

Brisbane's New Bus Network

COMMUNITY CONSULTATION REPORT

JUNE 2023



Dedicated to a better Brisbane

BRISBANE'S NEW BUS NETWORK

Brisbane City Council has a clear vision to transform how you move around our city.

We have a plan to meet Brisbane's growing demand for fast and efficient public transport, to connect us to the people and places we love.

Currently, there is an over-reliance on direct bus journeys from the suburbs to the Central Business District (CBD). If this continues, it will add pressure to the busy and congested corridors, slowing the entire network.

As part of our plan to evolve the bus network, Council in partnership with Translink undertook a detailed review of the network.

This informed the proposed service changes to the inner-city and south-eastern corridor, which will support the introduction of Brisbane Metro services.

Community consultation

To help create the best network possible, we invited community feedback through a two-phase program of engagement activities between July and December 2022.

Phase 1

Council launched an initial city-wide online survey between July and October to seek early feedback on current travel preferences and experiences.

Phase 2

Extensive city-wide community consultation took place from 10 October to 14 December where we invited you to have your say on the proposed network changes and to provide feedback on other bus routes across Brisbane to help inform future planning.

Thank you to the community for your suggestions, ideas and feedback on Brisbane's New Bus Network.

Next steps

Community and stakeholder feedback will be used to help reshape the bus network changes, which are planned to be implemented with the introduction of metro services.

Feedback on bus services in other parts of the city will help inform further changes or enhancements that could be made as part of planning for future metro lines and network reviews.



CONSULTATION SNAPSHOT



More than **5000** responses across two online surveys



Feedback on **189** individual bus routes



1,600 interactions at bus stops and stations across Brisbane



346 people attended community information sessions



Promotion to **530,000** households through Living in Brisbane newsletter



More than **155,000** unique visits to the project web page



Over **21,600** unique visits to the interactive network portal



More than **17,800** searches on the interactive network map



Over **6,600** unique visits to the Brisbane Metro game

A SMART SOLUTION FOR BRISBANE

As part of creating the best possible network for Brisbane, we invited you to have your say and be part of shaping Brisbane's public transport future.

The network we took to community consultation aimed to make better use of our existing world-class busway infrastructure and provide improved connectivity to key destinations and other public transport services.

This will give you more opportunities to get you to where you want to go and will mean:

- more on time services
- new travel options
- better connected destinations.



Redesigning suburban routes

Twelve suburban bus routes were proposed to be redesigned to connect people to a high-frequency metro or busway service.

By reducing the number of suburban buses using the busways into the city, we can ease inner-city congestion and free up busway capacity for more metro and high-frequency services. This will allow us to redistribute services to provide coverage in local areas.



Newly serviced roads

We proposed to add to the network by increasing services to roads that were not previously serviced, building a network that can cater for future growth.

These routes will connect more people to high-frequency bus services and rail services. We are also looking to better connect communities with key leisure and tourism destinations.



Transforming and simplifying our CBD network

Changing where some buses enter, travel and stop within the city will help to ease inner-city congestion.

The proposed network aims to improve connections, service newly developed areas and create more consistent stopping patterns, helping users better navigate the city.



New all-day services

New all-day services were proposed for some streets that currently only have a peak period service.

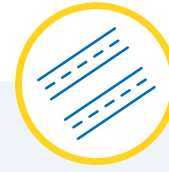
This means more travel options and increased access to destinations across the network including connections to the high-frequency metro corridor.



New connections

We are improving suburban connections to key destinations for education, healthcare, leisure and employment.

We proposed new direct access to shopping centres, universities, retirement villages, and Brisbane Metro.



Route duplications

We proposed to establish high-frequency routes in key suburban corridors by combining duplicated routes without decreasing the total number of trips or coverage.

This will create better, more efficient routes that can be accessed by more people, and reduce service duplication.



New routes

Three new bus routes were proposed to be added to our network to improve connectivity to key destinations.

This includes improved direct connections between the South East Busway and Fortitude Valley, new peak period services, and connections to local places of interest.



Route removals

Routes with low frequencies and low customer demand were carefully reviewed. We proposed to remove two routes.

The proposed network included alternative services or a nearby high-frequency service to connect you to where you want to go.



