

The future of community transport – directions for change in NSW

Community Transport Organisation NSW State Conference
Albury, 18-20 October 2010

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Chair of Public Transport | Institute of Transport and Logistics Studies



1. Introduction
2. Community Transport and the accessibility gap
3. Challenges for Community Transport in NSW
4. Changing times
5. Options for the future



Parramatta City Council Annual Report

- › My perspective of Community Transport in NSW
 - Based on a knowledge of CT in the UK and US
 - Based on an ‘interested’ but not ‘involved’ perspective
- › This conference takes place at a time of uncertainty
 - Possible changes at the Commonwealth level could have big impact on the sector
 - Changes within public mass transport could have on-going consequences
- › Presentation covers general principles to highlight possible ways forward

2. Community Transport and the accessibility gap

- › Understanding
 - The role of transport generally
 - The role of *conventional* public transport
- › Identifying the ‘accessibility gap’ which Community Transport fills



Source: *Parramatta Advertiser*, 13 Jan 2009



Maitland Community Care Services

- › Transport is an enabler
 - Provides access to allow participation in society and life opportunities: work, education, health, shopping, social/recreation, volunteering
- › Transport provides accessibility
 - Provides independence and choice in social inclusion
- › Public transport has a wider role
 - Health and environmental benefits
 - For all members of society



Bankstown Bites Festival

Accessibility is multi-dimensional – and gaps exist

Conventional public transport



Spatial gap

Time gap

Cost gap

Physical accessibility gap

Information gap

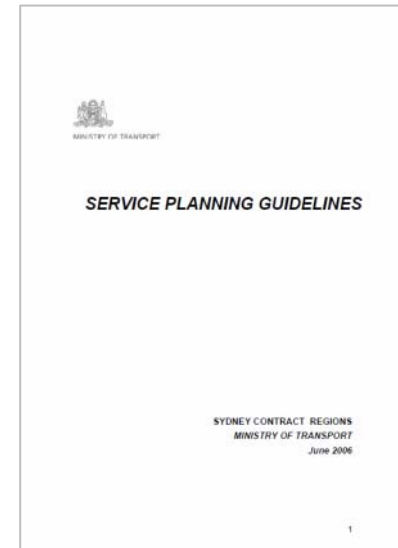
Attitudinal, Cultural and
Behavioural gap

