares

21. Funding for service: 100% funded by North Sydney Council – includes administration. About \$19,000 plus use of a bus. Unit cost about \$6.41 per trip.
22. Fare: – Called a contribution - \$1.50 per trip.

Other comments

23. Continue service: Yes, as long as there is funding.
24. Best things about the service:
 - For operator:
 - Small area means maximum trips at minimum cost.
 - Admin is easy because of regular nature of trips.
 - Less data gathering compared to HACC.
 - Good public relations for Council.
 - People can be eased from the EasyRider onto HACC services when they need it.
 - For passengers:
 - Safe, reliable and helpful.
 - Community building.
 - Step above Sydney Buses and cheaper than taxis.
25. Problems experienced with the service:
 - Meeting the demand. Very hard work for the drivers – burns them out.
 - Factions develop on the bus – partly because there is no assistant and the mix of backgrounds of the passengers. Need a brochure on how to use it. For example, new passengers may get lots of shopping (17 bags in one case).
26. Other comments:
 - Truly a transport service.

Berowra – St Ives Shuttle

Hornsby-Kur-ring-gai Community Transport

Service operation

1. Type of service: Point deviation. 2 end points.
2. Area of operation: Berowra – Hornsby – St Ives. 21 kms.
3. Fixed destinations: No real fixed destinations but because of regular passengers in practice there are.
4. Most common destinations: Westfields Hornsby, St Ives Shopping Centre, Hornsby Hospital, Hospital Stroke Group (has applied for Club funding to subsidise fares).
5. Service length: 220 km on average. Berowra a long way out. St Ives spread out and divided by freeway.
6. Hours of operation: 9.00 – 5.00.
 - One pick up and drop off at Berowra. 2 buses used in the middle of the day to take up additional demand at St Ives as the main bus is delivering Stroke Group members home. Use an additional bus that is doing another group in the area.
 - Drivers will schedule but like a bit of structure which the regular bookings give the service.

7. Day(s) of operation: Every Friday.
8. Driver hours required: Up to 14 hours. Has been as short as 4.5 hours. Use more than one driver.
9. Carer on bus: Paid assistant provided which speeds the service up. Will go into homes to get passengers who are slow while other passengers are picked up.

Passengers

10. Who can use the service: Mostly HACC clients. Some transport disadvantaged passengers. Young people during the school holidays.
11. Existing shopping clients use of the service: Yes. People are using all three shopping services – this service, the regular shopping service and one run in conjunction with a Neighbour Aid Service.
12. Existing individual transport clients use of the service: Only people going to hospital. Not many, IT is mainly for high needs clients and for clients who go out of area to RNSH and further away.
13. Age range of passengers: 65 – 99.
14. Vehicle used: Toyota Coaster – modified.
15. Wheelchair users as passengers: None at the moment. A lot of walking frames. Keep a wheelchair on the bus for those who need it.

Logistics

16. How passengers book: Phone office. Must confirm each week and are given pick-up time. Lots of regulars.
17. How passengers book return journey: Most book with the driver. Recorded on run-sheet.
18. Method of recording passengers who do not book: Sometimes people get on without a booking. Driver writes it on the run-sheet.
19. Destination numbers: see above.
20. Patronage per day: Maximum 60 pass/trips and minimum 10 pass/trips. Average 40 pass/trips.

Funding and fares

21. Funding for service: HACC via Accessible Bridge Services.
22. Fare: \$10 return trip. Subsidised for Stroke Group. Billed to the Clubs in the area.

Other comments

23. Continue service: Yes.
24. Best things about the service:
 - For operator: Addresses a high need.
 - For passengers: Additional travel options to normal CT service. Shuttle is weekly and normal shopping service is once a fortnight.
25. Problems experienced with the service: Return trips. Nobody wants to get home late – this is why we have put on an additional bus. Buses off the road by 4.30.

General comments:

Use permanent drivers. Drivers trained for the service. Good if they know the people.
Mostly regular bookings.

Coles will deliver if a customer can produce a letter from a GP. \$50 of groceries costs \$7.50 and \$100 costs \$8.50. Six month waiting list. Lady who is doing it is stressed. CT thinking of taking it on as a service (if Coles will subsidise) and also do list shopping.

TigeRider – Leichhardt

Leichhardt Community Transport Group

Service operation

1. Type of service: Route deviation with set timing points. Try to keep the timetable easy to remember.
2. Area of operation: All of Leichhardt and RPA. (10 sq kms)
3. Fixed destinations: Marketown, RPA, Aquatic Centre and Balmain Hospital.
4. Most common destinations: Marketown, Leichhardt Forum, Aquatic Centre and QEII. Nobody goes to Balmain Hospital much. Aquatic Centre may be popular because there is no close bus service.
5. Service length: 150 – 170 km per day. Six return runs – 3 in morning and 3 in afternoon.
6. Hours of operation: 8:30 – 15:30. One hour service with 20 minutes between stops. Out at 8:30, 10:45 and 13:30 and back at 9:30, 11:45 and 14:30.
7. Day(s) of operation: Weekly on Tuesdays.
8. Driver hours required: Full day 8 – 4.
9. Carer on bus: No.

