



**Wyndham City Council**

## **Transport Access and Inclusion Forum**

*“Exploring Transport Access & Inclusion  
Challenges & Options in a Growth Area”*

### **Workshop Outcomes Report**



The Regional Development Company Pty Ltd

Facilitation | Engagement | Strategy | Results



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## Introduction

The Linking Communities in the West project (part of the Victorian Government's Transport Connections Program) aims to address transport disadvantage in Wyndham.

The Project aims to understand Wyndham's transport needs and to provide responsive, accessible and affordable transport options and services.

A key part of this project is to understand the challenges facing the residents of Wyndham in accessing transport and to get their input into developing solutions to these challenges. To develop this understanding, the Transport Access and Inclusion Forum was held on **13 May 2010** to seek input from community members, service delivery agencies and support groups, non government and government agencies, transport providers and council officers by bringing them together to identify and discuss transport access and inclusion challenges.

The Regional Development Company was asked to facilitate the meeting, drawing on previous background in facilitating other Transport Connections Projects for other local government areas.

The aim of this forum was to explore;

- The transport access and inclusion challenges facing Wyndham residents,
- Some solutions and strategies that improve transport access and inclusion in Wyndham.

## Background

Wyndham has experienced the largest and fastest growth in all Victorian local government areas and is the fourth fastest growing in Australia (source: ABS 3218.0). The Estimated Residential Population (calculated from the 2006 Census) for June 2010 is 147,505 people. This estimated residential population is set to exceed 286,000 persons by 2026, and 321,000 by 2031.

With such a fast growing population, the ability of residents of Wyndham to access transport to attend employment, education, health, shopping and social activities, is vital.

People who may not drive or do not have family or friends to provide transport have a reliance on public transport services and active transport options. The challenge of moving around Wyndham is especially significant for seniors, the frail aged, disabled, youth and new arrivals from other cultures and communities.

People who experience challenges in getting to places and moving around their community are at risk of being socially excluded and isolated.

The Linking Communities in the West project (part of the Victorian Government's Transport Connections Program) aims to address these issues. Transport Connections is linked to the Victorian government's 'A Fairer Victoria Social Policy Action Plan' which aims to address disadvantage concentrated in particular locations and supports coordinated approaches in these areas, while involving communities in decisions affecting their lives. It is funded through the Victorian Government's Transport Connections Program, a cross government initiative to help communities work together to improve local transport.

## Forum format and Process

The Transport Access & Inclusion Forum “Exploring Transport Access & Inclusion Challenges & Options in a Growth Area” consisted of two key note speakers, specialists in the field of transport, followed by discussion amongst invited participants to explore the ideas presented and brainstorm solutions to the challenges identified. It was structured to allow participants to interact and discuss the issues as well as meet others with different issues relating to transport access and inclusion.

The forum agenda is outlined below.

### **Forum Agenda**

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9.30am	Registration/Tea & Coffee
10.00am -	<b>Forum Introduction &amp; Proceedings</b> <i>John Huta Wyndham Transport Connections Project</i>
10.10am	<b>Key Note Address</b> <i>Professor Graham Currie Chair of Public Transport, Monash University</i> <ul style="list-style-type: none"><li>▪ Questions/Discussion (10.45am to 11.00am)</li></ul>
11.00am	Discussion Group/s <ul style="list-style-type: none"><li>▪ Challenges for Transport Access &amp; Inclusion in a Growth Area</li><li>▪ Group Feedback/Comments/Discussions</li></ul>
11.45am	<b>Welcome</b> <i>Councillor Heather Marcus Mayor Wyndham City Council</i> <ul style="list-style-type: none"><li>▪ Summary/s from groups (11.55am -12.10pm)</li></ul>
<b>Lunch (12.10pm – 1.10pm)</b>	
1.10pm	<b>Key Program Address</b> <i>Alison Smith Director Social Transit Unit, Department of Transport</i> <ul style="list-style-type: none"><li>▪ Questions/Discussion (1.45pm to 2.00pm)</li></ul>
2.00pm	Discussion Group/s <ul style="list-style-type: none"><li>▪ Solutions for Transport Access &amp; Inclusion in a Growth Area</li><li>▪ Group Feedback/Comments/Discussions</li></ul>
2.45pm	Summary/s from Groups
3.00pm	<b>Where to now</b>
3.20pm	<b>Closing Remarks</b> <i>John Huta Wyndham City Council Transport Connections Project Coordinator</i>
3.30pm	<b>Close</b>