Introducing Brisbane Metro

A key component of the new network is the introduction of two metro services, M1 and M2. These metro services will form the core of the network, providing a primary high-frequency busway service that will replace existing routes 111, 160 and 66.

Many current BUZ (high-frequency) and Rocket (peak-only express) services to the CBD will continue to operate, alongside metro services, retaining a strong complementary network of suburbs-to-city services in the south-east corridor.

HAVING YOUR SAY

From July to December 2022, Council invited the community to help shape Brisbane's New Bus Network through a two-phase engagement program.

Phase 1: Initial city-wide online survey

Prior to releasing Brisbane's New Bus Network, Council launched an initial city-wide online survey between July and October 2022.

This phase was designed to seek early feedback on current travel preferences and experiences via the online survey.

During this phase, awareness raising activities included a new dedicated network page on Council's website, a media release and announcement, and social media activity to encourage the community to have their say.

As part of the survey, people were asked:

- how and when they travel, including which route they use most frequently
- how satisfied they are with existing bus services and what they like about travelling by bus
- what they would like to see improved about bus services.

The online survey commenced on 20 July 2022 and received a total of 3,337 responses, with people from 125 postcodes across Brisbane and surrounds. Postcodes with the most respondents included:

- 4101 (Highgate Hill, South Brisbane and West End)
- 4075 (Corinda, Graceville, Oxley and Sherwood)
- 4104 (Yeronga)
- 4068 (Chelmer, Indooroopilly and Taringa)
- 4074 (Mount Ommaney, Riverhills and Sumner Park).



Feedback themes

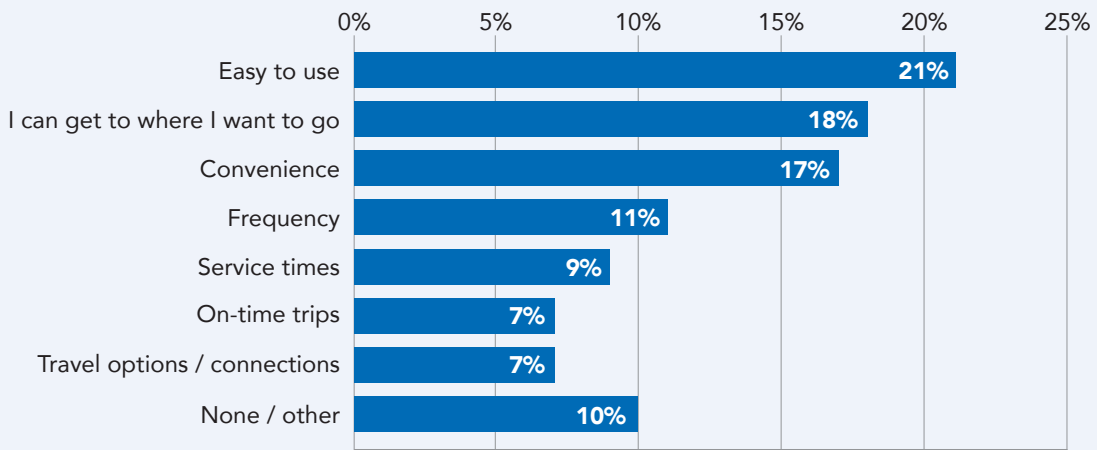
Throughout this phase, feedback from the online survey was reviewed to identify key themes, trends and participation rates. Survey respondents were asked to nominate one bus route they use most frequently. Around 260 different routes were mentioned in feedback responses.

Understanding bus users' key areas of interest, travel behaviour and needs on the existing network informed detailed planning for the next phase of engagement.