Community Transport



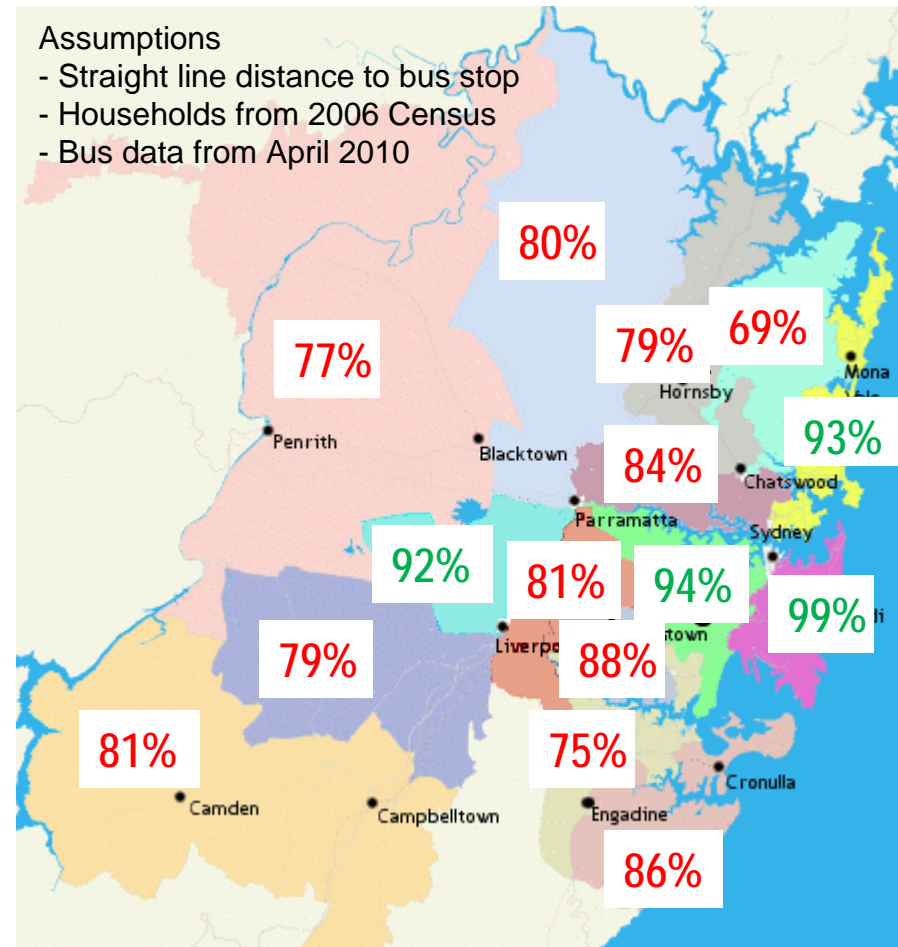
Source: Bankstown Community Transport

- › The gap between conventional public transport and community transport
- › Conventional public transport
 - eg Service Planning Guidelines for Sydney
 - 90% of households within 400 m of rail or bus in daytime
 - But not everyone can walk 400 m
 - Many factors affecting use of public transport
- › Community transport
 - Eligibility criteria



Conventional public transport in NSW

- › How well is the NSW government meeting its guidelines?
- › 86% of Sydney households are within 400 m
- › 11 out of 15 contract regions don't meet 90% of households criteria
- › 200,000 households in Sydney not within 400 m



Source: Bureau of Transport Statistics, Transport NSW, Request No. 10/287

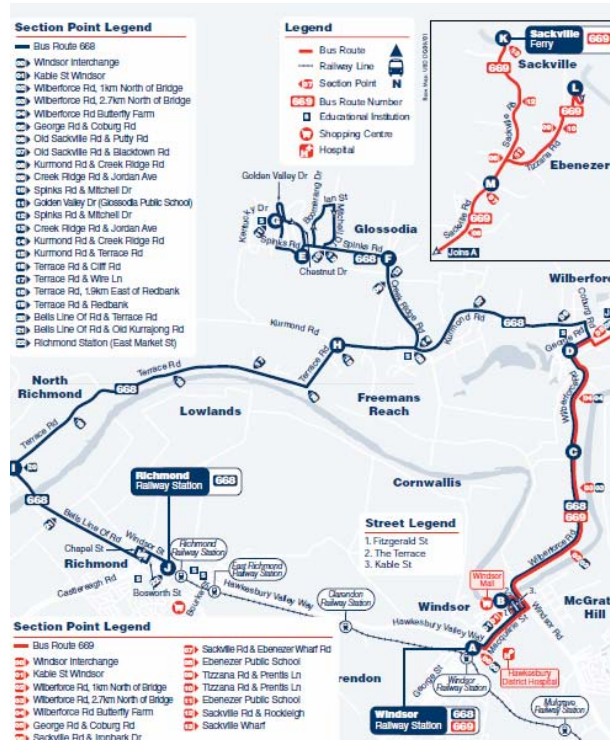


www.walksydneystreets.net



RTA

- › Frequency of services
- › Hours of operation: night time and weekend services
- › Travel time: length of trip



Route 669 Sackville to Wilberforce via Ebenezer

Monday to Friday	
map ref	Route Number
	669
	am
K	Sackville Ferry Turn Around (Tizzana Rd) 7.08
L	Port Erringhi Rd near Sirius Cr 7.18
M	Sackville & Stannix Park Rds 7.23
D	Wilberforce Primary School (George Rd) T7.29

i Service does not operate on Saturday, Sunday or Public Holidays

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K	Sackville Ferry Turn Around (Tizzana Rd) 4.41

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YOUR COMPLETE GUIDE TO MYZONE FARES

Easier, simpler fares



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www.myzone.nsw.gov.au




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For \$2.50 per person, your family can enjoy a fun day out with unlimited travel on Sydney's buses, trains and ferries.

A family must include at least one adult and one child*.

Visit 131500.com.au for conditions of the ticket and travel information.

Buy your ticket any Sunday from bus drivers (excluding PrePay services), CityRail stations, ferry ticket offices and authorised newsagents, 7-Elevens and convenience stores.

* An eligible child is aged up to 15 yrs, or 16-18 yrs with a valid school travel pass or current 202 card. Children under 4 yrs travel free.