## **Forum participants**

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The following people participated in the forum:

- Councillor Heather Marcus and Councillor Glenn Goodfellow (Wyndham City Council)
- John Huta (Wyndham Transport Connections Project)
- Graham Currie (Chair of Public Transport Monash University)
- Alison Smith (Director Social Transit Unit Department of Transport)
- Dean Ellis (Transport Planner Wyndham City Council)
- Yasna Djunic (Admin Officer Strategic Planning Wyndham City Council)
- Roberta Herman (Consumer/WYNCabs)
- Paul Allardice (Transport Solutions) (13CABS)
- Jonathan Morris. Therese Morrow. Pam Rathbone (Wyndham City Council Community Transport)
- Helen Adams (Disability Connections Victoria)
- Chris Loader (Transport Planning & Policy BusVic)
- Tiffany Ledovski (Disability & Positive Ageing Planner WCC)
- Brigitte Grant (Mercy Community Rehabilitation Centre)
- Simon Crawford (Access for All Abilities YMCA)
- Lesley Murray (Place Manager/Heathdale Department Human Services)
- Maria Kumar (Polynesian Youth Group)
- Wayne Slattery (Secretary WYNDAG)
- Christine Williams (Chairperson WYNDAG)
- Delia Portlock (Member WYNDAG)
- Bob Reid (Ballarat Transport Connections Project)
- Jacinta Tesoriero (Senior Traffic Engineer Wyndham City Council)
- Anne Dawes (Western English Language School)
- Samantha Mahoney & Erin Clark (Wyndham City Council Youth Planning Officers)
- Trina Ebeling (Colac Otway Transport Connections Project)
- Mike Walsh (Casey/Cardinia Transport Connections Project)
- Sandra Mead (Resident Support Services Wyndham City Council)
- Lucy Midolo (Social Planning Coordinator Wyndham City Council)
- Kristina Bartolo (Social Planning Research Project Officer Wyndham City Council)
- Kyong Choi & Swati Goel (Disability Connections Victoria)
- Peter Thompson (Disability Connections Victoria)
- Gail Price (Wyndham Vale Community Strengthening Wyndham City Council)
- Ray McAlary & Nancy Brennan (Manor Lakes Residents Association)
- Dallian D’Cruz (Executive Officer WynBay LLEN)
- Hailleluel Gebre selassie (Department of Planning and Community Development)
- Tamia Benjamin & Eh Ywa (New Hope Foundation)

## Challenges for Transport Access & Inclusion in a Growth Area

Following on from Professor Curries keynote presentation, participants were given an opportunity to ask questions and discuss the issues he raised regarding transport in Wyndham. A workshop session followed to explore the challenges for transport access and inclusion in a growth area.

Participants were grouped on tables and asked to brainstorm individually the challenges for transport access and inclusion in a growth area. These challenges were collated into a master list for each table and each table voted for their priority three challenges. Each table presented their priority challenges to all the participants.

The challenges identified by the forum participants can be grouped as follows;

1. Public Transport
  - a. Frequency, expense and lack of services
  - b. Transport that is accessible to people with disabilities (mental health, physical, aged)
  - c. Railway station and bus stop design (including parking)
  - d. Safety around and security on public transport
  - e. Connectivity to transport
  - f. Information and education around transport options
2. Footpaths and Bike paths establishment, maintenance and design
3. Taxis
4. New housing developments
5. Community transport

The raw data from this exercise is presented in Appendix 1.

