

Appendix 2

Issues and Themes Identified from Focus Groups

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Target markets	<ul style="list-style-type: none"> • Access to services for post high school students (college, university, TAFE, etc). • Belief that the current focus is on free school buses while ignoring needs of general access regular scheduled services. • Mixed views on adults travelling with children in regional and rural areas. • Independent school want to be treated the same as State school students.
Routes and timetables	<ul style="list-style-type: none"> • Capacity of the system to respond to changes in transport patterns or needs of public. • Relationship between bus timetables and school timetables.
Integration	<ul style="list-style-type: none"> • Services would be improved through integration between operators and co-ordination of timetables. • North-West Coast in particular identified as an area requiring greater integration. • Opportunities for school buses to be used for additional services. • Potential for integrated ticketing identified. • Availability of information on services. • Lack of co-ordination with HACC services and existing service providers.
On Bus	<ul style="list-style-type: none"> • Age of vehicles. • Doubts over the effectiveness of DIER's vehicle inspection program. • Internal fit-out of buses. Difficulties with seatbelts recognised. • Perception of a link between quality of vehicles and public unwillingness to use public transport. • Overcrowding on buses- including use of 3 for 2 seating and standees. • Discipline and bullying
Off bus	<ul style="list-style-type: none"> • Road conditions • Location of bus stops and pull off areas • Behaviour at bus stops/interchanges
Bus drivers	<ul style="list-style-type: none"> • Pay rates and minimum hours per day • Age and health of drivers • Driver responsibilities- control the bus, not children's behaviour • Hard to find drivers
Operators	<ul style="list-style-type: none"> • Uncertainty of contract tenure- need for a fixed period contract. • Investment in industry inhibited by inadequate returns and uncertainty of tenure. • New funding model required • Tenders to be offered to local operators first
Users (Fares)	<ul style="list-style-type: none"> • Fares were not raised as a significant issue for parents. • Treatment of TAFE and University students • Independent schools want to be treated the same as State school students • Prospects of zone based fare systems and Metro style fares raised.
Rationalisation	<ul style="list-style-type: none"> • Recognition of potential for rationalisation. • Recognition that some operators will have to leave the industry - but compensation will be available to them.
Contracts	<ul style="list-style-type: none"> • Belief that lowest tender always wins. • Operators believe that preference should be given to existing operators (in the area). • Need to receive a brief for tenders