



Box Hill–Burwood Bus Network Reform

CONSULTATION SUMMARY, JANUARY 2023

The Department of Transport and Planning held online consultation in the Burwood and Box Hill communities to understand how people use and see their local bus network.

This is a summary of the feedback, which may be used to help inform any future changes to buses in the area. Consultation ran from 11 to 30 October 2022.

PEOPLE PROFILE

The top three postcodes were:

3125
Burwood

3128
Box Hill

3130
Blackburn

MARKETING INSIGHTS



1925 page views



613 surveys completed

Device breakdown



56% via mobile phone

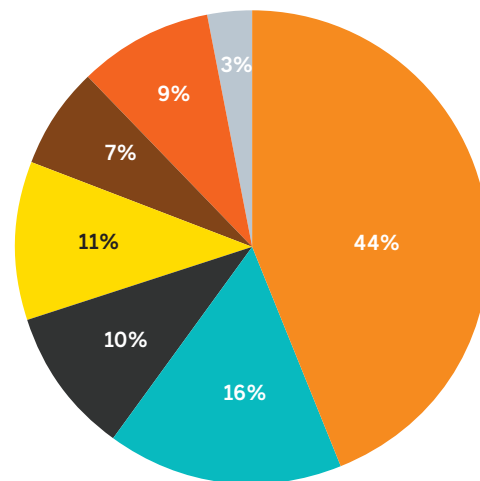


41% via desktop



2% via tablet

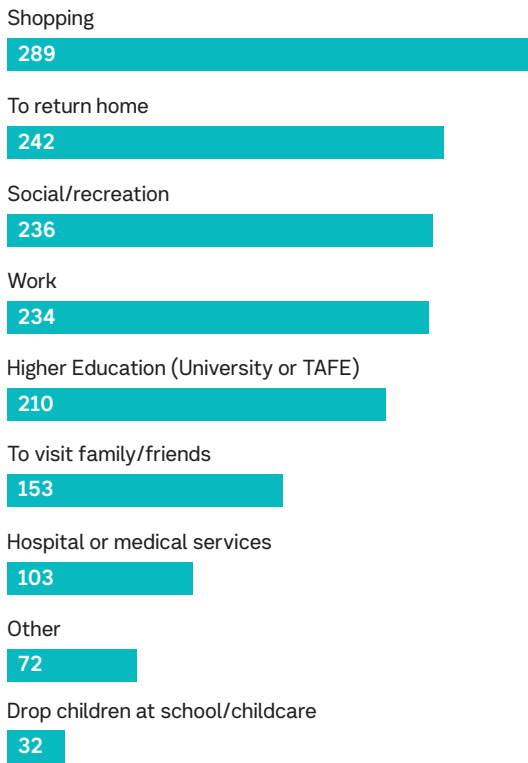
60% of respondents were aged 16–34 years.



- 16–24 years
- 25–34 years
- 35–44 years
- 45–54 years
- 55–63 years
- 65 years+
- Prefer not to say

KEY STAKEHOLDER CONVERSATIONS

The main reasons for travelling by bus in Box Hill/Burwood area were shopping, work, returning home, and social/recreation. Respondents were able to select more than one option.

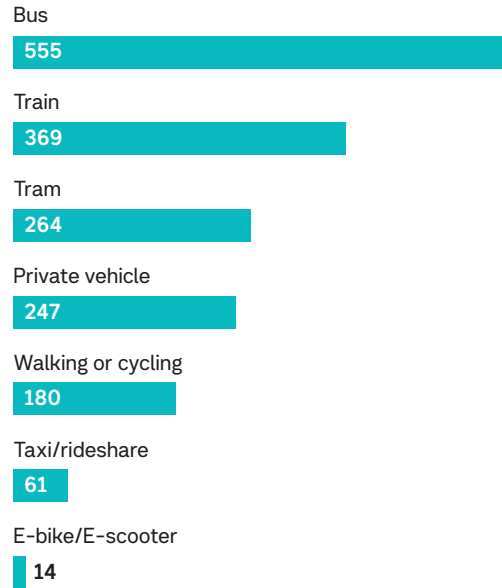


Box Hill Station/shopping precinct were the most popular destinations for bus users, followed by Deakin University.

78% of respondents who travel to Deakin University believe that realigning SmartBus 903 via the university will benefit them.

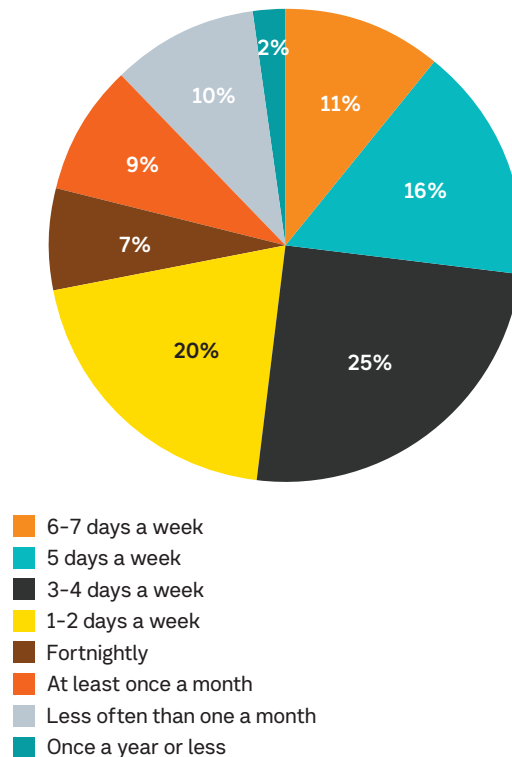


Bus was the most popular mode of transport when travelling to/from the Box Hill/Burwood area. Respondents were able to select more than one option.