 131500.com.au
Transport Info
Information for people on the move

For transport information visit 131500.com.au or call 131500



A New South Wales Government Initiative

Physical accessibility gap



RailCorp

		from Burwood to Bondi Junction											
TIMING POINT ▶		A	B	C	D	E	F	G	H	I	J	K	L
time period	showing route number accessible service	Burwood Westfield - Burwood Rd	Campsie Station - Beamish St	Bexley North Station - Bexley Rd	Rockdale Station - Railway St	Sydney Airport T1 International Arrivals	Sydney Airport T3 Domestic Arrivals	Mascot Botany Rd & Robey St	Eastgardens Bunnerong Rd	Maroubra Junction Anzac Pde & Maroubra Rd	Kingsford Anzac Pde & Gardeners Rd	Randwick Junction Belmore Rd	Bondi Junction Interchange
Monday to Friday													
AM	400	4:50	5:00	5:10	5:17	5:27	5:34	5:43	5:47	5:51	5:54	6:00	6:09
400	400	5:20	5:30	5:40	5:47	5:57	6:04	6:13	6:17	6:21	6:24	6:30	6:39
400	400	5:50	6:00	6:10	6:17	6:27	6:34	6:43	6:47	6:51	6:54	7:00	7:11
400	400	6:12	6:22	6:32	6:39	6:49	6:56	7:06	7:10	7:14	7:19	7:27	7:38
400	400	6:12	6:22	6:32	6:39	6:49	6:56	7:06	7:10	7:14	7:19	7:27	7:38
410	400	p6:57	p7:19	p7:23	p7:27	p7:32	p7:40	p7:51
400	400	7:28	7:32	7:37	7:45	7:56
400	400	6:33	6:43	6:53	7:00	7:10	7:18	7:29	7:33	7:37	7:42	7:50	8:01
400	400	7:38	7:42	7:47	7:55	8:08	8:20
410	400	p7:17	p7:39	p7:43	p7:47	p7:52	p8:00	p8:13
400	400	7:48	7:52	7:57	8:07	8:20	8:32
400	400	6:53	7:03	7:13	7:20	7:30	7:38	7:49	7:53	7:57	8:03	8:13	8:26
400	400	7:58	8:02	8:08	8:18	8:31	8:44
400	400	8:06	8:12	8:22	8:35	8:48
400	400	p7:37	p7:59	p8:04	p8:08	p8:14	p8:24	p8:37
400	400	8:12	8:16	8:22	8:32	8:45
400	400	7:13	7:23	7:33	7:40	7:50	7:58	8:10	8:15	8:19	8:25	8:35	8:48
400	400	8:19	8:23	8:29	8:39	8:52	9:05
410	400	p7:57	p8:21	p8:26	p8:30	p8:36	p8:46	p8:59
400	400	8:30	8:34	8:40	8:50	9:03	9:16
400	400	8:36	8:40	8:46	8:56	9:07	9:20
400	400	7:27	7:37	7:47	8:00	8:13	8:24	8:36	8:41	8:45	8:51	9:01	9:12



RailCorp



State Transit



Commuters uneasy about using night trains

Clay Lucas

August 14, 2010.... The Age

MELBOURNE commuters are increasingly scared about using the city's trains at night, with only 40 per cent of commuters saying they are happy with the number of staff on the rail system, new research shows.

Community transport

- › Closes the accessibility gap where provided
 - Door-to-door transport
 - Personal assistance
 - Truly flexible transport service
- › Very specific program
 - HACC eligibility + “transport disadvantaged”
 - For specific types of travel
- › Very small program
 - Budget: approx \$36 million pa (NSW)
+ \$3 m for transport disadvantaged
 - Clients: 150,000 pa (NSW)
 - Passenger trips: 2.5 million pa (NSW)