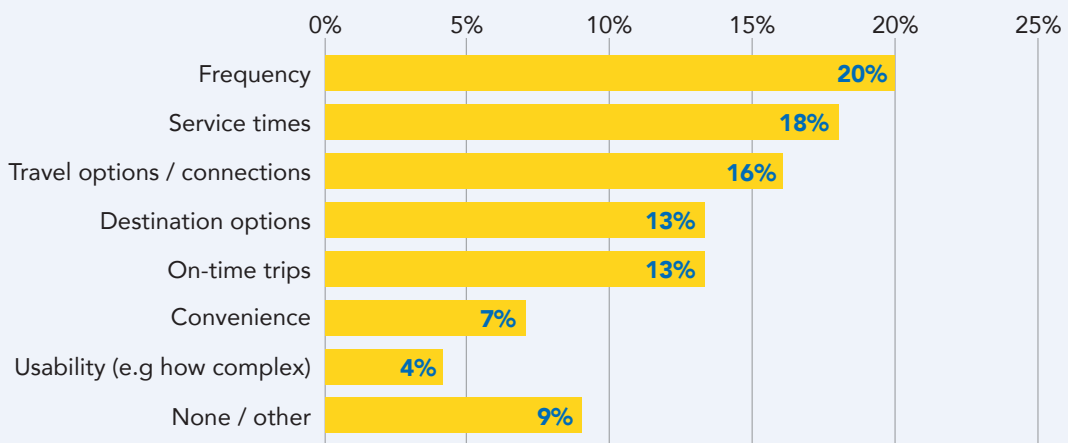
Most survey respondents were frequent bus users and reported bus travel as being easy to use, and were satisfied with bus drivers and the general customer experience. Overall, satisfaction with bus services in Brisbane was mixed, with slightly more respondents satisfied than dissatisfied.

A summary of what the community like about the bus network, and what they would like to see improved is outlined below.

Most positive aspects of experience when travelling by bus



Aspects of bus journey that are opportunities for improvement



HAVING YOUR SAY

Phase 2: Brisbane's New Bus Network community consultation

From 10 October to 14 December 2022, you had your say on the proposed network changes.

A diverse program of activities were undertaken across Brisbane in order to maximise reach and encourage participation. Engagement activities were informed by benchmarking of local and global bus network change programs.

Activities were designed to be inclusive and accessible through the use of translated materials and interpreters, accessible venues and accessible web standards for digital tools.





Awareness campaign

Council ran a city-wide awareness campaign to introduce Brisbane's New Bus Network and direct the community to the engagement materials and tools on Council's website. This included:

- advertising across a variety of outdoor, digital and social media channels, including onboard the bus fleet and at selected bus stops
- articles in the October and November editions of Council's *Living in Brisbane* newsletter, which is distributed to more than 530,000 households
- an email update to the Brisbane Metro subscriber database of more than 4,000 people.

The release of Brisbane's New Bus Network also generated significant coverage across print, broadcast and digital media, as well as third-party social media channels.



Interactive network portal

To support community consultation, Council developed a series of resources to inform people about the proposed bus network changes and capture feedback on individual routes. These resources were hosted on the dedicated network web page and included:

- a comprehensive guide outlining Council's plan to evolve the bus network. This document included maps and detailed summaries of routes with proposed changes
- a bespoke interactive network map that allowed users to view the proposed new network, route changes and understand potential alternative journeys
- an online network survey that invited the community to have their say on Brisbane's New Bus Network
- the Brisbane Metro Game – a fun and interactive tool designed to educate people about why the bus network needs to change and how Brisbane Metro will evolve the network.

Overall, the project web page received more than 155,000 unique visits, and the Network Guide was downloaded approximately 6,100 times.

There were more than 21,600 unique visits to the dedicated online engagement portal, with around 17,800 searches for individual bus routes on the interactive map, and more than 6,660 unique visits to the Brisbane Metro Game.



Submissions and correspondence

In addition to online survey feedback, Council received feedback and enquiries about Brisbane's New Bus Network through a variety of channels. This included:

- 153 pieces of feedback and enquiries received from the community via the project's hotline, dedicated email inbox and other Council channels
- 18 detailed written submissions from key stakeholders, including elected representatives, advocacy groups and schools
- five petitions from members of the community and elected representatives as part of the consultation program, outlining specific requests related to the new bus network.

Note: The above includes feedback received following the formal engagement period until 31 January 2023.



Information sessions and pop-up events

A variety of face-to-face engagement events were held across a nine-week engagement period, to provide opportunities for residents and bus users to easily meet with members of the project team, ask questions and provide feedback.

Ten pop-up events were held at key bus stops and busway stations in the south-eastern corridor and inner-city, with 1,600 people interacting with members of the project team.