Passengers

10. Who can use the service: Residents of Leichhardt LGA.
11. Existing shopping clients use of the service: Yes, about 3 - 4. Also continue to use Shopping Service. A bit of a dip in the shopper numbers but has bounced back.
12. Existing individual transport clients use of the service: Only some because there are no limitations on individual transport. One person goes to Marketown to see a doctor. Some go to the Strong program and 14% to QEII.
13. Age range of passengers: Predominately older people.
14. Vehicle used: Coaster, modified. In future will use Renault – seats 10 with no wheelchair space.
15. Wheelchair users as passengers: Not one.

Logistics

16. How passengers book: Book through the office. If not already on books just register name and address. People also just hop on at the timing points. Informally may book through driver for return journey.
17. How passengers book return journey: Booked ahead or through driver.
18. Method of recording passengers who do not book: On the driver log-sheet.
19. Destination numbers: see above

20. Patronage per day: 24 trips per day.

Funding and fares

21. Funding for service: Local Council.

22. Fare: Free service – People do donate but they are not asked to. Suggested in the service brochure.

Other comments

23. Continue the service: Yes, if funded. May do it anyway.

24. Best things about the service:

For operator: Not HACC funded so can be more flexible. Real Community Transport. Takes pressure off existing services.

For passengers: More flexible.

25. Problems experienced with the service:

Have not had many problems. People do not get the idea of how it works.

Passengers do not push the barriers – e.g. not using it for private visiting so may promote this. Promotion in general.

General comments:

Passengers come from all suburbs except Annandale. Tuesday is a very popular day at Annandale Neighbourhood Centre.

Tiger Lily - Bankstown

Bankstown Community Transport

Service operation

1. Type of service: Free route. Includes extension to Bankstown if requested.
2. Area of operation: Chester Hill, Villawood, Bass Hill, Yagoona, Sefton and Birrong. (15 sq kms)
3. Fixed destinations: No.
4. Most common destinations: Bankstown Centro, Bankstown Hospital and specialist in Bankstown. Also Chester Hill Shops.
5. Service length: 0 – 145 km. Average about 120. Service runs about 50% of the time. Does not run when there are no bookings.
6. Hours of operation: 8:30 – 16:00.
7. Day(s) of operation: Weekly on Mondays.
8. Driver hours required: 8 hrs.
9. Carer on bus: No.

Passengers

10. Who can use the service: HACC target group and people who require transport to physiotherapy.
11. Existing shopping clients use of the service: Yes – 3 but do not use it for shopping.

12. Existing individual transport clients use of the service: Yes – 3, one goes shopping, one to Centro and one to the Hospital.
13. Age range of passengers: 80 – 87.
14. Vehicle used: Mercedes Sprinter, modified.
15. Wheelchair users as passengers: Yes – 2 today.

Logistics

16. How passengers book: Call the office to book. Two days notice.
17. How passengers book return journey: At the time of the original booking. Cannot book with driver.
18. Method of recording passengers who do not book: N/a
19. Destination numbers: Centro and Hospital the 2 most common then Chester Hill shops and specialists in Bankstown.
20. Patronage per day: 0 – 16 pass trips. 7 passenger trips on average.

Funding and fares

21. Funding for service: HACC.
22. Fare: \$5.00 return.

Other comments

23. Continue service: Hoping to.
24. Best things about the service:
People who think that they are not reachable are not now.
25. Problems experienced with the service: Up and down patronage. Probably too big an area to cover. Could divide it into two smaller areas which would reduce the length of time people spend on the service.
Don't know if driver is required. No regulars. May need more promotion.

Friday Shuttle bus

Mosman Community Transport

Service operation

1. Type of service: Area shuttle – no timetable.
2. Area of operation: Mosman LGA (8.74 sq km)
3. Fixed destinations: None
4. Most common destinations: People are brought into activities at a Council centre. Some people just want to go to Balmoral to walk on the beach.
5. Service length: 60 – 70 km per day.
6. Hours of operation: 9:00 to 4:00 Three return trips.
7. Day(s) of operation: Weekly on a Friday.
8. Driver hours required: 7 – 8 hours per day.
9. Carer on bus: No

Passengers

10. Who can use the service: HACC eligible people.
11. Existing shopping clients use of the service: Do existing shopping clients use the service: Some use it to go to medical appointments.
12. Existing individual transport clients use of the service: Quite a bit.
13. Age range of passengers: 85+
14. Vehicle used: Mercedes Sprinter accessible.
15. Wheelchair users as passengers: Sometimes.

