



## CONVERSATION SUMMARY

# Your feedback on the proposed Caroline Springs bus network upgrade

The Victorian Government’s Better Bus Networks program has committed \$100 million to deliver improved bus services for metropolitan and regional Victoria.

Public Transport Victoria (PTV) held community consultations from 18 October – 11 November to gather the community’s thoughts on the proposed upgrade to bus services in Caroline Springs.

### Our proposal

We put forward two options for the upgrade.

The first proposed an east / west direction of travel, with connections between Melton and Sunshine. The second proposed a north / south direction of travel, with connections between Caroline Springs and Watergardens stations.

We asked people consider which options they’d prefer.

### Who we talked to

We carried out an extensive community consultation, including eight drop-in information sessions and online discussion and surveys.

We spoke with more than 80 people at the drop-in sessions and collected more than 200 pieces of individual feedback. More than 1000 people visited the Caroline Springs Bus Network ‘Get Involved’ webpage.

### What we found

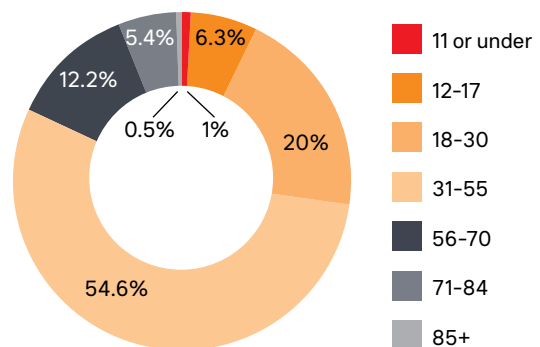
Those who took part in the consultation strongly support a new bus network

While there were some areas of concern on the routes and coverage, most people consider the proposed upgrades as an improvement on the current network.

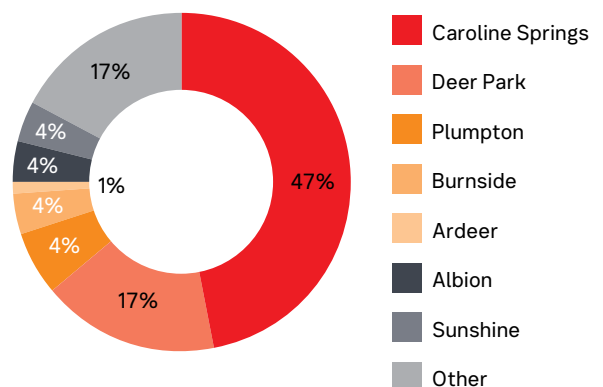
### Your age and where you live

We received feedback from people of all ages, however 31 – 55 year olds provided the majority of responses. Around 47% of participants were from Caroline Springs, followed by Deer Park.

How old are you?

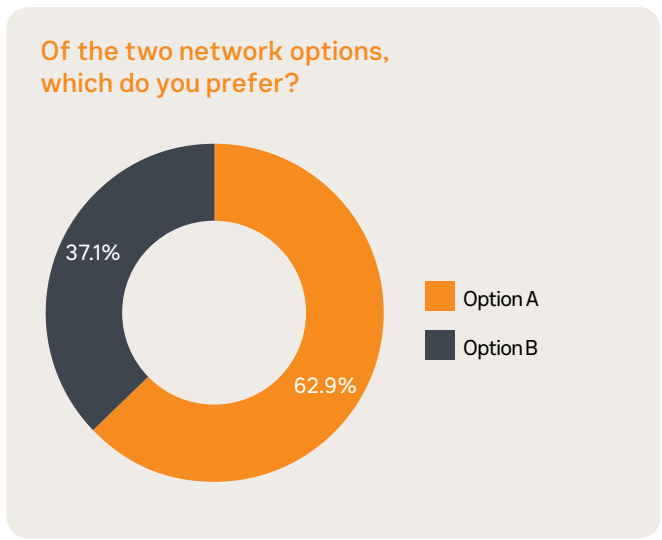


Which suburb do you live in?