Source: GREAT Community Transport



Source: www.easytransport.org.au

Accessibility issues can still exist, even with Community Transport operating

Conventional public transport



Spatial gap

Time gap

Cost gap

Physical accessibility gap

Information gap

Attitudinal, Cultural and
Behavioural gap

Community Transport



Source: Bankstown Community Transport

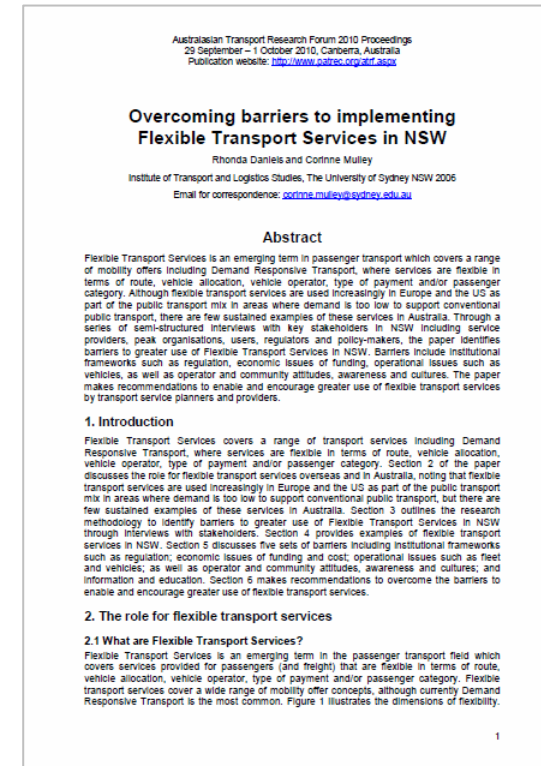
3. Challenges of Community Transport in NSW

- › Community Transport is outside the Passenger Transport Act 1990
- › Community Transport is based in the local community
- › Community Transport – features of demand
- › Community Transport – features of supply



Source: Tablelands Community Transport

- › Community Transport providers are not recognised as transport operators
- › Community Transport providers cannot be accredited as bus operators
 - a perception/reality of insufficient safety standards in CT
 - Restricts the ‘business’ of Community Transport to mainly HACC clients
 - Unmet demand stays ‘unmet’ because of regulations on the legal status of Community Transport

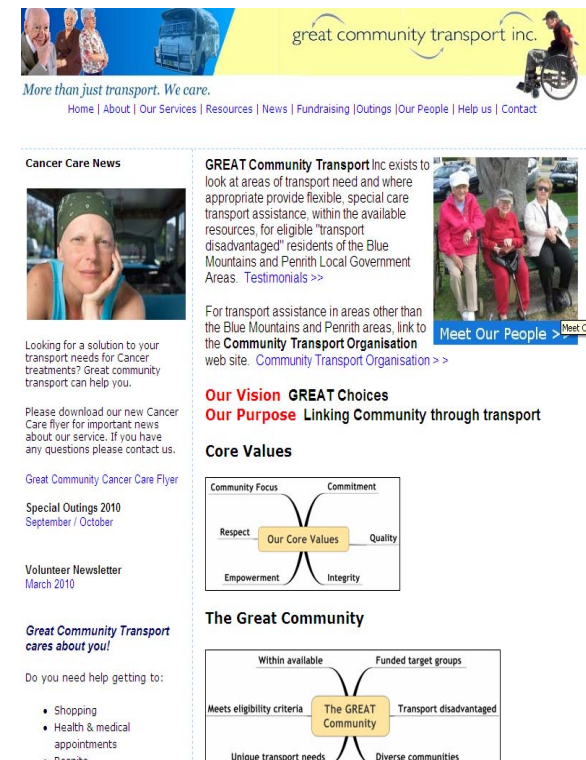


Daniels, R. and Mulley, C. (2010) Overcoming barriers to implementing Flexible Transport Services in NSW, 33rd Australasian Transport Research Forum, Canberra, 29 September-1 October 2010.

Community Transport is based in the local community

- › Grass roots origins means
 - Community Transport groups understand and relate to community needs
 - A large number of groups in NSW, based on LGAs
 - Groups vary in size, operation (including scheduling), throughput/scale, expertise
 - From funder's perspective, Community Transport associated with social care, not with transport provision

- › Bottom up organisation does not lend itself to efficient organisation
 - Community Transport needs to work harder to be efficient
 - Different socio-economic catchments means different client mix so sharing of best practice more difficult




great community transport inc.

More than just transport. We care.

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Cancer Care News



Looking for a solution to your transport needs for Cancer treatments? Great community transport can help you.

Please download our new Cancer Care flyer for important news about our service. If you have any questions please contact us.

Great Community Cancer Care Flyer

Special Outings 2010
September / October

Volunteer Newsletter
March 2010

Great Community Transport cares about you!

