

## RAIL Back on Track New Bus Network Proposal Survey (2015)

### Explanatory notes

RAIL Back on Track made two frequent network maps available online, one of the current BCC bus network (<http://tiny.cc/checkyourbus>) and the RBOT Hi Quality Bus Network (Bus reform, <http://tiny.cc/newnetwork>), and invited the public to comment using a free-form text box. Expense, lack of simplicity, duplication and confusion, lack of connections and lack of decent service frequency are key issues which all feed into each other. These problems are a direct result of poor bus network planning adopted by Brisbane City Council in sending every bus route to the Brisbane CBD, and not consolidating or simplifying services where possible.

### Responses

#### Q: What comments do you have about Brisbane City Council's Current Bus Network?

1	The less frequent bus routes aren't always very reliable.
2	335, 325, 310 are all pathetic. Understandable given the 335 is a newish route and the 325 is newish (I think used to be the old bracken ridge cityexpress on parts like grange/taigum)
3	General: On the whole, BCC's BUZ network is a great one, with high frequency and good span of hours. Off the BUZ network though, the network is far less reliable, with numerous routes running hourly outside peak. 411 - Solid route, but too infrequent. Often passengers who are able to will simply walk to the 412. 414/415 - These two West Taringa routes cover the two major trip generators in this suburb (City and UQ), but both routes run hourly off-peak with a poor span-of-hours. This area has a lot of medium density/share house population due to being close to UQ and having more affordable housing, and I feel there is a lot of untapped demand here. 417 - This coverage route is too windy, and aside from the Harts/Meiers Rd section, actually does very little in terms of coverage thanks to the proximity of other services (414 and 428). Also has poor frequency and poor span of hours. 425 - This route is notoriously unreliable. I know numerous Chapel Hill residents for whom the number '425' causes fits of rage. There is a reason Moggill Rd is so congested, and the 425 is it. 427/428/432 - Too many bus routes going UQ - Indro on different stopping patterns! Needs to be fixed. Route desperately needs improved Sunday services. Kenmore Services (430, western 432, 433 etc.) - Too many services in Kenmore,

	<p>especially given every single one runs hourly. Also too many pre-paid rockets here. 444 - This route is an invaluable lifeline to anybody west of the M5, however I'm not sure if sending it all the way to Moggill is a great use of resources. 450 - Aaaaahhhh! I remember travelling on this bus from Riverhills to Indro. My non-bus-using friend was like a little kid.. "Are we there yet?" The route is too long and windy. 45x (weekdays) - Too many bus routes here, particularly P-rockets, and all running different routes. Urgent simplification is needed in this area. 460 - This route does the unthinkable by duplicating numerous rail and bus corridors. Duplicates Richlands - City on train. Duplicates Mt Ommaney - City on bus. Duplicates Indro - City on train. Urgent reform needed! 468 - Unfortunately, I think the 17 Mile Rocks area is full of car driving NIMBYs who wouldn't catch a bus for the life of them. So hence why this route does poorly.</p>
4	Needs an overhaul! Dates back to tram days.
5	From where I am it is excellent. I can walk to the 350, which could be more frequent in off peak, and in peak is hampered by going through Everton Park and Enogerra. But in 15 minutes I can be at Kedron. with the 333 and 340 available
6	Oxley Darra Centenary is terrible
7	The current network is overly complex, with too many routes seemingly servicing similar areas, making it difficult to know which buses run where, and where they stop in the CBD. Furthermore, attempting to catch a bus out of the CBD is made difficult, given different service travelling to similar destinations depart from a variety of stops.
8	Pitiful. I live where there is no rail station, but there are still minimal buses for me to get to other suburbs near me. It would take me 1 hour to get to work when it's a ten minute drive. It's a half hour walk. How is this excusable? And this doesn't even consider the OUTRAGEOUS price for such a squalid, pathetic service. I'm paying as much as New Yorker for my public 'transport' which is less frequent, slower, and unreliable. There have been countless times when I have waited for a bus that has NEVER COME. Where did it go? Was I lied to about the service? I'll never know.

9	It's far too expensive, I have started driving into the city as it is now cheaper for me to do that. It should be covered by council rates. Good public transportation helps everyone including passengers and other road users that will deal with fewer cars on the road. It could be a transportation charge paid annually.
10	Seems hamstrung by the high cost of providing services. Some services have a very useful route (eg the 367 taking users to Ferny Grove station), but are made useless by lack of frequency (the 367 doesn't run its leg to the Great Western except in the off peak, and then only runs hourly).
11	467 & 468 are pathetic and don't meet all trains at Oxley
12	Difficult to understand 192- Underused and doesn't offer anything, it just follows the blue Cityglider around doing the same route - yet everybody chooses the Citygilder. 199 - is good, it would be better with some of the stops removed as there are too many, too close together in the West end part of the route. There should be a go card machine in the West end ferry terminal so that people can top up to use the Glider. There should also be a gocard machine in the Roma street section of KG bus station.
13	There is over crowding at peak. Best to invest in more hybrid gas Articulated services. Not sure about the model of the 444 terminating at Indooroopilly? It may reduce late night services till 1230 am to Moggill?
14	Buses get people to where they want to go efficiently. Coverage is generally good, although frequency can be poor.
15	low use infrequent buses to the suburbs, even the inner ones, few and unreliable services on weekends. Currently I am on 335/346/353 lines but none of them are frequent and they tend to be long routes (Sandgate to City - bound to be delayed!). I'd prefer a shorter quicker network even if it means transferring.
16	it is too confusing Often when transferring between services, I have to walk some distance between the first service stop and the 2nd service pick-up point - would be FAR easier if both services connected at the same location.
17	Highly wasteful network operation, unreliable services. Poor integration with rail.

