

BETTER BUS SURVEY



Share your ideas to make buses better

mtf.org.au: 26 Melbourne Councils advocating for better transport

MTF Better Buses Community survey

Report to the public

November 2023

During Bus Awareness Week 2023, the Metropolitan Transport Forum (MTF) suggested that member councils promote an online survey via their websites and social media.

Not all MTF councils participated, but several councils, notably Melton and Manningham, promoted the survey enthusiastically.

The survey was open from 10 October until 15 November 2023. During that period 764 unique responses were received. The survey was anonymous, although respondents could include their email to receive a summary of the results. This is that summary.

Quick summary

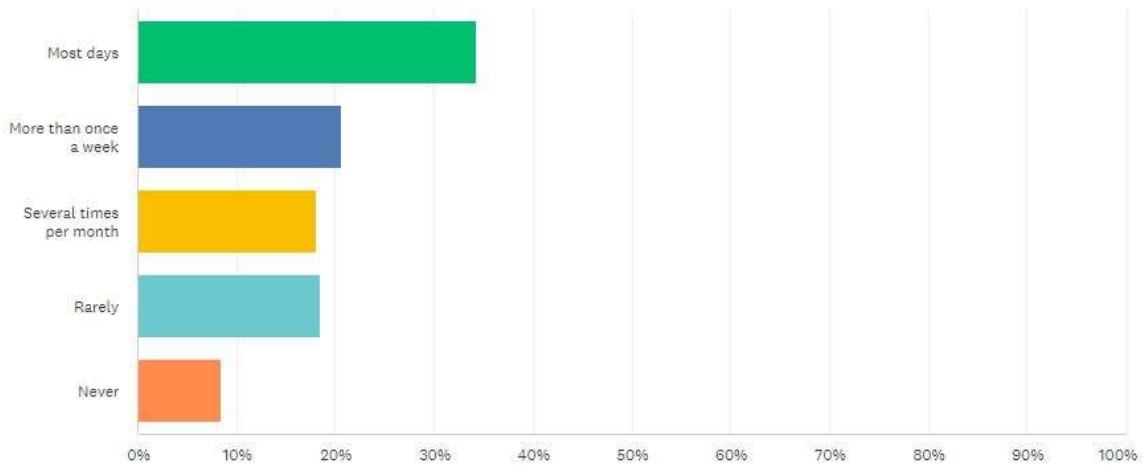
- Over half (54%) of the responses came from Melton and Manningham residents, most of the remaining came from Bayside, Maribyrnong, Merri-bek, Brimbank, Whitehorse, Hobsons Bay, Darebin, Nillumbik Shire, Banyule, Wyndham and Mornington Peninsula Shire.
- Only 25% were satisfied with current bus services, with over 50% dissatisfied.
- The most popular suggestion for improvement was more frequent services, with 80% of all respondents making this suggestion. The next most popular suggestions were more direct services, more service hours, more reliable services and more service days.
- Over 500 respondents nominated local routes that were 'missing', while a further 600 made specific suggestions on changes to local services.
- All these suggestions have been passed to the local councils.

Response to the online survey

The majority of respondents were regular bus users, but there was a significant response from people who rarely or never use buses.

How often do you use local bus services?