Do you need help getting to:

- Shopping
- Health & medical appointments
- Recreation

GREAT Community Transport Inc exists to look at areas of transport need and where appropriate provide flexible, special care transport assistance, within the available resources, for eligible "transport disadvantaged" residents of the Blue Mountains and Penrith Local Government Areas. [Testimonials >>](#)

For transport assistance in areas other than the Blue Mountains and Penrith areas, link to the **Community Transport Organisation** web site. [Community Transport Organisation >](#)

[Meet Our People >](#)

Our Vision GREAT Choices
Our Purpose Linking Community through transport

Core Values



The Great Community



Community Transport – features of demand

- › Demand for services mainly one client group: HACC clients
 - A perception/reality that clients are not assessed uniformly leading to inequity in provision
- › Community Transport is specialised in the needs of HACC clients
 - Reinforces the ‘social care’ categorisation
 - Makes it more difficult to ‘outsource’ trips when capacity is reached



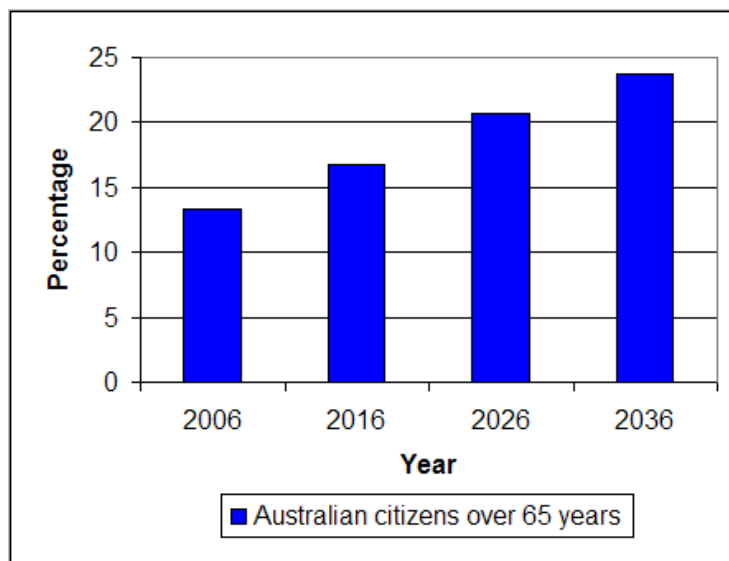
Source: www.holdfast.sa.gov.au/.../images/028.JPG



Source: www.grahamhouse.org.au/cts.htm

Community Transport – features of demand

- › Are all the trips provided ‘right’ for Community Transport?
 - Medical trips – do some require ‘unreasonable’ level of care?
- › Significant evidence of unmet demand
 - Difficulties of prioritisation
 - Situation likely to worsen with ageing population



Source: www.w3.org/WAI/WAI-AGE/Drafts/slides/AU-pop.png



Source: Sutherland Council Annual Report

Community Transport – features of supply

- › Evolving over time and in response to needs
 - Vehicle size/fleet mix may not be best matched to demand
 - Groups vary in how they operate – taxis, shuttles, dedicated services
- › Understanding of costs
 - True costs of volunteer versus paid drivers
 - Identification of cost variation – by time, by vehicle, by distance
- › ‘Spare’ capacity at certain times of day
 - Difficulties of vehicle sharing and brokerage



4. Changing times

- › Changes in HACCC funding have been proposed
 - Will the Commonwealth be willing to have separate contracts with each Community Transport group?
- › Will the funding model focus on the care of the individual?
 - Community Transport groups will have different and maybe multiple 'funders'
 - May need to contract with care providers directly



5. Options for the future



- › Community Transport groups need to take charge of their own destiny
 - Management Committees need to think seriously about their objectives

- › Focussing on a single client group makes viability sensitive to changes in demand
 - Groups may need to become more business focussed
 - Diversifying income implies diversifying customer base
 - Outcome good for both Community Transport groups and passengers
 - Groups may need to become bigger spatially
 - To exploit economies of scale
 - To become recognised as more 'professional' with more specialised functions

Forming alliances

Agency model

Social enterprise

Joining groups with adjacent geographical boundaries

› Advantage

- Fewer groups in NSW might mean Commonwealth would contract transport services direct to Community Transport

› Disadvantages

- Difficulty of multi-management committees with potentially different objectives
- A cohesive 'front' would be required to be convincing to the Commonwealth
- How much bigger does bigger need to be?