## Your preferred network option

Most people who took part in the consultation preferred a north / south direction of travel (Option A).

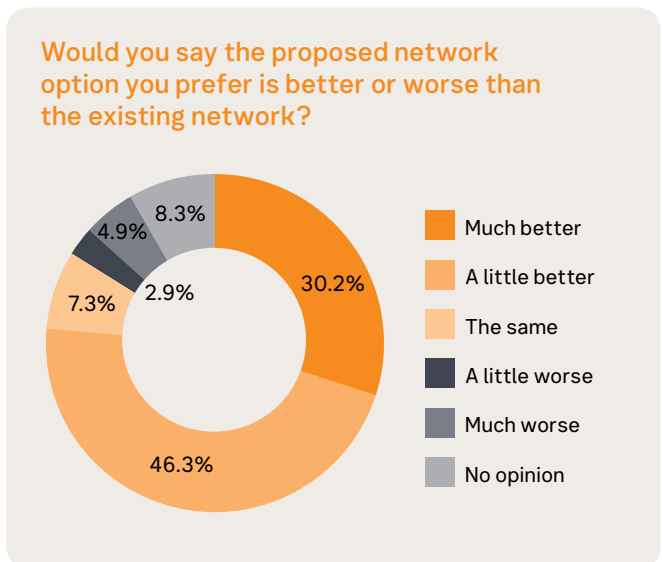


*“Thanks for proposing to increase the frequency for 460 and making it connect to two main train stations”*

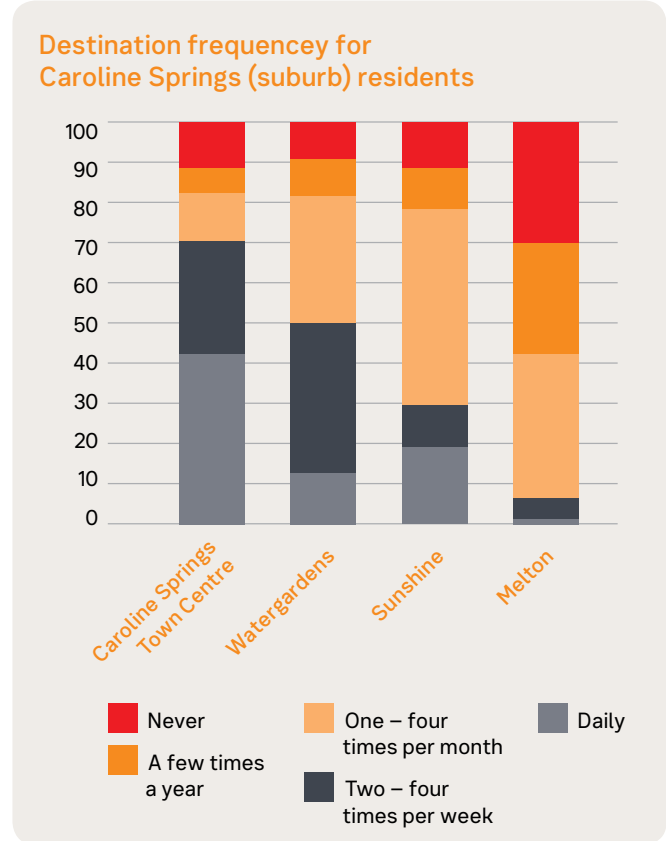
## Improved coverage and better connections to other services

A total of 76.5% of respondents said that the proposed upgrades would be an improvement on the existing network. There was also very positive feedback regarding the improvements to coverage, in particular:

- Including the new Caroline Springs Station in Route 460
- Extending services to include The Parkway and Bridgewater Tce
- Adding City Vista Ct to Route 461.



