

Summary of Survey Results

Council conducted a community survey in which residents were asked to indicate their support or otherwise for the various options. There was room for residents to comments on each topic as well as to provide general comments at the end of the survey. Responses are summarised below and grouped under the relevant topic. General comments are grouped by suburb where appropriate.

1. A bus service linking the Woollahra area, in particular Rose Bay, Double Bay and Watsons Bay, travelling to the UNSW and hospitals in Randwick:

71% of responses indicated their support for this service.

“One would think this would be obvious – why is it not being done – existing services which must be caught do not connect and do not run to timetable”

Vaucluse Resident

“This is essential...”

Rose Bay Residents’ Association

“Essential as we have an increasingly aged population”

Woollahra Councillor

“This is long overdue. We need to get more people into buses and out of cars...”

Queen St & West Woollahra Association

“Please link this service to Trelawney and Ocean Streets”

Woollahra Resident

“Please link this service with Bondi Junction”

Woollahra Resident

2. Increased service frequency on Routes 311, 326, 327:

79.2% of responses indicated their support for increased bus services.

Of these, 25% of responses indicated their support for increased service frequency on Routes 311, 326 and 327.

A further 12.5% of responses indicated their support for increased for service frequency on Route 311 only and another 12.5% of responses indicated their support for increased service frequency on Routes 326 and 327 only.

25% of responses did not comment on their satisfaction with service frequency along these routes and, instead, requested that the 327 service return to the previous routes saying that the re-routing is not useful for residents of Goodwin Village, Jersey Road and Ocean St.

4.2% of responses requested increased services on Routes not identified in the survey. These were the 324, 325, 387 and 388.

3. Buses running to timetables:

70.8% of responses would like buses to adhere to their timetables.

The following comments were made:

“Current punctuality is very poor. Residents can’t rely on buses arriving on time and are therefore forced into using private cars.”

Double Bay Residents’ Association

The 389 almost never runs to time

Queen St & West Woollahra Association

“Particularly inexcusable when running ahead of schedule causing passengers to miss bus, eg more than 4 minutes in advance on occasion...”

Vaucluse Progress Association

“389 is often too full so doesn’t stop in peak hours. Often a service is missing. Buses are often bunched”

The Paddington Society

“Admirable but more important – buses that connect with other routes, eg 324 reaches Vaucluse at 9:13, 386 bus to Bondi Junction leaves at 9:12”

Watsons Bay Resident

“The 324, which I regularly use, usually runs on time but the 325 service has a degree of unreliability.”

Vaucluse Resident

“The 324 and 325 are too infrequent... and then often three will come at once”

Woollahra Resident

Improve frequency of services

Late running services end up bunching - often have to wait for one hour

4. *Wheelchair and pram access on buses:*

50% of responses cited concern about the lack of access for wheelchairs and prams.

4.2% of responses specifically requested an accessible bus service through Darling Point.

The following comments were also made:

“Sometimes I have waited ¾ hour for a suitable bus”

Vaucluse Resident

“This service is getting better and is appreciated”

Watsons Bay Resident

5. *Environmentally friendly buses:*

58.3% of responses indicated their support for more environmentally friendly buses.

The Queen St & West Woollahra Association made the following comment:

“More buses, cheaper fares = fewer cars and that is environmentally friendly.”

6. *Combined/Integrated Ticketing:*

83.3% of responses indicated their strong support for combined/integrated ticketing. Most responses included a comment and one had a question. These are shown below:

“Badly needed for all users (not just seniors/pensioners)”
Vaucluse Progress Association

“Bus fares should be highly subsidized to encourage people to use buses more often (not just seniors and pensioners by day) – this would mean fewer cars on the road”
Queen St & West Woollahra Association

“A must have – long overdue”
Woollahra Councillor

“It’s ironic that government advocate residents becoming more environmentally aware of their energy consumption yet residents living only 8km from the city are forced into their cars by an inaccessible government transport system...”
Resident of Watsons Bay

“How is it that other states were able to produce this valuable tool and NSW is still struggling??”
“Consider this essential for the public transport system in Sydney...”

“When catching more than one bus (eg to travel route on item 1 above), unless you have a travel pass you must pay two fares for two buses because there is no direct service – why should we pay extra for service shortcomings?”
Vaucluse Resident

“What about timed tickets?”