Council also held 23 community information sessions across the city, with a total of 346 attendees. This included:

- 9 two-hour information sessions held weekly at the Brisbane Metro Information Centre (BMIC)
- 14 two-hour information sessions held in community venues at locations across the city, with a focus on the south-eastern corridor.

Each session was staffed by Network Planners, as well as members of the Brisbane Metro project team. Network Planners were able to address specific questions about route changes, explain the rationale behind changes, outline benefits such as travel time savings and provide options for alternative services.

In addition, briefings were also provided to a range of key stakeholders, including elected representatives and industry and advocacy groups.

WHAT YOU SHARED WITH US

City-wide online survey on individual routes

A major component of this phase was the city-wide online feedback survey, which was hosted on the interactive network portal from 10 October to 14 December 2022.

The survey was promoted widely across a range of communication channels, and was also available to be completed in written form at community information sessions.



Analysis of survey results

As part of the survey, the community was asked how they use each bus route, what they like about the route and what they would like improved about the route. For routes with proposed changes, people were asked how likely it is that they would travel on the bus route if the proposed changes were implemented.

Feedback from the survey has been analysed by Council and collated with feedback received at community information sessions and through correspondence to identify common themes and trends. This will inform areas requiring further investigation by Council as part of reshaping Brisbane's New Bus Network.

In addition to providing feedback on individual routes, nearly half of survey respondents (48%) elected to provide general feedback about the bus network and public transport in Brisbane.

General feedback mostly related to bus and public transport service levels including route coverage, service frequency and span of hours.

A summary of the key feedback themes from survey responses is provided on the following pages.

The survey asked respondents to provide detail about:

- how they currently travel on Council's buses
- feedback on individual bus routes, including those with proposed changes and those without
- general feedback on the bus network, and future metro extensions.

Respondents could provide specific feedback on up to 10 individual bus routes per survey.



Participation

In total, Council received 1,803 online survey responses, with 2,027 individual route responses. Feedback received related to 189 individual routes, including 90 routes with proposed changes as part of Brisbane's New Bus Network, and 99 routes with no proposed changes. The majority of respondents (79%) commented on one bus route only.

Survey respondents were from 164 suburbs across the Brisbane Local Government Area (LGA) (96% of responses) as well as a small number of residents in areas outside of Brisbane.

The suburbs with the greatest number of respondents were The Gap, West End, Moorooka, Highgate Hill and Coorparoo, representing nearly a quarter of total respondents (23%). The suburbs with higher participation rates were generally areas where bus network changes were proposed, or where there were higher levels of local stakeholder interest and communication.

The majority of feedback was received from Adult ticket holders (69%), with respondents from other ticket types including:

- Concession ticket (14%)
- Senior ticket (8%)
- Child ticket (2%).

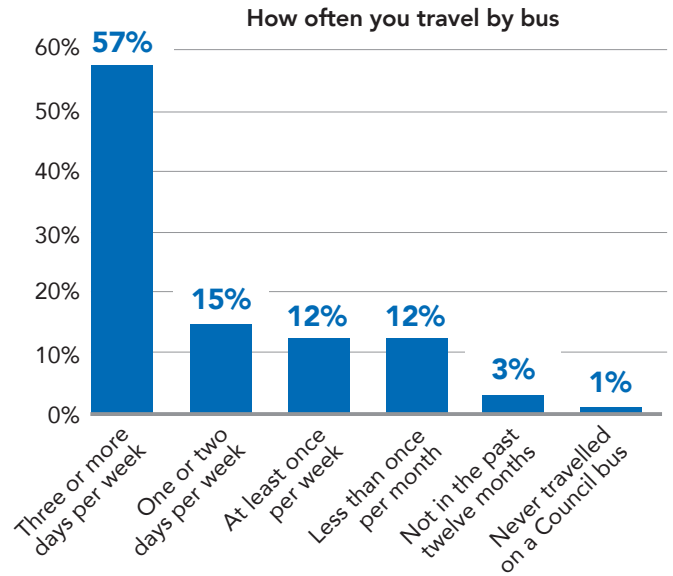


How you travel

Most survey respondents were frequent bus users, with 57% of respondents reporting that they travel by bus three or more days per week, and 15% of respondents travelling one or two days per week.

The large majority of survey respondents indicated they get to their bus stop or train station by walking (84%) while some people drive (12%).