## The destinations most important to you

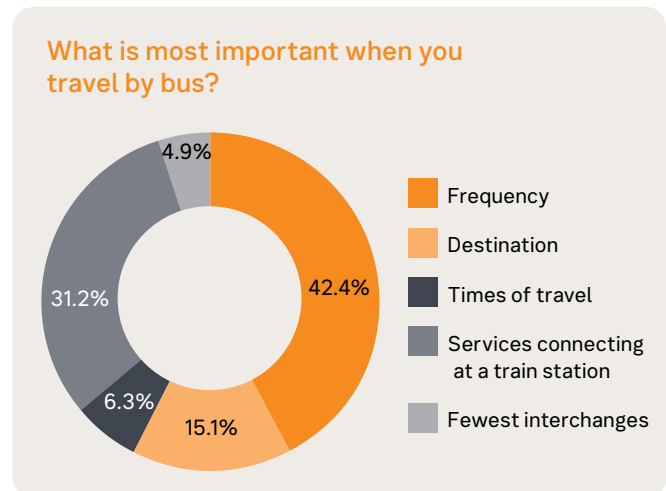


Caroline Springs Town Centre and Watergardens are more popular destinations for Caroline Springs residents than Melton or Sunshine.

## When you travel on public transport and what’s most important to you

Weekday travel on the both the morning and afternoon peak periods where the most popular times of day.

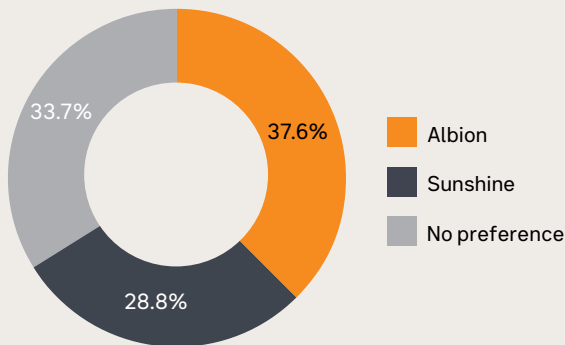
An overwhelming 87% of respondents said the frequency of services was the most important aspect when travelling by bus, followed by being able to easily connect to other services.



## Your preferred train station for rail connections

We asked which station people would prefer for bus-train connections. The responses were slightly in favour of Albion station. (Albion Station can provide a faster overall journey, Sunshine Station offers more facilities.)

Would you prefer bus/train connections at Albion Station, which can provide a faster overall journey, or bus/train connections at Sunshine Station, which offers more facilities?



## Feedback themes

- Higher frequency
- Better infrastructure (bus stops, shelters etc)
- Routes to more places of interest and coverage to new areas
- More routes to Caroline Springs Station
- Better connections
- Better punctuality
- Longer span of hours.



To find out more on the proposed network please visit [ptv.vic.gov.au/getinvolved](http://ptv.vic.gov.au/getinvolved), email [ptvprojects@ptv.vic.gov.au](mailto:ptvprojects@ptv.vic.gov.au) or call 1800 800 007.

If you have a hearing or speech impairment, contact us through the National Relay Service:

TTY users phone 133 677, then ask for 1800 800 007

## Summary and next steps

We've taken the community's feedback and concerns on board and are feeding them into the planning of the final network.

The new Caroline Springs bus network will be implemented in two stages:

- Stage one of the new bus network will be introduced from 29 January 2017 to coincide with the opening of the new Caroline Springs Station. Stage one will include the introduction of bus routes 460 and 461, providing regular bus services to Caroline Springs town centre and connections to train services at Caroline Springs Station.
- Stage two will be introduced mid-2017 and include full implementation of the remaining bus routes.

## WHAT YOU SAID

*"I will be able to more easily travel to Watergardens and Sunshine with bus routes closer to my home and some that will operate more frequently"*

*"A few more buses to Caroline Springs Station would be good"*

*"I like the 216 bus route as it is, but the new changes may be better for the greater good!"*

*"Services still need to be more frequent, all buses should run to a minimum 20 minutes"*

*"The new bus to Caroline Springs Station is a service I will use regularly"*

*"It's good that public transport is being reviewed in this area"*

*"More bus connections to either Metro or V/Line stations is the biggest priority"*

*"Buses need to start running from 5am on weekdays and 6am on weekends"*

*"It will be much easier and I won't have to drive"*

*"My daughter could go to high school more easily"*