Logistics

16. How passengers book: Ring the office. There are a few regulars whom the office rings to confirm they will be travelling. No booking with the driver.
17. How passengers book return journey: When the book the original journey. Sometimes people find their own way home. People who go to GPs or hospitals ring the driver on his/her mobile 'phone.
18. Method of recording passengers who do not book: All pre-booked. With regular passengers it settles into a fixed pattern
19. Destination numbers: Most passengers go to GPs and specialists. Twice as many to GPs, social and recreation and finally shopping.
20. Patronage per day: 18+ trips per day.

Funding and fares

21. Funding for service: HACC - ABS grant(75%) and Council resources as well (25%).
22. Fare: Shuttle bus cheaper than IT - \$4 instead of \$6.

Other comments

23. Continue the service: Yes. Supply of volunteers for IT ok at the moment because the shuttle is taking up demand.
24. Best things about the service:
For operator: Makes scheduling so much easier. Scheduling done in the office as the drivers have no time.
For passengers: Flexibility, socially enjoyable, great driver and assistant.
Operator:

Problems experienced with the service:
Have had complaints about having to wait to go home (up to an hour at a doctor's surgery).

Other comments:

The Friday service was started because of the problem of getting taxis to come for short trips.

Thursday Shuttle bus

Mosman Community Transport

Service operation

1. Type of service: Area shuttle. Entirely flexible service.

2. Area of operation: Mosman LGA. Will go as far as the Mater Hospital and Royal North Shore Hospital . Originally passengers had to live near to Military Rd but if the trips can be fitted in the service goes anywhere in the LGA. (8.74 sq kms)
3. Fixed destinations: Balmoral Beach and RNSH.
4. Most common destinations: Woolworths at Neutral Bay. Hospitals in fits and starts. Sometimes do not go as far as this when there is no demand.
5. Service length: 50 – 60 km per day.
6. Hours of operation: 9:00 to 4:00 Three return trips.
7. Day(s) of operation: Weekly on a Thursday.
8. Driver hours required: 7 – 8 hours per day.
9. Carer on bus: Yes, provides assistance on and off the bus. Also helpful with parking – bus does not always have to park to allow passengers to alight. Most passengers require assistance.

Passengers

10. Who can use the service: HACC eligible people. Open to people in North Sydney as well. Few bookings even after publicity.
11. Existing shopping clients use of the service: Occasionally, not regularly. There is a regular shopping bus on a Monday to Bridge Point. Used by very frail passengers. Shuttlebus passengers are more mobile or more determined.
Make it known that it is not a CT shopping service and that if there are shopping bags it is necessary to arrange home delivery.
12. Existing individual transport clients use of the service: Yes, about 90% use individual transport. IT clients are encouraged to use it. Guaranteed every week so takes pressure off the IT service.
13. Age range of passengers: 80 – 100.
14. Vehicle used: Mercedes Sprinter – accessible. Ideal vehicle would be smaller because of the narrow streets – maybe a Vito. Passengers spread out so no never have a full bus.
15. Wheelchair users as passengers: Sometimes – not heavy usage although wheelchair users are given priority. Passengers that have trouble with the steps use the lift.

Logistics

16. How passengers book: Ring the office. There are a few regulars whom the office rings to confirm they will be travelling. No booking with the driver.
17. How passengers book return journey: When the book the original journey. Sometimes people find their own way home. People who go to GPs or hospitals ring the driver on his/her mobile 'phone.
18. Method of recording passengers who do not book: All pre-booked. With regular passengers it settles into a fixed pattern. Have not been able to take all bookings for RNSH as the bus cannot hang around.
19. Destination numbers: Most to GPs and specialists, social and recreation (including visiting spouses), shopping and finally hospitals.
20. Patronage per day: 12 – 18 passenger trips a day.

Funding and fares

21. Funding for service: HACC - ABS grant(75%) and Council resources as well (25%).
22. Fare: Shuttle bus cheaper than IT - \$4 instead of \$6.

Other comments

23. Continue the service: Yes. Supply of volunteers for IT ok at the moment because the shuttle is taking up demand.
24. Best things about the service:
For operator: Makes scheduling so much easier. Scheduling done in the office as the drivers have no time.
For passengers: Flexibility, socially enjoyable, great driver and assistant.
25. Problems experienced with the service: Trying to work to fixed timetable.

Other comments:

Concord – Balmain Health Shuttle

Inner West Community Transport

Service operation

1. Type of service: Shuttle serves two destinations – one in the morning and one in the afternoon. Two phases in the morning.
 - First group to Concord
 - Second group to Concord
 - First group to home
 - Second group to home
 - Third group to Balmain
 - Third group home
2. Area of operation: Inner West to Concord and Inner West to Balmain. (14 kms)
3. Fixed destinations: Concord Hospital and Balmain Hospital.
4. Most common destinations: Strong Program at Balmain and Physiotherapy and Institute of Sport at Concord.
5. Service length: 98 km per day.
6. Hours of operation: 8:30 – 16:00.
7. Day(s) of operation: Tuesdays and Thursdays
8. Driver hours required: 7 hours
9. Carer on bus: No.