Most respondents (27%) reported that it takes them an additional 5-10 minutes to reach their destination after getting off their bus in the CBD. However, 22% of respondents reported that it takes them an additional 15 minutes or more to reach their final destination in the CBD.



WHAT YOU SHARED WITH US

Summary of key feedback themes

Detailed review and analysis of feedback has provided Council with a thorough understanding of bus and metro travel preferences, key themes and issues for further consideration.

Input from residents from more than 160 suburbs across Brisbane and some surrounding areas outside of Brisbane's LGA revealed common themes, which are highlighted below:



Feedback recognised that Council's plan to evolve the bus network will help improve travel times, service reliability and unlock capacity to get more people to where they want to go, at the times they want to travel.

The community also provided feedback on a range of issues related to the proposed bus changes in the inner-city and south-eastern corridor. This feedback will be considered as part of reshaping Brisbane's New Bus Network.

Your feedback on services in other parts of Brisbane will help inform future stages of Brisbane's New Bus Network and planning for future metro lines and network reviews. Some issues will be subject to future phases of community and stakeholder engagement, or will be addressed in partnership with other levels of government.



Readiness for public transport network improvements

What you said

We heard that evolving Brisbane’s bus network is welcomed and that many people who use bus services are ready for change. People are looking forward to a network that provides more travel options, more frequent services and better connections to key destinations.

What you shared with us:

- you would like to be able to use public transport for more journeys and reduce car dependency
- you are keen to see improvements to the network that will help improve travel times and reliability, and reduce road congestion, particularly on major arterial road corridors.

Our response

Council recognises that you are looking forward to the evolution of our public transport network – and would like to see additional improvements in areas across the city.

The first stage of Brisbane Metro will unblock bottlenecks and reduce congestion in the inner-city and Brisbane’s south-eastern suburbs. This will enable capacity for future growth for the northern and eastern corridors, providing the opportunity for more turn-up-and-go and on-time services for the rest of the network.

By reducing the number of suburban buses using the busways into the city, we can ease inner-city congestion and free up busway capacity for more metro and other high-frequency services. This will also allow us to redistribute services to provide coverage in local areas.



Excitement about the introduction of metro services

What you said

Many people are excited about the introduction of high-frequency, high-capacity, electric metro services.

There was also significant support for the extension of metro services to other parts of Brisbane, with 86% of survey respondents indicating they are supportive of future extensions.

What you shared with us:

- you hoped metro services would be extended in the near future
- you are keen to see more electric vehicles be used as part of the regular bus fleet
- you are interested in what other transport solutions might be available in areas without metro services.

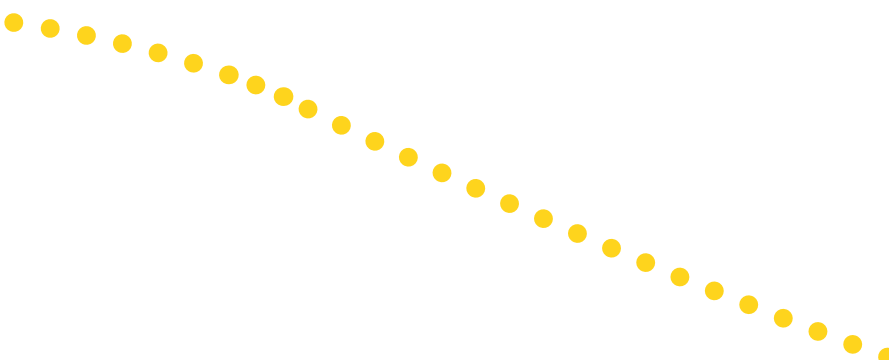
Our response

Council recognises there is strong support for metro services to be extended beyond the first stage. Future stages could see services extend to other areas of Brisbane, including Chermside, Brisbane Airport, Capalaba via Carindale and Springwood.

Council, in partnership with the Redland City Council and the Queensland Government, is contributing funding towards the Eastern Metro Study. The study will investigate options for extending the existing busway from where it currently ends at Coorparoo through to the Capalaba business district in the Redlands.

We continue to invest in new ways to electrify our transport network and reduce Brisbane’s carbon footprint. After successfully completing a 12-month electric bus trial in 2022, the free City Loop route is now continuing to operate with electric buses.