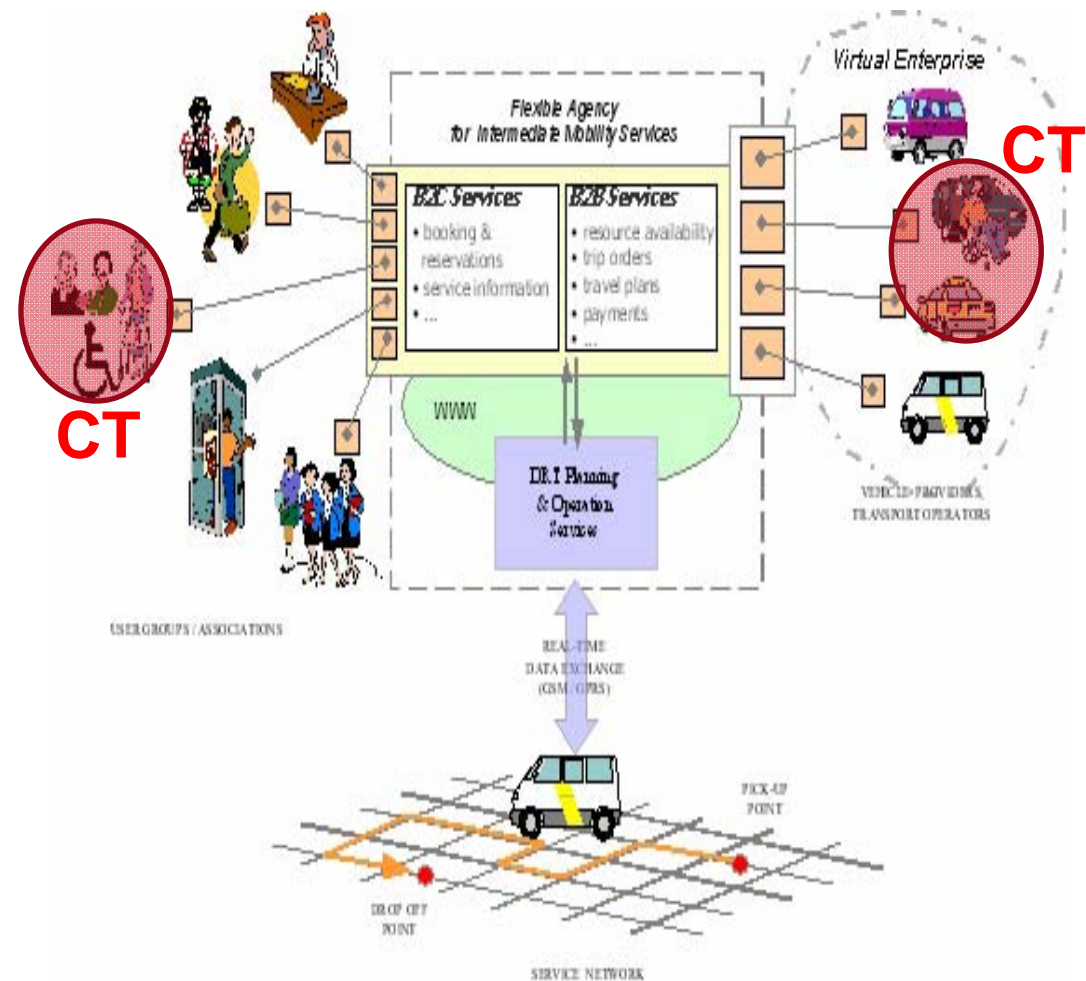
› Practical aspects

- How would scheduling and allocation of passengers be carried out?
Would technology help?
- Effective sharing of vehicles may be needed
- How would the revenue be allocated to the groups?

