

PUBLIC TRANSPORT AUTHORITY — BUS ROUTE 15

666. Hon MARTIN PRITCHARD to the to the parliamentary secretary representing the Minister for Transport:

I refer to the realignment of bus route 15.

- (1) Can the minister confirm that Public Transport Authority policy requires that residential access to bus stops be within a 400-metre walk; and, if not, what is the advisable distance?
- (2) For what reason was bus route 15 realigned?
- (3) Can the minister confirm that the realignment created a 700-metre-sided triangular gap in the middle of the route, leaving some senior and disabled patrons with a greater than 650-metre walk up hilly terrain to get to public transport?
- (4) How many complaints about bus route 15 have been received —
 - (a) prior to the changes to the route; and
 - (b) since the route was changed?
- (5) How many complaints about changes to bus routes have been received this financial year?

Hon JIM CHOWN replied:

I thank the honourable member for some notice of the question.

- (1) Accessibility to public transport, in terms of service coverage, is defined by street addresses within the Perth Public Transport area that are within 500 metres of a Transperth stop, providing an acceptable level of service.
- (2) The service was underperforming and did not adhere to the standard principles that cater to the diverse needs of the broader community, so a more direct route and extension to Glendalough train station was introduced.
- (3) There are many situations in which providing an attractive and efficient bus route is balanced against ensuring every residence has access to an “acceptable service level” as outlined in (1).
- (4)
 - (a) From 2005 to 2014 there have been 494 recorded contacts involving route 15 bus services.
 - (b) There have been 15 complaints received through the Transperth InfoLine since July 2015 to date.
- (5) The Public Transport Authority has received 18 347 contacts for the period 1 July 2015 to May 2016 on a range of public transport issues. It would be an unreasonable use of resources for the agency to separately review each of these contacts to identify which of those relate specifically to changes to bus routes, as the CommentLine system does not categorise them on this basis.