### 1. Public Transport

This was the highest ranked challenge for access and inclusion. Participants identified many challenges with the current public transport system. The challenges in more detail are;

#### a) Frequency, expense and lack of services:

- Lack of services or no services to particular areas and new developments i.e. no bus stop outside the Youth Resource Centre.
- For routes that do exist, issues regarding frequency, reliability, quality, directness of routes (snake bus problem). Frequency in off-peak times (during the day and in the evenings) was a particular concern.
- Expense of zone 1 & 2 tickets and V/line services.

#### b) Transport that is accessible to people with disabilities (mental health, physical, aged, children):

- Not enough buses, trains, stations and trams for people with physical disabilities.
- Lack of frequency of the specially fitted (low) buses.
- Training and awareness of transport staff and transit police to deal with disability and mental health access and inclusion issues.

**c) Railway station and bus stop design (including parking):**

- Design issues regarding ramps and entrances (too steep/too narrow).
- Lack of parking (including disability parking) at railway stations and bus stops.
- Lack of bus stop shelters, pathways/street pavements to access bus stops (especially in new housing developments), bus timetables.

**d) Safety around and security on public transport:**

- Lack of manned stations – particularly off-peak.
- Safety issues around car parks and travelling off-peak/at night.
- Safety issues regarding speed of transport – hazardous to people with mobility issues.

**e) Connectivity to transport:**

- Lack of connectedness of new subdivisions/facilities/activity centres to public transport.
- Lack of connectedness between forms of transport i.e. bus and train timetables.

**f) Information and education around transport options:**

- Lack of community education around public transport options and how to use public transport in Wyndham (timetables, fares, locations of stops, how to catch, information in other languages).
- Lack of information about support for transport i.e. travellers aid, how to access disability transport etc.
- Lack of positive promotions and awareness of how to access different transport options (not just limited to public transport, also includes community transport and location of paths etc).

## **2. Foot and bike paths establishment, maintenance and design**

There were many issues related to foot and bike paths. The key challenges were;

- Lack of suitable footpaths for pedestrians and scooters/wheelchairs/prams leading to activity centres and transport.
- Kerb height restricting access to buses for wheelchairs/scooters/prams.
- Safety concerns regarding condition of existing paths, lighting at night, routes (when deviating from main roads).
- Development of new paths when new developments are established. Often left out of plans or only put in at 'resident's expense' after the development is finished.
- Lack of seats and shelters for less able users, no pathways (especially in new housing developments).

### **3. Taxis**

The main issues identified concerning taxis relate to;

- Lack of dependable maxi taxis (including long waiting times or unavailability).
- Lack of taxi services to some areas.
- Long waiting times.
- Lack of taxi ranks, existing ranks poor quality, no seating, call phone not available
- Poor driver customer service skills, (rude, unhelpful drivers)

### **4. New housing developments**

New housing developments present many challenges for access and inclusion as generally provision of public transport lags development by several years, as highlighted in Prof. Currie's presentation.

The participants also identified the following challenges;

- Walking/scooter/wheelchair/pram access from residential areas to facilities and activities (including bus stops and train stations). Not always linked from development to development and to existing infrastructure.
- Bus access into new developments – not all developments is public transport friendly and many are hard to navigate in and out of for taxis and community transport.
- Wyndham is growing too fast and so services are lagging behind demand.
- Local employment opportunities are not being developed along with the residential development creating need for people to travel distances to work.

### **5. Community transport**

The main challenge identified by participants was about making better use of the existing community buses and cars, school buses and even taxis to identify when the resources were in low demand by primary users so that other users could access these resources.

The other challenges were to explore the use of Demand Responsive Transport (**DRT**) options i.e. flexi-bus, tele-bus, dial-a-ride, shared taxis (set fare rates), community transport etc.

## Solutions for Transport Access and Inclusion Challenges

Following on from the morning's discussion of the challenges facing Wyndham around transport access and inclusion, Alison Smith (Director of the Social Transit Unit, Department of Transport) presented an overview of how her unit is handling access and inclusion within the public transport system.