Passengers

10. Who can use the service: HACC clients.
11. Existing shopping clients use of the service: Some shopping clients do.
12. Existing individual transport clients use of the service: Yes. Most were once IT clients
13. Age range of passengers: 65 – 90s. Most passengers can use it as the driver provides assistance.
14. Vehicle used: Mercedes Sprinter modified.
15. Wheelchair users as passengers: No.

Logistics

16. How passengers book: Bookings come through the Hospital. Receptionist books patients in. CT has no direct contact with patients over the phone.
17. How passengers book return journey: All appointments 1 hour or 45 minutes so return journey organised when service booked.
18. Method of recording passengers who do not book: N/a
19. Destination numbers: 12 passenger trips to Concord and 10 passenger trips to Balmain.
20. Patronage per day: 790 over six months – 15 passenger trips a day.

Funding and fares

21. Funding for service: HACC.
22. Fare: \$5.00 return

Other comments

23. Continue service: As long as there is funding.
24. Best things about the service:
For operator: Can organise a lot of transport for people in a day. Organisation of appointments is critical.
For passengers: They know that when they make an appointment that the transport is taken care of as well.
25. Problems experienced with the service: Setting the service up. Getting Allied Health people interested. They had face to face discussions with CT staff. Difficult with RPA, CT staff attended meetings and they were enthusiastic but then lost interest – possibly because it required a bit of work on their behalf.

Problem – taking additional IT clients depends on whether CT coordinator has time to organise them into the run.

Tiger Rider – East Hills

Bankstown Community Transport

Service operation

1. Type of service: Area shuttle with two phases. Doctors appointments take priority.
2. Area of operation: East Hills, Milperra, part of Panania, part of Revesby and part of Picnic Point. (8 sq km).

3. Fixed destinations: Woolworths at Revesby, Bankstown Hospital and Bankstown Centro.
4. Most common destinations: Most to Woolworths Revesby, then Centro then Hospital.
5. Service length: 65 – 75 km
6. Hours of operation: 8:30 (1st pickup at 9:00) 15:00/16:00 return (last pickup at 14:00).
7. Day(s) of operation: Friday.
8. Driver hours required: Full day – 8 hrs for one driver
9. Carer on bus: No.

Passengers

10. Who can use the service: HACC clients. Open to transport disadvantaged people to need to get to the Hospital.
11. Existing shopping clients use of the service: Yes – 5 regulars, 3 of which use the service for shopping. Could be because of restrictions on number of bags on regular shopping service.
12. Existing individual transport clients use of the service: Yes – about four. Some do shopping and some use it for social reasons.
13. Age range of passengers: 65 – 90.
14. Vehicle used: Mercedes Sprinter – modified.
15. Wheelchair users as passengers: None.

Logistics

16. How passengers book: Call the office to book. Two days notice.
17. How passengers book return journey: At the time of original booking. Cannot book with driver.
18. Method of recording passengers who do not book: N/a
19. Destination numbers: None as yet.
20. Patronage per day: Ranges from 2 – 22 pass trips. Average 12 pass trips. Lots of regulars.

Funding and fares

21. Funding for service: HACC.
22. Fare: \$5.00 return.

Other comments

23. Continue service: Yes.
24. Best things about the service:
 - For operator: Takes the pressure of the IT service so they can concentrate on high needs clients and out of area services.
 - For passengers: Can meet people and socialise, door-to-door service.
25. Problems experienced with the service: Prior to introducing phases it was all over the place. Had to refuse people or ask them to change their appointment times. Now make the service as flexible as possible.

Barrier is understanding the service. Office staff went out and handed out brochures and explained the service face-to-face.

Pittwater Shuttle

Hornsby Ku-ring-gai Community Transport

Service operation

1. Type of service: Flexible area service.
2. Area of operation: Pittwater LGA. (90 sq km)
3. Fixed destinations: None. Totally flexible.
4. Most common destinations: Avalon, Newport, Mona Vale shops, Mona Vale Library. No demand for hospital.
5. Service length: 150 km.
6. Hours of operation: 9.00 – 4.00 over 2 phases.
7. Day(s) of operation: Every Monday.
8. Driver hours required: 7 – 7 ½.
9. Carer on bus: No carer. Driver very agile. No wheelchair clients – all relatively mobile. Only permitted to bring on shopping they can carry.

Passengers

10. Who can use the service: HACC clients.
11. Existing shopping clients use of the service: Is busy one week and not so busy the next. Some clients may be using the MWPCT shopping service on the non-busy week.
12. Existing individual transport clients use of the service: Not known – probably not.
13. Age range of passengers: 80s – older age group.
14. Vehicle used: Small minibus because of narrow roads.
15. Wheelchair users as passengers: None.