Forming alliances

Area based agency approach

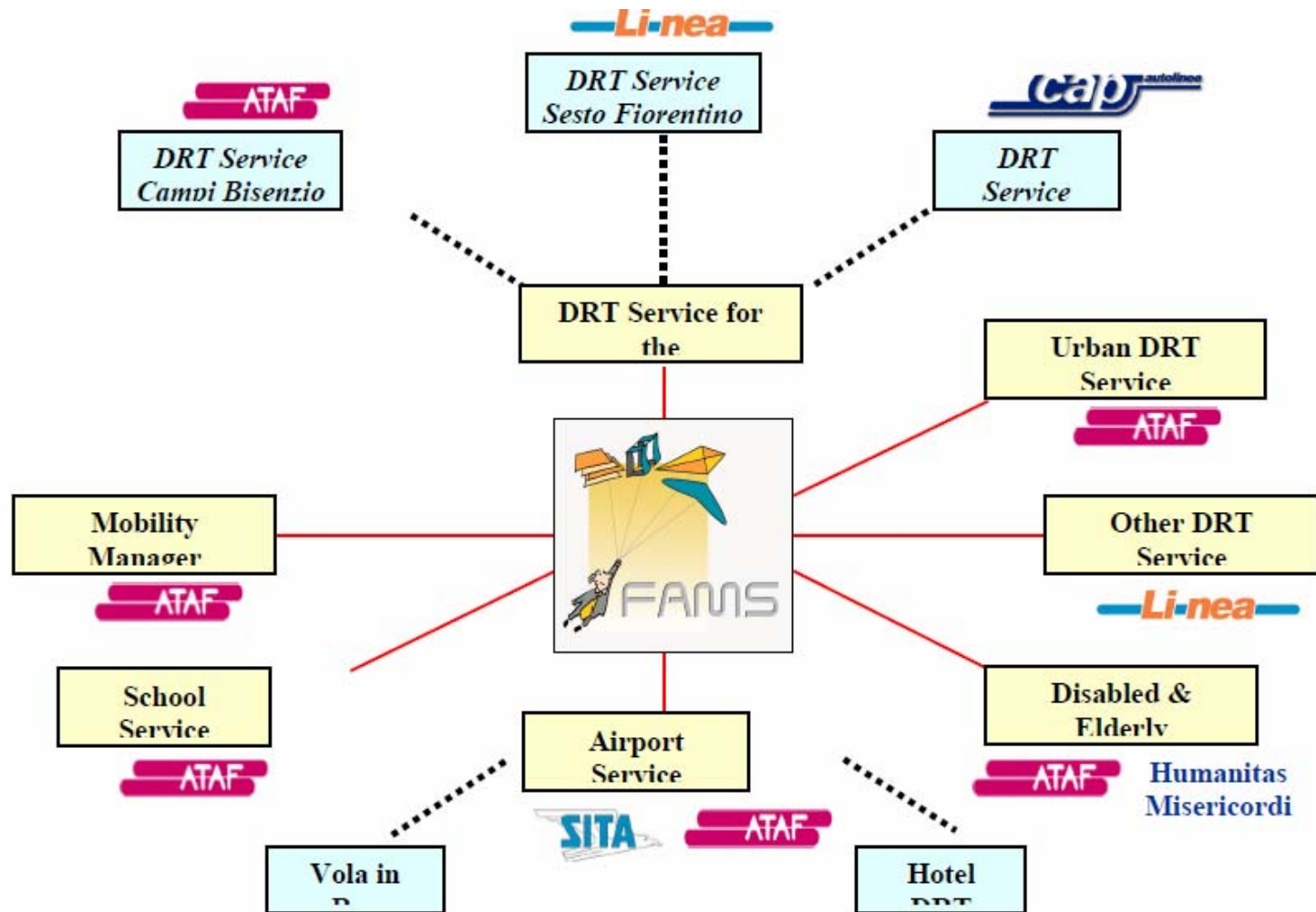
- › Requires technology to be successful
- › Requires strong governance model between different providers making up the virtual enterprise
- › Requires education and culture shift on demand side for passengers to understand



Source of image : Ambrosina, G, Di Volo N, Ferilli, G, Finn, B (2004) Mobility services accessibility: Demand responsive transport service towards the flexible mobility agency, Paper presented at TRANSED 2004 Conference, Hamamatsu, Japan, 23- 26 May 2004.

Agency model

Flexible Transport Agency in Florence



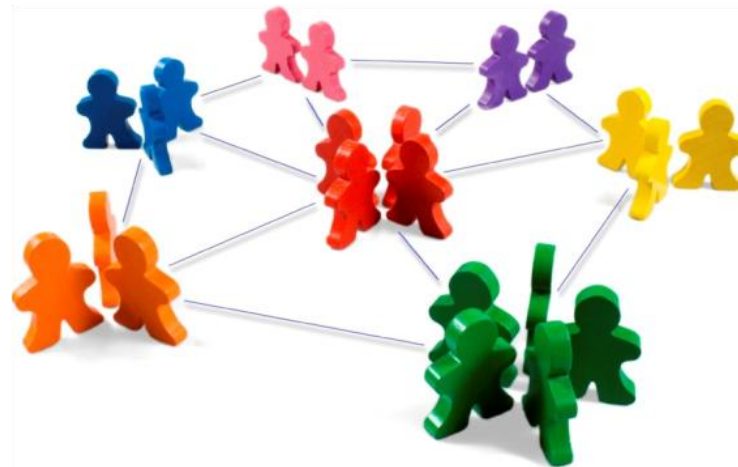
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Social enterprise is well established in UK and emerging in Australia

- › Key message is the use of ‘enterprise’ to provide for community need

“... Social enterprise is a means by which people come together and use market-based ventures to achieve agreed social ends. It is characterised by creativity, entrepreneurship, and a focus on community rather than individual profit. It is a creative endeavour that results in social, financial, service, educational, employment, or other community benefits.”