Key points from this presentation highlighted the importance of policy and its role to change the way public transport is designed and upgraded so that it not only meets the disability legislation requirements, but is practical to the needs of the users. Alison in particular highlighted that often, the legislative planning requirements could be met but that the resulting transport was still impractical for some groups of people. Having these groups of people inform policy so that it met their needs was seen as the solution to ensuring all public transport was accessible to the public.

Following this address, forum participants asked to move tables and were given the opportunity to take key challenges from the morning's discussion and brainstorm the solutions to these challenges. Three challenges were approached this way.

A summary of the outcomes is presented below.

### 1. **Integration of subdivisions – creating greater connectivity**

Solutions for new subdivisions:

- Better development of plans over a wider area – more strategic planning rather than just the planning for a particular local development.
- Better guides, instructions and input from council planning departments for developers and town planners.
- Better forward planning of services and amenities to accompany subdivisions
- More relevant regulations to allow for appropriate usage i.e. buses etc

*In Summary: Influence the council planning section to plan for transport, amenities and facilities for all new subdivisions to enable connectivity to occur.*

For existing (badly planned or growing) subdivisions;

- Improve pedestrian access i.e. crossings and refuges, scooter and pram crossings
- Develop/create new linkages between areas i.e. strategic purchase of houses for demolition to create walkways/transport pathways to link unconnected areas.
- More safety, security, observation opportunities

*In summary: Review existing subdivisions for potential to create better connectivity to transport i.e. pathways, transport routes etc and create business cases to have works undertaken.*

### 2. **Safety and Access – making transport safer and easier to access**

Safety and access were subdivided into two main areas;

1. Influencing policy around construction and maintenance of infrastructure i.e. path, ramps etc.
2. Making use of transport safer (more conductors, inspectors, Transit Officers)
3. Rail Stations that are manned during train operation times
4. A police presence at rail stations and on both trains and on buses especially at night.

### ***a) Influencing policy around construction and maintenance of infrastructure***

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Participants identified that the best way to address safety and access issues concerning footpaths, lighting, ramps, shelter, car parking, bike paths and signage is to change the policies that govern their construction/maintenance.

They identified the following ways to affect policy development;

- Conduct public consultation around the issues
- Research alternative solutions
- Be guided by public concerns (listen to what the various user groups have to offer)
- Invite representatives from various user/special groups to help draft new policies that work

### ***b) Making use of transport safer***

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Forum participants thought that public transport had a poor reputation for safety, especially at night. Some of the solutions they discussed were;

- More inspectors on trains at weekends and nights
- More parking close to stations
- Better lighting at stations and stops
- Signs/information regarding transport options and public safety
- More frequent buses and trains (less waiting around in the dark)
- Information and times prominently displayed and easily accessible
- Vandal proof stations and stops
- Education on use of alarm buttons
- Promotion and use of public transport to public
- Ramps/rails
- Connecting timetables between buses and trains so that there is little waiting time
- Transport that crosses train lines to connect to other train services
- Better and more subway lighting
- Bus stop for Youth Resource Centre.

Specifically, forum participants discussed the idea of having more inspectors and conductors;

- Train driver plus conductor to roam trains at night and off-peak
- Police – more frequent presence in off-peak times
- Using only a few carriages at non-peak times
- Staff to also get off train onto platform at each stop to be able to help passengers
- Intercom system between carriages
- Security cameras updated and working
- Alarms accessible and signs showing where they are located
- Train safety teams – night, assistants, trained staff etc to assist passengers
- Communication with driver by passengers for emergencies
- Speaker system for communication, safety, warnings, reminding passengers
- Manning more stations and platforms
- More security patrols

### 3. *Improving frequency and span of transport*

Forum participants identified that increasing the frequency of some services and extending their reach, would make transport more accessible and inclusive in Wyndham.