Logistics

16. How passengers book: Call the office and have to book return journey at the same time.
17. How passengers book return journey: At original booking time.
18. Method of recording passengers who do not book: If they do it goes on the run-sheet.
19. Destination numbers: Warriewood 5, Newport 1, Avalon 2, Mona Vale 4/5.
20. Patronage per day: 20 pass/trips (regulars) and up to 30 pass/trips.

Funding and fares

21. Funding for service: HACC – directly from MoT on invoice.
22. Fare: \$2.00 fare (CT keeps farebox revenue).

Other comments

23. Continue service: Yes – as long as it is funded.
24. Best things about the service:
For operator: Very flexible. Can control what is happening
For passenger: Low cost. Provides transport options.
25. Problems experienced with the service: Geographic issues – access for bus in narrow and steep streets. Firmed up return pick up times but if people miss the bus there are no other options.

St Ives Neighbour Aid Shuttle

Hornsby Ku-ring-gai Community Transport

Service operation

1. Type of service: Point deviation Service in the Ku-ring-gai Local Government Area.
Community Transport Bus collects Neighbour Aid clients.
The Volunteers from Neighbour aid meet and greet the passengers and offer assisted shopping service to the frailer clients.
2. Area of operation: To the St Ives local shopping centre. Clients from the Ku-ring-gai Local Government area.
3. Fixed destinations: St Ives Shopping Centre
4. Most common destinations: St Ives Shopping Centre
5. Service length: Approximately 130 km.
6. Hours of operation: 9.00 a.m. 3.30 p.m.
 - a. How many runs does it do? One run in each area for pick up and drop off.
 - b. e.g. Killara to Gordon area 1st run. Pymble to St Ives area 2nd run
7. Day(s) of operation: Every 2nd Wednesday.
8. Driver hours required: 7.5 hours per day.
9. Carer on bus: No.

Passengers

10. Who can use the service: HACC clients of Ku-ring-gai Neighbour Aid service.
11. Existing shopping clients use of the service: Yes. Between 5 – 8 of our shopping clients use this service.
12. Existing individual transport clients use of the service: Yes, between 4 to 6.
13. Age range of passengers: 65 years to 100 years of age.
14. Vehicle used: Toyota Coaster Modified
15. Wheelchair users as passengers: No wheelchair users. Some walking frames etc.

Logistics

16. How passengers book: The passengers contact Ku-ring-gai Neighbour Aid service and the Neighbour Aid service give up the names of people wanting

to travel. Our office construct the run and put the pick up times on the run and fax it back to Neighbour aid who then contact the clients.

17. How passengers book return journey: The return journey is booked with Kuring-gai Neighbour aid when the original contact is made with the client.
18. Method of recording passengers who do not book: Passengers are recorded on the run sheet if extra passengers approach the bus directly to receive the service.
19. Destination numbers: All passengers go to the St Ives Shopping Centre.
20. Patronage per day: Up to 30 people i.e. 60 passenger trips.

Funding and fares

21. Funding for service: HACC funded. Neighbour Aid does not make any payment for the service it is funded from Accessible Bridge Original funding which is from the HACC program.
HACC, Council, CTP, Other
22. Fare: Passengers pay \$10.00 per return service.

Other comments

23. Continue service: Yes.
24. Best things about the service:
For operator: It frees up volunteers from one on one transporting and shopping.
For passengers: It benefits the frailer clients who require assisted shopping.
25. Problems experienced with the service: The return journeys can be crowded and sometimes it is necessary to add an additional vehicle around the lunch period so the driver can have a break and people can return when they want.

Village to Village (City of Sydney)

Service operation

1. Type of service: Fixed route service with bus stops and formal timing points (it has a timetable).
2. Area of operation: Operates from Redfern (Poets Corner) to Broadway Shopping Centre via Redfern Station, Royal Prince Alfred Hospital and Glebe (and return).
3. Fixed destinations: Service is fixed route with fixed stops.
4. Most common destinations: Glebe Library, Broadway Shops (the two most common), then Redfern Post Office, Pre-School, Methadone Clinic, Sydney University, Physiotherapy Clinic, Glebe Post Office and Bingo at the Wentworth Park Complex.
5. Service length: It runs 100 kilometres per day on average.
6. Hours of operation: The service operates between 8:45 a.m. and 5:00 p.m. It does four return runs with an additional trip from Broadway to Poets Corner at the end of the day.
7. Day(s) of operation: Thursdays and Fridays, excluding public holidays.
8. Driver hours required: One driver is used all day. Driver has worked out when breaks are best taken. At the moment there is a 15 minute crib break at mid-

morning and a 45 minute lunch break. There are plans to introduce a 15 minute crib break in the afternoon as well.