Source: Social Enterprise in Australia: www.ucwesleyadelaide.org.au/publications/resources/Social_Enterprise_Part1_2.pdf

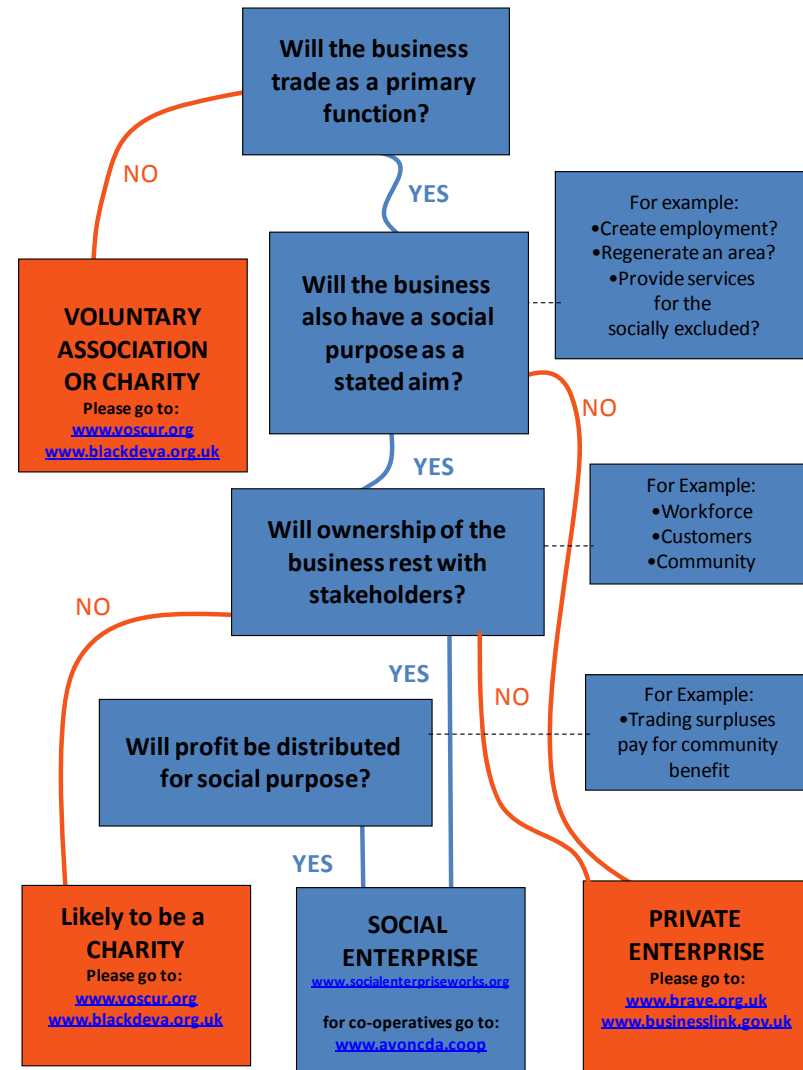


Social enterprise

Could Community Transport be a Social Enterprise?

- › Community Transport is
 - Non-profit making
 - Has a social purpose

- › Could be structured to be owned with profits for social purpose
 - A governance feature, but very important



Source: <http://www.socialenterprise.org.uk/resources/thinking-of-social-enterprise-2/>

Issues in becoming a Social Enterprise

- › Main mission is providing community based transport to
 - HACC clients
 - Transport disadvantaged (filling in accessibility gap)

- › Main issues
 - What alternative 'business' could be developed to support core aims?
 - What alternative skills might be necessary?
 - Would Government might support the transfer to social enterprise?



Source: Social Enterprise in Australia:
http://www.ucwesyadelaide.org.au/publications/resources/Social_Enterprise_Part1_2.pdf

- › Community Transport is hampered in filling the accessibility gap
 - By legislative framework
 - By perception of social care focus
- › The future requires decisions – no change is not an option
- › There are models for future working but no ‘one size will fit all’



Northern Rivers Community Transport