In 2022, the Queensland Government announced that by 2025, every new bus in South East Queensland would be zero-emissions. Council is supportive of this initiative, and is working with its delivery partners to progress planning for the future growth of its fleet.



WHAT YOU SHARED WITH US



Importance of bus services to local communities

What you said

Some of you rely on local bus services as your only means of connection to local shops and services.

What you shared with us:

- some bus routes play a critical role in connecting you with family, friends, healthcare and shops
- small adjustments to routes can have local impacts, particularly for older people or people with reduced mobility.

Our response

Council recognises the important role bus services play in connecting you to the people, places and activities you love.

By evolving Brisbane's bus network, Council is aiming to deliver services in the suburbs that meet transport needs and demand by increasing the frequency of services and improving suburban connections to key destinations. This includes new direct access to shopping centres, universities, and retirement villages.

In planning the new network, we have tried to ensure access to important destinations, including major hospitals and local shopping centres, is maintained on key routes. Where a change to a journey is required, we have also assessed possible alternative services that may be used to reach your destination.



Enthusiasm for bus connections between neighbouring suburban centres

What you said

Some of you requested better bus connections to nearby suburbs, and local shopping and healthcare hubs, that would allow you to avoid travelling via the inner-city.

You also made suggestions for new circle or loop services in the inner-city, that would connect high-density work, living and lifestyle precincts.

Our response

Council acknowledges interest in more services between key local destinations, and suggestions for improvements in specific suburbs.

Council continually monitors population growth and patronage when developing the public transport network. For new services to be sustainable, we need to ensure there is sufficient population density and key attractors along an alignment to generate suitable demand to sustain service frequency. Council currently operates some cross-town services between suburban hubs, where network demand is able to sustain these services over the long term.

Council also offers a number of alternative services that may assist you in accessing nearby transport or shopping hubs. This includes low cost Personalised Public Transport services across eight routes, and the subsidised Council Cab service for seniors and people with mobility impairments.

Across the city, Council is also making it easier to travel by walking and riding, through the introduction of shared e-bike and e-scooter hire schemes, e-mobility parking hubs, and by delivering new green bridges, upgraded bikeways and footpaths.



Mixed feedback on two-seat journeys to reach key inner-city destinations

What you said

We heard from many of you about our plan to redesign some suburban bus routes to connect you to a high-frequency metro or busway services.

Frequent bus users were generally accepting of two-seat journeys, with many of you already transferring between services to reach your final destination.

There were concerns from some of you around the need to interchange between services, particularly from older people and parents of school students.

What you shared with us:

- you understand the need to reduce inner-city congestion and free up busway capacity
- transfers between bus and metro services need to be fast and convenient, and preferably at the same platform
- you would like the option to use a direct service to the CBD from your area, even if this means a longer walk or drive to use this service.

We also identified there may have been some misunderstanding around proposed changes, or what alternative services will be available in your area.

Our response

Council recognises that Brisbane's New Bus Network will mean a change for some of your journeys. With our city growing, we need to evolve our network to provide you with more on-time services, travel options and connected destinations. This means some journeys will require a transfer between services.

In most cases, this will be a same-platform transfer onto metro or high-frequency bus services at a busway station. Busway stations provide a high level of comfort and convenience, with covered waiting areas, electronic timetable information, 24 hour CCTV security and lighting, with full accessibility, including lift access. Both metros and Council's existing bus fleet provide a high level of accessibility, including dedicated areas for mobility aids and priority seating.

Where transfers are required at another stop, Council endeavours to minimise walking distances between stops, and will aim to ensure timetables are coordinated wherever possible.

In addition, many current BUZ (high-frequency) and Rocket (peak-only express) services to the city will continue to operate alongside the new metro services. This will retain a strong complementary network of direct suburbs-to-city services.



Desire for more services, more often

What you said

We heard from many of you across the city about opportunities to provide more bus services in your area so you can use public transport more often.

What you shared with us:

- you will choose public transport over other modes if it is frequent, provides a fast journey time and takes you where you need to go
- you would like services to operate more frequently, and at least every half hour in your local area
- you would like to see the operating hours of services extended, particularly on weekends
- you would like better connections to shopping and dining precincts.