9. Carer on bus: No carer is provided on the bus.

Passengers

10. Who can use the service: The service can be used by the general public. As no carer is provided, users have to be relatively mobile and independent. There are many passengers from the Russian, Aboriginal and Chinese communities. The latter were encouraged by the occasional use of a Chinese driver.
11. Existing shopping clients use of the service: About four Community Transport shoppers regularly use the service. They also continue to use the Community Transport HACC shopping service. The Village to Village service is used mainly for light shopping and recreation. The Community Transport HACC shopping service is used for heavy shopping as the driver can provide assistance with carrying shopping up the stairs to the flats where the passengers live.
12. Existing individual transport clients use of the service: No individual transport clients use the service.
13. Age range of passengers: The age of the passengers ranges from 4 months to 80 years old.
14. Vehicle used: The service utilises a standard Toyota Coaster. Magnetic stickers on the side of the bus are used to identify the service.
15. Wheelchair users as passengers: No wheelchair users access the service.

Logistics

16. How passengers book: There are no booking processes as the service is fixed route and timetable.
17. How passengers book return journey: As above
18. Method of recording passengers who do not book: Not applicable.
19. Destination numbers: Data is collected about where people board the bus. The most common stops for boarding are Poets Corner, Redfern Station, Broadway and housing commission accommodation.
20. Patronage per day: Service usage fluctuates heavily and has varied between 46 and 73 boardings per day. Some of the fluctuations relate to the service having stopping rights withdrawn at places like Redfern Station: this is now under negotiation with Council.

Funding and fares

21. Funding for service: The service is funded by City of Sydney Council with its administration being funded by the Community Transport Program.
22. Fare: There are no fares.

Other comments

23. Continue service: South Sydney Community Transport says that they will not only be continuing the service, it may be extended to six days a week and other areas are being considered for a similar service.

24. Best things about the service:

For operator: The service also fills a gap in the service network and people use it to link with other forms of transport.

For passengers: The operator describes the good things about the service as it being “joyful” as people are very happy to have it. The passengers “cannot believe their good fortune”. The driver is very amiable and plays music on the bus.

25. Problems experienced with the service: The main problem has been that of developing bus stops. In places such as outside Redfern Station, when the bus was prevented from stopping, the passenger numbers dropped significantly. In other places the bus has to double park. Council has been approached about this and in some places Community Bus Stops are being excised from existing No Stopping Zones. This is an ongoing issue.

Sometimes passengers do not want to get off anywhere in particular and just go for a ride although this is not a real problem.

Northcott Shopper

Central Sydney Community Transport Group

Service operation

1. Type of service: Fixed route with fixed timing points.
2. Area of operation: Northcott Estate, Surry Hills.
3. Fixed destinations: Runs from Northcott to a one common and three revolving destinations.
Northcott – Coles at Surry Hills Shopping Centre at 8.30, 8.50, 9.10, 9.30 and 9.50.
Northcott to major shopping centres at Marrickville Metro, Eastlakes or Eastgardens in turn over three weeks at 10.15 to 11.10.
Back to Coles at 11.10 and 11.30 then back to major shopping centres at 11.45
Last run to return passengers from Coles at 13.00.
4. Most common destinations: Coles and major shopping centres 50% - 50%.
Of the major shopping centres Eastlakes the most popular as it is the cheapest and has an Aldi. Service is used only for shopping but can be used for any purpose.
5. Service length: N/a.
6. Hours of operation: 8.30 to 14.00.
7. Day(s) of operation: Every Thursday.
8. Driver hours required: (7:45) 8:30 – 14:00 (14:30). Once a fortnight driver washes bus and finishes at 15:30.
9. Carer on bus: Paid bus assistant provided.

Passengers

10. Who can use the service: HACC clients, aged people, people with a disability and people who are transport disadvantaged.
11. Existing shopping clients use of the service: No.
12. Existing individual transport clients use of the service: Yes.

13. Age range of passengers: 45 – 91.
14. Vehicle used: Toyota Coaster with 16 seats and 2 wheelchair spaces.
15. Wheelchair users as passengers: None – need to be able to do their own shopping or have a carer with them. Take shopping trolleys on the bus and use the hoist for this purpose.

Logistics

16. How passengers book: No booking – get on at timing points. May need to do this in the future because of high demand for service.
17. How passengers book return journey: N/a.
18. Method of recording passengers who do not book: Bus assistant ticks passengers off list.
19. Destination numbers: Eastlakes Shopping Centre the busiest.
20. Patronage per day: 35 – 40

Funding and fares

21. Funding for service: HACC
22. Fare: Coles only \$3.00. Major shopping centre \$4.00. Both \$4.00.

Other comments

23. Continue service: Absolutely.
24. Best things about the service:
For passenger: Choice of shopping centre. Passengers like the choice of travel time, bus assistant to help, having a familiar face on board and the homely nature of the service.
25. Problems experienced with the service: Volatile clients. Some do not talk to each other. Full-time driver would make it simpler. Turnover because position is part-time. It is also a stressful job for the driver and is very different from traditional Community Transport shopping services. Wish we could offer it 2 days a week. Council also serves Northcott but does not provide a bus assistant.