18	I frequently use buranda busway as an interchange to get from Camp Hill to UQ faster as the direct 209 route can be infrequent.
19	Being from the North-West suburbs, it is generally fairly average. Peak commuters to and from the CBD via routes such as the 351, 357 and 359 have a reasonable run, however beyond that the weekday services leave a lot to be desired. Counter-peak services are poor, and access to areas such as Brookside, Chermside and similar are difficult without serious planning on behalf of the passenger. Weekend services to key hubs such as Everton Park, Mitchelton and Albany Creek are much worse. A major entertainment precinct such as Eaton Hill Tavern should have services running later than 8pm at night, especially when there are concerts and others activities. Connections to train services are poor, except at Mitchelton where some effort has been made on a route such as the 369. Services to Ferny Hills and Arana Hills are poor at all times.
20	It is much better than it used to be. I agree that there is far too much duplication of services on the busy route section between the city and Indooroopilly
21	Old world, competes with heavy rail when it shouldn't, too CBD centric and it smells.
22	Too many buses down Coronation Dr Really good network in peak hour, could have marginal improvements with better train connections. Accurately reflects city's needs. Could use the train network better.
23	Confusing to use with too many routes.
24	322 and 306 should terminate at Toombul due to the low frequency. The 308 which was a half hourly service from Toombul to Chermside was a great service until it was cut by BCC. The current network is low frequency in some areas while others are high, there is no consistency.
25	Bus network is infrequent, unreliable and uncoordinated.
26	Illogical and irrational - especially the stop locations and the names of stops with their numbering system. It's also very inefficient. 402 and 412 often appear at Toowong at the same time and then follow each other to UQ -

	<p>a waste by paying two drivers to go to the same place. 411 and 417 both are ridiculously infrequent and late often and they are timetabled at the Toowong stops a couple minutes either side of each other - what a waste. At Adelaide St stop 40 leaving the city, you can wait 10-15 minutes with no 4xx buses and then 3 are timetabled to depart at the same time - how does that make any sense. The 470 is also a waste of resources, as barely anybody uses it. It follows the old tram line and since those days there have been new roads, bridges and busways so people don't need to use that route anymore. The 412 is a good service however needs improved out of peak frequency - it's often very full on Fri/Sat evening and Sundays.</p>
27	It's shit
28	Confusing set of buses away from UQ
29	<p>Brisbane City Council's network has so much duplication in it. This is evident particularly in the central areas of Brisbane, where all these buses meet and become congested. An example of this is the 200 BUZ and 222 BUZ, which run a basically identical route all the way into the CBD. This duplication increases confusion for people that don't use public transport often and also increase the cost of running the service. Services also run all the way into the CBD, where they should be terminated and passengers transfer onto higher capacity and frequent services. An example of this is the 444 BUZ and other western suburb services, that should terminate at Indooroopilly train station and have passengers transfer there to access the CBD.</p>
30	Inefficient, too much duplication (e.g. similar routes with different CBD stops), confusing (too many routes), poor high frequency coverage.
31	60min services don't allow people to use the service. Too infrequent to bother with.
32	<p>The bus network is good in some parts closer to the city, but VERY bad in the suburbs. Places like the Centenary suburbs and Bulimba are a real mess. In fact, services in Bulimba are a total joke. There is too much duplication and not enough frequency in the suburbs. Services are wildly complicated. Simple should be the way to go. Bus stop spacing also needs to be completely reviewed - the city has changed and there are places which need stops, whereas others need stops removed, especially where they are far too close together. 500m</p>