The forum participants thought that the following could be done to contribute to improved frequency and span of transport and as a result, would improve usage;

- Research what actual needs are using community consultation involving residents (surveys) i.e. do they need smaller buses with access for wheelchairs and other disabilities.
- Researching other growth areas to determine needs before community settles into a new area.
- Better planning around transport timing and frequency i.e. more buses, more often
- Promotion of time tables and timing of transport
- Create demand for transport through positive promotion i.e. local media, DVDs showing at cinemas and council, real timing information etc
- Encourage travel training and travel planning – accessible information and travel smart
- Better communication between modes of transport to allow improved connectivity
- Pre-booking demand responsive options i.e. taxis. Trial program to capture patronage data. Coordination of community buses
- Improved reliability and accountability (penalties) for maxi taxis
- Increased accessibility for council community transport egg out of hours

One group of participants explore the idea of having a community vehicle transport booking coordinator. The role would cover;

- Brokerage of the various transport options
- Shared arrangements for insurance, costs etc
- Provision of vehicle for low cost
- Assuring booked vehicles were available

They thought that this could be achieved by looking for leadership from social transit unity regarding coordination of community transport vehicles, paid coordinator, identifying disadvantaged individuals for priority, map of community vehicle usage and availability, access etc.

## Next steps

At the conclusion of the forum, participants were asked to indicate their preference for future involvement.

The three options for future involvement in the Transport Connections Project were:

1. To join the *Transport Connections Reference & Steering Committee* i.e. regularly attend Reference & Steering Committee meetings which will be held 6 times per year at the Wyndham City Council Civic Centre extraordinary meetings may be called as required.
2. To join the *Project Working Group/s* i.e. attend Project Working Group meetings that are specific to your area of interest. Participants will be notified as the Project Working Groups are identified and may opt in.
3. To be *kept in the Loop* i.e. receives monthly newsletters, information and links to project updates that will be posted on the Wyndham City Council Website.

A number of participants expressed their desire to be involved in the next phase of the recommendations and actions from the Forum.

The next step is to establish working parties to undertake research, consultation development and implementation of projects to address issues through innovative solutions and strategies.

### **The Working Parties - Membership and Process**

The two proposed working parties will consist of members drawn from Forum attendees that expressed an interest in being involved in specific working parties, representatives from the Transport Connections Project Reference and Steering Committee, other community stakeholders and Wyndham City Council Officers.

Terms of reference for the Working Parties will be discussed and developed prior to being agreed to and implemented.

Initially the Working Parties will meet to discuss the Forum report and identify challenges and solutions that are contained in the report with the intent and action to develop and implement the working parties that will over time address some of the barriers to transport access and inclusion currently existing in the City of Wyndham.

The two Working Parties that will receive consideration from the Transport Connections Project Steering and Reference Committee are the Transport Access, Safety and Information Working Party and the Demand Responsive Transport Working Party.



### ***Transport Access, Safety and Information (TASI) Working Party***

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The Working party will look at the three key issues of transport access, safety and information:

- **Transport Access:** to develop an audit process of Wyndham transport infrastructure (rail stations, bus interchanges, taxi ranks, streets, and crossings) and public transport vehicles (buses, train carriages, taxis) in accordance with DDA requirements. This audit process may be undertaken in partnership with the Department of Transport and Council officers. The audit process will identify gaps and improvements to address the important issues of quality, safe access to public transport services and infrastructure for residents of Wyndham.
- **Safety:** security personal at Rail stations, on buses, at taxi ranks (late night), safety cameras, emergency response staff, etc are some of the issues that may be looked at by the working party.
- **Information:** real time electronic updates, GPS real time clock for the particular PT service, large print timetables, audio timetable information, customer service staff at rail stations and bus interchanges are some of the issues and ideas that the working party will look into.

### ***Demand Responsive Transport (DRT) Working Party***

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This Working Party will examine the transport link that sits between public transport services and car ownership. DRT provides a high level of assisted, point to point transport and provides a responsive transport option and mode for residents that may have a mobility challenge, are frail aged or have no access to either public transport or car based transport (not a car owner or driver).