Summary of Service Information

Operator	Bankstown CT	LCTG	Bankstown CT	HKCT
Name	Tiger Rider	TigeRider	Tiger Lily	St Ives N/A Shuttle
Type	Area shuttle	Route deviation	Area shuttle	Point deviation
Common destinations	Shopping, shopping, hospital	Aquatic Centre, shopping, Hospital	Shopping, Hospital, Shopping	Shopping
Length (kms)	70	160	120	130
Hours of operation	8:30 - 16:00	8:30 - 15:30	8:30 - 16:00	9:00 - 15:30
Frequency	Weekly	Weekly	Weekly	Fortnightly
No. of driver hours	Full day	Full day	Full day	Full day
Carer/assistant	No	No	No	No
Eligibility	HACC and TD to hospital	Residents of LGA	HACC and physio patients	HACC
CT shopping clients	Yes	Yes	Yes	Yes
CT IT clients	Yes	Some	Yes	Yes
Age range of passengers	65 - 90	Older people	80 - 87	65 - 100
Vehicle	Sprinter modified	Coaster modified	Sprinter modified	Coaster modified
W/chair users	No	No	Yes	No
How people book	Office (2 days notice)	Office and get on at stops	Office (2 days notice)	Book through N/A
Booking return journey	When booking, no driver	Office or driver	Booking, no driver	At booking
Recording casual users	N/a	Log sheet	N/a	Log sheet
Pass/trips per day	12	24	7	60
Funding source	HACC	Council	HACC	HACC
Cost to passenger (return)	\$5	0	\$5	\$10
Will continue service?	Yes	Yes	Yes	Yes

Operator	HKCT	Mosman CT	Mosman CT	LNSCT
Name	Pittwater	Friday shuttle	Thursday shuttle	EasyRider
Type	Area shuttle	Area shuttle	Area shuttle - 3 phases	Area shuttle with timing points
Common destinations	Shopping, Library	Medical, Social/rec, shopping	Medical, soc/rec, shopping, hospital	All to Shopping strip
Length (kms)	150	45	60	62
Hours of operation	9:00 - 16:00	9:00 - 16:00	9:00 - 16:00	9:00 - 16:00
Frequency	Weekly	Weekly	Weekly	Weekly
No. of driver hours	Full day	Full day	Full day	Full day
Carer/assistant	No	No	Yes	No
Eligibility	HACC	HACC	HACC	LGA residents
CT shopping clients	Possibly	Some	Occasionally	Yes
CT IT clients	No	Yes	Yes 90%	No
Age range of passengers	80s	85+	80 - 100	50 - 85
Vehicle	Small minibus	Sprinter modified	Sprinter modified	Commuter standard
W/chair users	No	Sometimes	Sometimes	No
How people book	Office only	Office only unless medical	Office only	Office and turn up
Booking return journey	At booking time	At booking time or ring driver	At booking	Office or driver
Recording casual users	Log sheet	Log sheet	N/a	Log sheet
Pass/trips per day	25	18	15	37
Funding source	HACC	HACC	HACC	Council
Cost to passenger (return)	2	4	4	1.5
Will continue service?	Yes	Yes	Yes	Yes

Operator	IWCT	HKCT	CSCTG	SSCT
Name	Concord-Balmain Shuttle	Berowra - St Ives Shuttle	Nortcott Shuttle	Village to Village
Type	Destination shuttle	Point deviation	Fixed route	Fixed route
Common destinations	Hospital	Shopping, shopping, hospital	All to shopping	Library, Hospital, Shops, Post Office, Pre-school, University
Length (kms)	98	220		100
Hours of operation	8:30 - 16:00	9:00 - 17:00	8:30 - 13:30	8:45 - 17:00
Frequency	Twice a week	Weekly	Weekly	Two days a week
No. of driver hours	Full day	up to 14 hours	7 hours	8
Carer/assistant	No	Yes	Yes	No
Eligibility	HACC	HACC, TD and youth	HACC TD	General public
CT shopping clients	Some	Yes	No	Yes - 4
CT IT clients	Yes - most	Some	Yes	No
Age range of passengers	65 - 90	65 - 90	45 - 91	4 mths - 80 years
Vehicle	Sprinter modified	Coaster modified	Coaster modified	Standard Coaster
W/chair users	No	No	No	None
How people book	Through hospital	Office.	No booking	No booking
Booking return journey	At booking	Driver	No booking	No booking
Recording casual users	N/a	Log sheet	Log sheet	No
Pass/trips per day	15	40	37.5	59.5
Funding source	HACC	HACC	HACC	City Council and CTP
Cost to passenger (return)	5	10	4	0
Will continue service?	Yes	Yes	Yes	Will extend service