Our response

Council recognises that Brisbane is changing and that you have a desire to use public transport to get you where you want to go. Council's buses currently move two-thirds of Brisbane's public transport customers – that's nearly 80 million customers every year.

In 2020-21, Council subsidised the delivery of more than 3.1 million bus services across our city. This included operating free city and Spring Hill loop services, free off-peak travel for seniors, and contributing funding to the high-frequency Blue and Maroon CityGlider services.

As part of Brisbane's New Bus network, the capacity of the South Easy Busway will be increased by around 30%, with up to an additional 30.4 million passengers per year in 2031. More than half of journeys will also be faster during peak times.

The proposed network aims to:

- improve connectivity to key destinations
- provide new all-day services in some streets that currently only have a peak service
- increase services to some roads that are currently not serviced
- provide high-frequency routes in key suburban corridors, by combining some services that are currently duplicated
- enhance suburban connections, including more frequent services to key destinations like universities, hospitals and shopping centres.

Feedback on service frequency and hours of operation improvements are being considered as part of reshaping Brisbane's New Bus Network.

WHAT YOU SHARED WITH US



Importance of convenient and accessible bus stops

What you said

The location and accessibility of local bus stops is an important factor in when and how often you use public transport.

What you shared with us:

- walking distances, road conditions, hilly terrain and weather all affect which bus stops you are able to use
- bus stop accessibility is particularly important for people with health conditions, or reduced mobility
- you would like routes that arrive less frequently to share bus stops with other more frequent routes so alternatives are easily available.

Our response

Council continues to make a significant investment in upgrading our bus stop network as part of our commitment to create a well-connected and accessible public transport network.

All bus stops must meet current legislative requirements outlined in the *Disability Standards for Accessible Public Transport*. It is also important to us that the design of infrastructure is of a high quality and consistent standard so that you can access public transport conveniently.

Council is also providing more shade trees for bus stops to provide much-needed natural shade whilst waiting for a bus or during the walk to and from the bus stop. In the 2021-22 financial year, there were more than 800 trees planted at over 230 bus stops. The second round of the rollout is now underway with more tree planting to follow in the coming years. This is a key principle of Council's draft *Walkable Brisbane Strategy*, released for consultation in June 2023.

We will take onboard the feedback you shared with us when considering new locations for bus stops across the network and ensure timetables and stopping patterns are coordinated wherever possible.



Desire for integration of all public transport modes

What you said

You have a strong desire for local bus services to connect quickly and easily with metro, high-frequency bus services or rail, to help reduce wait times and walking distances.

What you shared with us:

- you would like to see timetables coordinated across all public transport modes
- you are interested in whether mini-bus or smaller bus services could be used to connect you to your local station, or nearest hub.

Our response

As cities grow, public transport networks typically evolve from single-seat journeys to a network where you may have to make a transfer to complete your journey – a connected network, where you can hop off one vehicle or mode and onto another. This means you will have greater reliability across the whole network and over time, as our city continues to grow, provide capacity while ensuring your journey times are not impacted.

We are working closely with Translink to make sure that when services start, we connect you easily and quickly between metro, other bus services, or rail to help reduce wait times and walking distances. This will also include coordinating timetables, which will be released closer to implementation.

While Council recognises interest in smaller buses operating as part of the Transport for Brisbane bus fleet, these type of vehicles often do not provide capacity within the network and limit the opportunity for efficient operations of the bus fleet.

On-demand services are currently being trialled by Translink. As this continues, insights into the effectiveness of this type of service may guide future decision making in relation to the role of on-demand services or smaller vehicles in the bus network.

WHAT YOU SHARED WITH US

Other areas of interest

During consultation, we also heard feedback about several topics that were outside of the direct scope for this stage of Brisbane's New Bus Network, but are relevant to broader public transport planning and investment.

Fares and ticketing

Many of you shared ideas on how to use ticketing and fares to make public transport more attractive. This included:

- reduced or free fares, including on weekends
- continued support for existing free off-peak travel for seniors
- concessions for frequent users
- all-inclusive monthly passes
- improved ticketing experience for visitors to the region.

Some people also provided feedback about the increasing levels of fare evasion being observed within the bus network. Council encourages community members to report observed fare evasion to Translink.