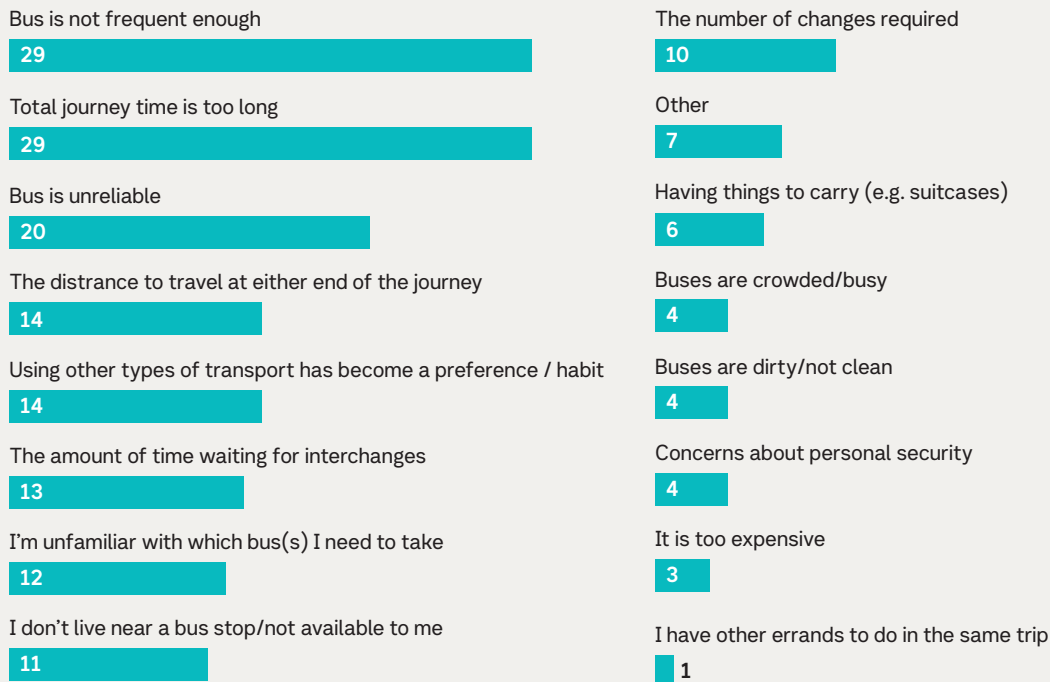
Routes 903, 767 and 733 are the most used services in the Box Hill/Burwood area.

Of the respondents who catch buses to the Box Hill/Burwood area, 25% use the service 3-4 times per week, 20% 1-2 times per week, and 16% 5 days a week.



We asked respondents who don't travel by bus why. Respondents were able to select more than one option.

The main reasons were buses are not frequent or reliable enough and the total journey time is too long.



67% believe additional services to routes 766, 201, 733 and 767 will benefit them.



You told us that Box Hill/Burwood buses could be improved by more:

- 1 Frequent services
- 2 Reliable services
- 3 Accurate real time journey planning information

What you said

We asked if you had anything further to add. You said:

Service level

“Better frequency and more direct routes rather than going all over the area before getting to my destination.”

“Overall I think the public transport around Melbourne does a very good job and is generally convenient. However, I would like the 733 and 903 timetable to be extended to later in the evenings like the 900 route.”

“Please make Route 271 run on Sundays.”

“More frequent services would be highly beneficial, especially during late evenings.”

Operation

“Bus lanes and signal priority along Elgar Road and Station Street would make buses faster and more reliable along the corridor south of Box Hill Central including to Deakin Uni.”

“Please consider investing in bus only lanes on all routes. Buses should be the highest priority vehicle on the road because of the number of passengers they hold compared to a car. This would also make buses faster and more reliable as they will not be dependent on the flow of traffic, and allow people to more accurately schedule their journey.”

“The bus that I regularly catch consistently comes late.”

User experience

“A real time bus location can really be a benefit and huge improvement to the bus services.”

“Getting around Box Hill Station bus interchange can be confusing for first time passengers.”

“More security measures and posters that notify people they are on camera would make things feel safer on journeys.”

“The 767 bus route provides a safer route home from work for me than any other route, so if it was to run later that would make it safer for me.”

Next steps

The feedback is now being reviewed by our transport planners to help inform future improvements to the bus network.

Thank you for taking the time to participate in our survey.