	<p>should perhaps be the minimum spacing, with a preference for CityGlider style stop spacing on main and sub arterial roads. There is probably a continuum of speed/spacing which one needs to test in focus groups perhaps? Canberra only has one stop spacing pattern- the fast one. Routes are far too windy and indirect. Not enough *proper* connection to rail (i.e. Coopers Plains). Make the trains work with buses. Also, where is the bus priority measures (i.e. turning traffic lights green using transponders?) The Great Circle Line is a joke and Brisbane City Councillors, particularly the loud "progress blockers" - should be forced to catch this 3-hour unreliable monstrosity and sit through a full revolution and then see what they think about PT quality in this city. BCC has its head in the sand and surveys it does don't capture people who have abandoned the service because it is so bad, hence said surveys always come up smelling of roses.</p>
33	Expensive, poor service (sinnamon park)
34	I wish they would upgrade the bus stops in outer areas, and recognise that the outbound service is just as valuable as the inbound service.
35	Difficult to use. Confusing frequencies, routes are duplicated. Poor interaction with rail. Often hard to find the fastest route to a destination.
36	It is full of duplication in some areas, black holes in others and also even in areas of duplications, buses arrive at the same time, then have another 15 mins wait for the next two sets of bus to arrive (385 and Maroon Glider). So they can not even co-ordinate that service properly to provide an even 7 or minute service along Caxton Street. The whole network should be privatised, taken out of the control of Brisbane City Council and fully open to competitive tendering.
37	apart from a few blackspots,buses are complementing the railway lines well but really need to work on correct timetabling and get the on-time-performance up. also cut back higher frequency services after 8/9pm and improve some sunday services
38	Confusing convoluted and a legacy of old planning and assumptions about separate ticketing arrangements

39	Bad
40	Unreliability of services is the biggest reason I would choose not to use public transport. Frequency isn't as big a problem; it is more important that the buses should come exactly when they say they are going to. Second biggest reason not to use the Brisbane public transport system is the fares. It is ridiculously expensive for the poor quality of service.
41	BUZ 199 is fantastic. Services to Balmoral/ Bulimba 230/235, especially after hours are primitive. And no connections with CitCat in evenings defies belief. Gov needs to get serious. Perhaps if they endured some of the services on a daily basis there'd be action
42	310: outbound from city to RBWH is set to 10 or 12 minutes, we often sit at RBWH for 5+ mins waiting for the dud timetable to catch up, meanwhile every other outbound 3xx route seems to stop and leave while we sit. The old routing outbound used to be via Barry Pde, now they sit in traffic instead.
43	Cultural Centre congestion needs resolution
44	Does not create a network but is just a collection of CBD centric routes with no linkages across/to the railway system.
45	325, 335, 310 are all HOURLY! and in peak hour only half-hourly, resulting in empty buses because people have given up on them.
46	<p>Sorry, but this will be long - it's hard to convey my comments about BCC's current shambolic network without detailing my experience. Experience 1) duplication of services and uncoordinated timetabling reducing potential frequency and creating a confusing network - I used to live in Carindale. Not close enough to walk to the interchange though, so this was my local stop</p> <p>(<a href="http://mobile.jp.translink.com.au/travel-information/network-information/stops-and-stations/stop/005994/timetable">http://mobile.jp.translink.com.au/travel-information/network-information/stops-and-stations/stop/005994/timetable</a>). On first look, great - so many routes! But taking away the school route and the P216 (a ridiculous milk run for the first half of the journey and taking an hour to get the CBD from a suburb approx 12kms out) leaves 213, 215</p>

	<p>and 225. Great! Right? Nope. Although all three routes achieve the same goal (getting me to the Carindale interchange) their combination in timetabling leaves a lot to be desired. For example, between 7am and 8am weekdays there are four services. Unfortunately two of them are just 5 minutes apart (7.54am 213 and 7.59am 225). The usual late or early running of these services would normally see them arrive together with one picking up all passengers and the next being left empty. After the sudden rush of those two services though, the next service isn't for another 40 minutes at 8.39am then 8.55. During the day is no better, with two services generally within twenty minutes of the hour but then nothing for forty minutes.</p> <p>Experience 2) duplication of services reducing high-frequency benefits, creating a confusing network and wasting resources - travelling home from the city to Carindale interchange (where I would attempt to make a poorly timetable coordinated transfer) I could choose from: - 200 BUZ from QSBS - 222 BUZ from KGBS - 217 from Adelaide St approaching North Quay - 201 from Adelaide St approaching opposite City Hall All of these with good/ high frequency during peak hour. Close enough together that they aren't catching from different parts of the CBD, but not actually together so I would still need to take a gamble on which would come next and be the quickest - and given bus OTP timetables are just a joke. Pick the 201, guaranteed to see a 217 pass first, or vice versa. Catching a bus home should be simple, not a game of chance! Alternatively, as I discovered later, I could go to Alice St and catch the 206 or 207 to Carina and then swap to any of the above (except the 201) or also now the 209. Simple, huh?! Everytime we had guests stay with us I would encourage them to check out the city. They would ask about catching the bus in. I would explain the 'simplest' way in but given it was still confusing as all hell they would be scared off. What a joke for the network! They could negotiate international travel but not Brisbane's bus network...a shame for the business' missing out on food, drink, shopping and entertainment dollars!</p>
47	172: VERY poor Sunday frequency. It's a very long walk to the nearest BUZ (180), not suitable for quite a few people in the area (elderly).
48	I find it very good...but I used to live in the Sunshine Coast which has an appalling horrible bus service. But I would like to see more high speed connection between South and North without having to go through change in the city...at present too,, some services change in central, some at Roma st or king george square and some in the streets. Very confusing. And fast direct connections between the major universities. A lot of people attend for example uq and griffith, or griffith and qut



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