The (DRT) Working Party will also undertake to look at and develop policy and project directions through the following actions:

- Develop a regular forum for community agencies and groups that own and operate accessible vehicles and have an interest in coming together to discuss and develop policy and actions to improve access to accessible vehicles for community groups and to develop and trial innovative service delivery models.
- Undertake a Wyndham wide survey of all community agencies, groups and organisations that may have vehicles that have some level of spare capacity, down time and underused time that may be used by other groups and organisations. Develop access criteria, documentation, insurances and cost recovery for a trial to make vehicles available to eligible groups and organisation.
- Undertake to plan and implement innovative transport delivery projects within the scope of the Transport Connections Project for transport disadvantage individuals and groups in Wyndham; these projects may include working with local taxi operators to develop and trial shared taxi ride concepts and DART (Dial a Ride Transport) services.
- Undertake to work in partnership with the Department of Transport and local bus operators to develop and trial innovative bus based transport services such as tele-bus and flex-bus.
- Undertake to develop policy and models that encourage car share/car pool arrangements and active travel actions (cycling, walking).

## Appendix 1: Raw data from table discussions

**Table 1**

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Challenges:

- Lack of disabled parking bays at railway station
- (2) Not enough accessible buses, trains, stations, trams for people with physical disabilities.
- Lack of frequency of accessible buses, trains, stations and trams for people with physical disabilities.
- (1) No/Lack of training to create awareness of disability and mental illness for transport staff and transit police
- Lack of footpaths for pedestrians and scooters leading to activity centres and transport connections.
- Railway stations design – ramps too steep, entrances too narrow for disability access.
- Need more buses and trains with low height access
- Lack of manned stations – want more security and information
- (3) Lack of community education of support for transport i.e. travellers aid and availability of support for transport
- Lack of dependable maxi taxis
- Lack of all types of parking at railway stations

**Table 2**

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Challenges:

- (=2) Public transport – lack of services
- Lack of bus shelters
- (3) Lack of service for buses – frequency, number of routes, availability and frequency of ‘low’ buses, shelters and seats
- Lack of service of taxis – number of taxis available, experience and knowledge of drivers
- Lack of service of trains – frequency, reliability, number of stations, first point of call for cancellation, disability and general parking
- (1) Integration of subdivisions to create connectivity to transport.
- Kerb height – restricting access to buses for wheelchairs/pushchairs/prams
- New developments – footpath access an issue
- (=2) Planning and design of estates – issues with access, street size, walking access, scooters, connections to facilities, activities and necessities.

Solutions to top challenge:

*Integration of subdivisions – Connectivity*

For new subdivisions:

- Better development of plans over a wider area – more strategic planning rather than just the planning for a particular local development
- Better guides, instructions and input from council planning departments for developers and town planners.
- Better forward planning of services and amenities to accompany subdivisions
- More relevant regulations to allow for appropriate usage i.e. buses etc

Summary: Influence the council planning section to plan for transport, amenities and facilities for all new subdivisions to enable connectivity to occur.

For existing (badly planned or growing) subdivisions;

- Improve pedestrian access i.e. crossings and refuges, scooter and pram crossings
- Develop/create new linkages between areas i.e. strategic purchase of houses for demolition to create walkways/transport pathways to link unconnected areas.
- More safety, security, observation opportunities

Summary: Review existing subdivisions for potential to create better connectivity to transport i.e. pathways, transport routes etc and create business cases to have works undertaken.

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**Table 3**

Challenges

- (1) Footpaths and bike paths – safety concerns regarding footpath condition, lighting, stations and stops and access concerns regarding Laverton and Werribee stations (thought to be non-functional designs)
- (2) Frequency, reliability, quality and directness of bus routes. Concerns about ‘snake bus routes’ for school buses.
- (3) Expense of zone 1 & 2 tickets and V/line issues i.e. tickets cannot be purchased on coach and trains. Issues with connectivity of buses to train timetables.

