

# Questions and answers

## Would journey times increase if the deviation was permanently timetabled?

Yes, journey times are likely to increase for Options 2 and 3. This may mean we'll need to reduce the frequency of the service.

These are the estimated changes to journey times for Options 2 and 3:

	Estimated additional journey time	Extra distance
<b>Option 1</b>	No change	No change
<b>Option 2</b>	3 minutes	2.8km
<b>Option 3</b>	1-2 minutes	1.8km

We'll review journey times along the entire route, irrespective of which option is chosen.

## What's the current route of the deviation?

Currently, Route 530 operates the deviation during off-peak hours on weekdays and all day weekends. The bus travels east along Lorne Street, south onto Lesleigh and Argyle streets, west on Queens Parade, before turning north onto Albert Street and Wembley Road and back onto Sydney Road via Lorne Street.

## What's the difference between Option 2 and 3?

Option 3 would continue straight along Queens Parade, instead of travelling back onto Lorne Street via Albert Street and Wembley Road.

## Operating the current deviation all the time seems the obvious solution. Why hasn't it already been implemented?

Running the current deviation in peak hours hasn't been introduced because it's a longer journey. The additional minutes the route requires can't be delivered with the current number of buses available.

## Why won't Option 3 travel via Fawkner Station?

Option 3 offers a more direct route back onto Sydney Road and would continue to travel in a southbound direction towards Coburg and Merlynston Station which is the nearest.

Option 2 would run close to Fawkner Station however, requires the service to head back north on itself.

## What bus routes would continue to service Fawkner Station?

Route 531 – Upfield to North Coburg via Somerset Estate – would continue to service Fawkner Station.

## Will I have to walk further to get to my closest bus stop if the route is changed?

The walking distances to some stops may change, and some passengers may need to change their travel pattern.

When planning the changed routes, we aim to keep walking distances to a minimum. Most people are within 400-600 metres, or a five minute walk, of a stop.

## Will new bus stops be added?

It depends on the option chosen. If Option 1 or Option 2 is the preferred choice then no new stops will be added to the route. However, if Option 3 is chosen, we'll need to add new stops along Queens Parade, and decommission stops along Albert Street and Wembley Road.

## Who's responsible for deciding where bus stops are installed?

Bus stop locations are decided jointly by PTV, Moreland City Council and the bus operator. There are several proposed locations for bus stops but the number of new bus stops is yet to be determined. This consultation will help us make that decision.

We'll let residents know in writing if a bus stop is going to be installed directly outside their property.

## When will the changes to the bus route be made?

We plan to implement the service changes in the second half of 2017, depending on the feedback we receive.

## How will residents be notified if there are changes to Route 530?

We'll be running a marketing campaign and sharing information through advertising, promotional material, on our website and onboard buses. Residents can also speak to our call centre.

## Feedback

We'll be assessing all feedback received online and from the drop-in session and survey to decide which option to implement.

You can feed back by:

- dropping into the information session
- filling out the online survey at [ptv.vic.gov.au/getinvolved](http://ptv.vic.gov.au/getinvolved)
- calling **1800 800 007** and letting the customer service team know you'd like to provide feedback on the proposed change to Route 530.

Please share your feedback by Sunday 5 March 2017.