While Council works in collaboration with Translink to ensure you have access to a reliable and accessible public transport network, Translink has the overall responsibility for public transport in South East Queensland including fares and ticketing. Council has no jurisdiction over the cost of public transport fares.

Journey conveniences

A number of you provided feedback on ways to make public transport easier and more convenient to use. This included:

- real-time travel and journey planning information, including the My Translink app
- improved way-finding and signage at bus stations and stops, particularly in the CBD
- bus stop infrastructure that is designed to suit our sub-tropical climate.

As part of Brisbane Metro, we are introducing new technology and systems to suit our city, including real-time customer information and next stop audio and hearing loops in all compartments of the metros.

We will share feedback on these matters for consideration as part of the ongoing planning for public transport by Council and Translink.

Infrastructure

Many of you provided suggestions for new or upgraded infrastructure, which you believe would help make public transport a more attractive choice than driving. This included requests for dedicated busways and bus lanes / bus priority on key corridors, particularly in northern and western suburbs.

Council is investing in new and improved infrastructure as part of Brisbane Metro. This includes a new Adelaide Street tunnel dedicated to metro and buses, upgrades to Cultural Centre, King George Square, Buranda and UQ Lakes stations, and public realm improvements at North Quay, Victoria Bridge and the Cultural Centre.

The Queensland Government, through the Department of Transport and Main Roads, is also delivering the Northern Transitway project to provide new bus priority infrastructure from Kedron to Chermside along Gympie Road.

Suggestions for other infrastructure will be considered by Council and other levels of government, as part of ongoing planning for public transport in South East Queensland.

School travel

We heard from a number of you about issues related to bus travel for school students. This referred to both current service gaps and service needs, as well as the potential impact of the proposed changes to the bus network impacting on school travel. Feedback included some concerns from parents of younger students who currently travel to school using a single service, which is proposed to be replaced with a two-seat journey.

Council regularly reviews school services and this will continue in partnership with Translink in the lead up to the implementation of Brisbane's New Bus Network. Following the implementation of the new network, Council will undertake further review and analysis of all school routes and travel patterns across Brisbane.

NEXT STEPS

Thank you for joining the conversation about Brisbane’s New Bus Network. Your feedback is now being considered as part of reshaping the bus network in the inner-city and south eastern corridor.

Once the network has been finalised, Council will submit the network to Translink for approval and communicate the network outcomes later this year.

We will keep you informed about what the changes to the bus network mean for you, as we get closer to implementing the new network and metro services.



GLOSSARY – TYPES OF SERVICES

Council has proudly operated the city's buses for more than 90 years and now has one of the largest bus fleets in Australia.

Council's buses currently move two-thirds of Brisbane's public transport customers – that's nearly 80 million customers every year.

In Brisbane, we have a combination of a road-based bus network and dedicated bus-only corridors (busways).

We have more than 25 kilometres of dedicated busways running north, south, and east of the CBD which means greater reliability for customers along these corridors, without interaction with general traffic.

Types of bus services

Council operates different bus services to meet the needs of the community and keep Brisbane moving:

- **Full-time all stops** – a route that runs throughout the day and stops at all bus stops on its route path
- **Full-time limited stops** – a route that runs throughout the day but only stops at some bus stops on its route path. This type of service is sometimes referred to as an express service
- **Peak service** – a route that operates in the busiest period of the morning or afternoon and generally only stops at some bus stops on its route path. This type of service typically travels to/from the city
- **BUZ** – a high-frequency bus service connecting the suburbs to the city – with no timetable needed
- **CityGlider** – a high-frequency bus service that travels through the inner-city to key destinations – with no timetable needed
- **Cross-town** – a route that runs between suburbs, and doesn't travel via the city
- **Busway service** – a route that travels exclusively on the busways.





Dedicated to a better Brisbane

Brisbane City Council
GPO Box 1434
Brisbane Qld 4001

Every effort is made to ensure that
information is correct at time of printing






Printed on sustainable paper



©2023 Brisbane City Council

 brisbane.qld.gov.au/brisbanemetro
 3403 8888

 /BrisbaneCityCouncil
 @brisbanecityqld
 @brisbanecitycouncil