Solutions to top challenge

*Safety and Access*

The best way to address safety and access issues concerning footpaths, lighting, ramps, shelter, car parking, bike paths and signage is to change the policies that govern their construction/maintenance.

The way to affect policy development is to;

- Conduct public consultation around the issues
- Research alternative solutions
- Be guided by public concerns (listen to what the various user groups have to offer)
- Invite representatives from various user/special groups to help draft new policies that work

**Table 4**

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#### Challenges

- (1) Lack of frequency of transport
- Isolation of folks – lack of services to outlying areas
- Speed of transport – can be hazardous to people with mobility issues
- Feeder buses (park and ride) – want more?
- (lack of) Connections between sport and participants
- (2) Lack of information on transport in Wyndham especially for disabled kids needing to get to school and elderly people wanting to get around
- (3) Need better bike and pedestrian access
- Long waiting times for taxis
- Railway crossings
- Utilising the wasted resources of buses and communities cars – needs shared coordinator

#### Solutions

##### *Top challenge – Lack of Frequency of transport*

- Need to know customer needs i.e. smaller buses with access for wheelchairs and other disabilities.
- Promote time tables and timing
- Better planning around transport timing and frequency
- Create demand for transport through positive promotion i.e. local media, DVDs showing at cinemas and council, real timing information etc

**Table 5**

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#### Challenges

- (1) Bus – lack of frequency and span of hours
- Bus reliability
- (3) Bus – direct service routes vs. buses in local streets
- Safety on public transport – park & drive safety, seniors feel concerned about safety, driver customer service
- Connectivity between buses and trains
- DRT – community transport, taxi, flexi-bus, dial a ride
- (2) Local employment opportunities
- Walking infrastructure
- Cycling infrastructure
- Travel and transport awareness (lack of)

#### Solutions

##### *Top Challenge – Lack of frequency and span of bus services*

- Research what actual needs are
- More buses, more often
- Consultancy involving residents (surveys)
- Researching other growth areas to determine needs before community settles in
- Encourage travel training and travel planning – accessible information and travel smart

- Better communication between modes of transport to allow improved connectivity
- Pre-booking demand responsive options i.e. taxis. Trial program to capture patronage data. Coordination of community buses
- Better resource allocation
- Improved reliability and accountability (penalties) for maxi taxis
- Increased accessibility for council community transport egg out of hours
- Community vehicle transport booking coordinator including
  - Brokerage
  - Shared arrangements
  - Vehicle for low cost
  - Assured booked vehicle
- Requires leadership from social transit unity regarding coordination of community transport vehicles, paid coordinator, identifying disadvantaged individuals for priority, map of community vehicle usage and availability access etc

**Table 6**

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#### Challenges

- Proximity of public transport
- (3) Frequency of service
- (1) Safety issues with using public transport
- Growing too fast
- Needs are not consistent with planning of new estates i.e. buses do not fit in streets
- Not enough seats on paths
- Better use of other transport i.e. community buses and school buses and taxis
- Cost of fares
- Access to multipurpose cards – annual cap
- (2) Bus and trains not connecting
- Parking at stations and bus stops
- (=3) Education in using public transport
- Awareness
- Length of journey on PT

#### Solutions

##### *Top Challenge – Safety*

- More inspectors on trains at weekends and nights
- Parking close to the station
- Lighting
- Signs/information clear speaker
- Frequency of buses and trains
- Information and times
- Vandal proof
- Educating on alarm buttons
- Promotion and use of PT
- Ramps/rails
- Connecting timetables
- Crossing train lines to connect to other train services
- Subway lighting

### More inspectors/conductors

- Train driver plus conductor to roam train
- Police – more frequent
- Using only a few carriages at non-peak times
- Staff to also get off train onto platform
- Intercom system
- Cameras updated and working
- Alarms accessible and where they are located
- Train safety teams – night, assistants, trained staff
- Communication with driver
- Speaker system for communication, safety, warnings, reminding passengers
- Manning more stations and platforms
- Security patrols
- Bus stop for Youth Resource Centre