7. *Disability access Edgecliff Interchange:*

Currently access between the train station, shopping centre and the bus interchange requires climbing a flight of stone steps. A large number of residents report not being able to climb the stairs. Council has requested access be provided on a number of occasions with the most recent response being that this is programmed for 2011. Council would like this brought forward.

There was unanimous support for better access at the Edgecliff Interchange. Comments were made that if disability access cannot be implemented until 2011, perhaps escalators could be installed as a temporary measure.

The following additional comments were made about the Edgecliff Interchange:

“Replace the roof on the Edgecliff Interchange!”

“Cold metal seats in the Edgecliff Interchange are freezing in winter! Please bring back plastic seats”

8. *Other issues related to bus services in our area (general):*

The following comments were made on other issues relating to bus services:

“Please consider the re-introduction of Light Rail to the area”

“Planning must start to revise the public transport system to avoid the reliance on petrol/diesel powered vehicles.”

Harbour View Park Residents’ Group

I would like to see more consistent and smoother driving... most drivers are good and this is appreciated.

“Better Buses didn’t work in the East – seen as purely a services rationalisation program by the government”

Woollahra Councillor

“The drivers are to be especially praised for their courtesy and consideration”

“Reduce bus fares”

“Lack of transport connection within the Municipality”

“Inadequate passenger facilities and shelter at interchanges and out-bound termini”

“Lack of connections between services and modes”

9. Other issues related to bus services in our area (grouped by suburb):

Darling Point

“Would like to see improved bus service to Woollahra Senior Citizens Centre (cnr Edgecliff and Queen Sts, Woollahra)”

“Bus service to Darling Point, Bellevue Hill and Elizabeth Bay is inadequate”

“The 327 service is insufficient”

(8% of responses made this comment)

Double Bay

Lack of a bus service through the bay area of Double Bay connecting with the Double Bay Ferry:

- Many residents find it difficult to walk the distance to New South Head Road and/or to climb the stairs to Darling Point Road to reach a bus stop
- Request for a service to run down William Street/Ocean Avenue/Bay Street, preferably linking with the Bondi Junction and Edgecliff Interchanges.

(8% of responses made this comment)

Paddington

“Students living 2.1km, as the crow flies, from school are not given school transport passes and expected to walk through Darlinghurst in twilight after sport or other after school activities in rain or shine”

“Insufficient capacity on 389 in morning peak”

The Paddington Society

Rose Bay

“Coordinate ferry and bus services in Rose Bay”

“Need a service linking people to Watsons Bay and Rose Bay Ferry from Rose Bay, Dover Heights, Vaucluse and Bellevue Hill”

“Please bring back the 321 or introduce service for residents near New South Head Road in Rose Bay / Vaucluse to Bondi Beach”
(8% of responses made this comment)

“Please bring back the 322 (Bondi Beach to Vaucluse)”
(4% of responses made this comment)

“Please bring back the 359 (Bondi Junction to Rose Bay)”
(8% of responses made this comment)

“Would like to see more frequent service on 387”
(8% of responses made this comment)

“Would like a low floor bus service on 387”
(4% of responses made this comment)

“Would like to see improved service on 386, 324 and 325”
(4% of responses made this comment)

Watsons Bay

“We need a direct bus route to Watsons Bay from the City”
(4% of responses made this comment)

“Increase frequency of 380 between Watsons Bay and Bondi Junction”
(4% of responses made this comment)

“PLEASE could the 386 route be extended to Watsons Bay? Most passengers on the 380 want to reach the Junction for a butcher, chemist, doctor, dentist etc. At present, Watsons Bay – Bondi Junction takes 50 minutes. Return journey is a problem because of crowds.”
(8% of responses made this or a similar comment)

“More buses at night – young and old people feel unsafe and/or find it difficult waiting for long periods when its late”
(4% of responses made this comment)

Woollahra

“Strong support for 200 and 389 services. Concerns about reliability of 200 during the morning peak hour.”

“We would like a ½ hourly service for the 200 in the middle of the day “
(8% of responses made this comment)

“Noise problems for Edgecliff Road residents between 5am and 7am caused by movement of empty buses to cater for morning peak services”