Best things about Area Shuttle

Operator	Passenger	Problems	Other comments
Takes the pressure of the IT service so they can concentrate on high needs clients and out of area services.	Can meet people and socialise.	Prior to introducing phases it was all over the place. Had to refuse people or ask them to change their appointment times. Now make the service as flexible as possible.	Supply of volunteers for IT ok at the moment because the shuttle is taking up demand.
	Door-to-door service	Barrier is understanding the service. Office staff went out and handed out brochures and explained the service face-to-face.	The Friday service was started because of the problem of getting taxis to come for short trips.
Very flexible. Can control what is happening	Provides transport options.	Probably too big an area to cover. Could divide it into two smaller areas which would reduce the length of time people spend on the service. People who think that they are not reachable are not now.	
Small area means maximum trips at minimum cost.	Low cost.	Up and down patronage. Don't know if driver is required. No regulars. May need more promotion.	
Admin is easy because of regular nature of trips.	Flexibility	Access for bus in narrow and steep streets.	
Less data gathering compared to HACC.	Socially enjoyable	Firmed up return pick up times but if people miss the bus there are no other options.	
Good public relations for Council.	Great driver and assistant.	Have had complaints about having to wait to go home (up to an hour at a doctor's surgery).	
People can be eased from the EasyRider onto HACC services when they need it.	Safe, reliable and helpful.	Meeting the demand. Very hard work for the drivers – burns them out.	
	Community building.	Factions develop on the bus – partly because there is no assistant and the mix of backgrounds of the passengers.	
	Step above Sydney Buses and cheaper than taxis.	Need a brochure on how to use it. For example, new passengers may get lots of shopping (17 bags in one case).	

Best things about Point Deviation

Operator	Passenger	Problems	Other comments
Addresses a high need.	Additional travel options to normal CT service. Shuttle is weekly and normal shopping service is once a fortnight.	Return trips. Nobody wants to get home late – this is why we have put on an additional bus. Buses off the road by 4.30.	
It frees up volunteers from one on one transporting and shopping.	It benefits the frailer clients who require assisted shopping.	The return journeys can be crowded and sometimes it is necessary to add an additional vehicle around the lunch period so the driver can have a break and people can return when they want.	

Best things about Route Deviation

Operator	Passenger	Problems	Other comments
Not HACC funded so can be more flexible. Real Community Transport.	More flexible.	People do not get the idea of how it works. Passengers do not push the barriers – e.g. not using it for private visiting so may promote this.	
Takes pressure off existing services.		Promotion in general.	

Best things about Destination Shuttle

Operator	Passenger	Problems	Other comments
Can organise a lot of transport for people in a day. Organisation of appointments is critical.	They know that when they make an appointment that the transport is taken care of as well.	Setting the service up. Getting Allied Health people interested. They had face to face discussions with Laurey. Difficult with RPA, Laurey and Ben attended meetings and they were enthusiastic but then lost interest – possibly because it required a bit of work on their behalf.	

Best things about Fixed Route Shuttle

Operator	Passenger	Problems	Other comments
The service also fills a gap in the service network and people use it to link with other forms of transport.	Choice of shopping centre. Passengers like the choice of travel time,	Volatile clients. Some do not talk to each other.	
	Bus assistant to help, having a familiar face on board and the homely nature of the service.	Full-time driver would make it simpler. Turnover because position is part-time. It is also a stressful job for the driver and is very different from traditional Community Transport shopping services. Wish we could offer it 2 days a week. Council also serves Northcott but does not provide a bus assistant	
	Service “joyful” as people are very happy to have it. The passengers “cannot believe their good fortune”. The driver is very amiable and plays music on the bus.	The main problem has been that of developing bus stops. In places such as outside Redfern Station, when the bus was prevented from stopping, the passenger numbers dropped significantly. In other places the bus has to double park. Council has been approached about this and in some places Community Bus Stops are being excised from existing No Stopping Zones. This is an ongoing issue.	
		Sometimes passengers do not want to get off anywhere in particular and just go for a ride although this is not a real problem.	

Innovative Models – Interview Questions

Name of Service

Service operation

1. How does the service operate?

Point deviation, route deviation, area shuttle etc.

2. Where does it operate?

3. What are the fixed destinations (if any)?

4. What are the most common destinations?

5. How many kilometres does it run on average?

6. During what hours does it operate?

How many runs does it do?

7. How often does the service operate (what days)?

8. How many driver hours are needed per service?

9. Do you provide a carer on the bus?

Paid or unpaid

The passengers

10. Who can use it?

HACC clients, transport disadvantaged, other

11. Do existing shopping clients use the service?

If so, how many on average per service?

12. Do existing individual transport clients use the service?

If so, how many on average per service?

13. What age range are the passengers generally in?

14. What sort of vehicle do you use?

15. How many wheelchair users use the service?

Logistics

16. How do people book the service?

Office, driver, other

17. How do passengers book their return journey?

Office, driver, other

18. How do you record passengers that do not book?

19. Do you have any figures on the destinations being served?

20. How many people use the service a day?

Funding and fares

21. Who funds it?

HACC, Council, CTP, Other

22. What does it cost the passenger?

Other comments

23. Will you be continuing the service?

24. What are the best things about the service?

25. What problems have you had with the service and how have you resolved them?

Thank you

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