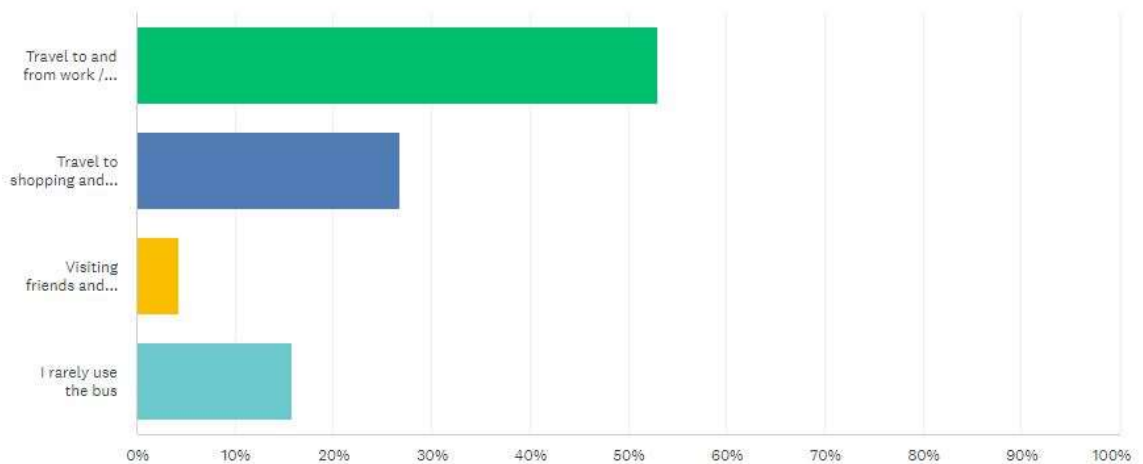
Answered: 766 Skipped: 1



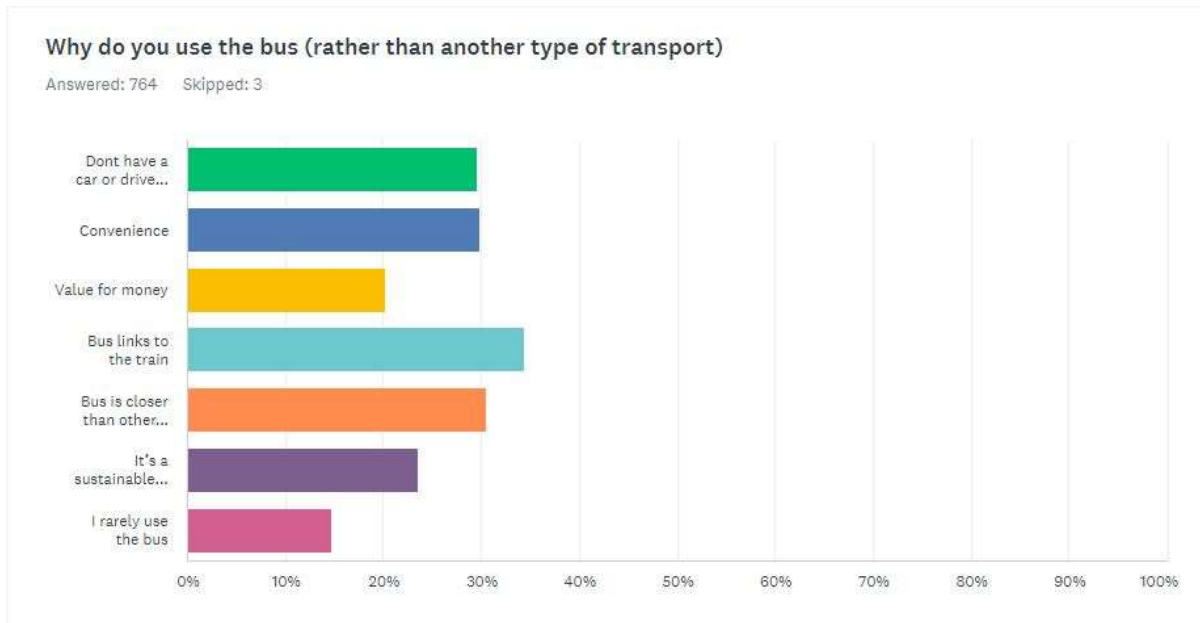
The respondents used buses primarily for commuting to work or shopping – essential must-do activities rather than discretionary.

What do you mostly use the bus for?

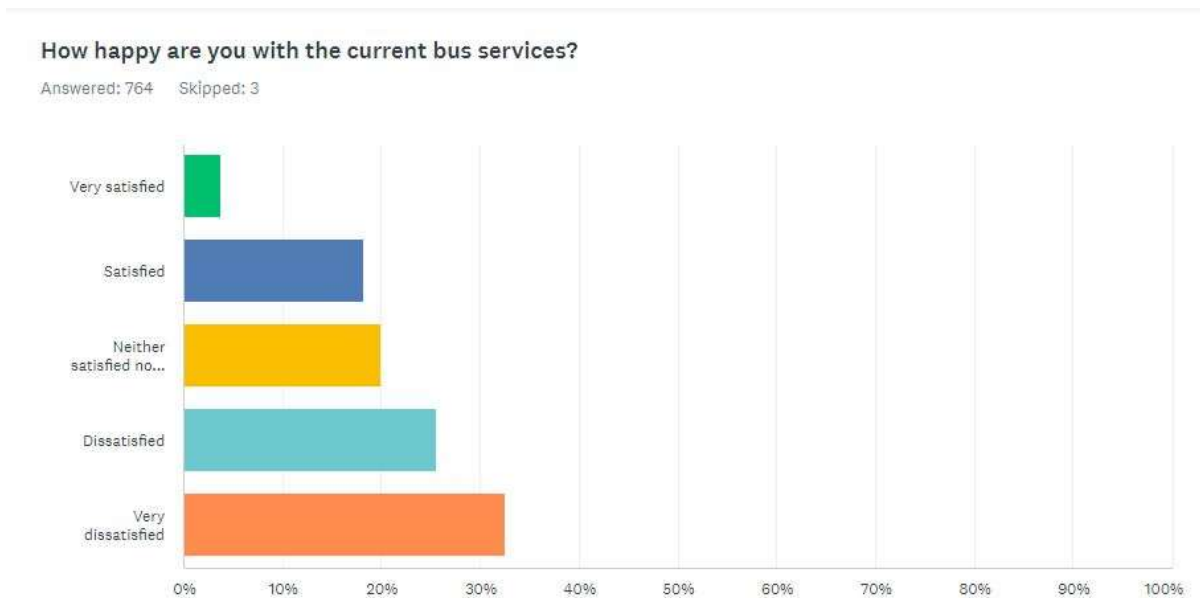
Answered: 764 Skipped: 3



The respondents listed a range of reasons why they used buses. In this question they could select more than one response. Its noteworthy that 25% of respondents didn't have a Drivers License or car.



The majority were dissatisfied with the current bus services.



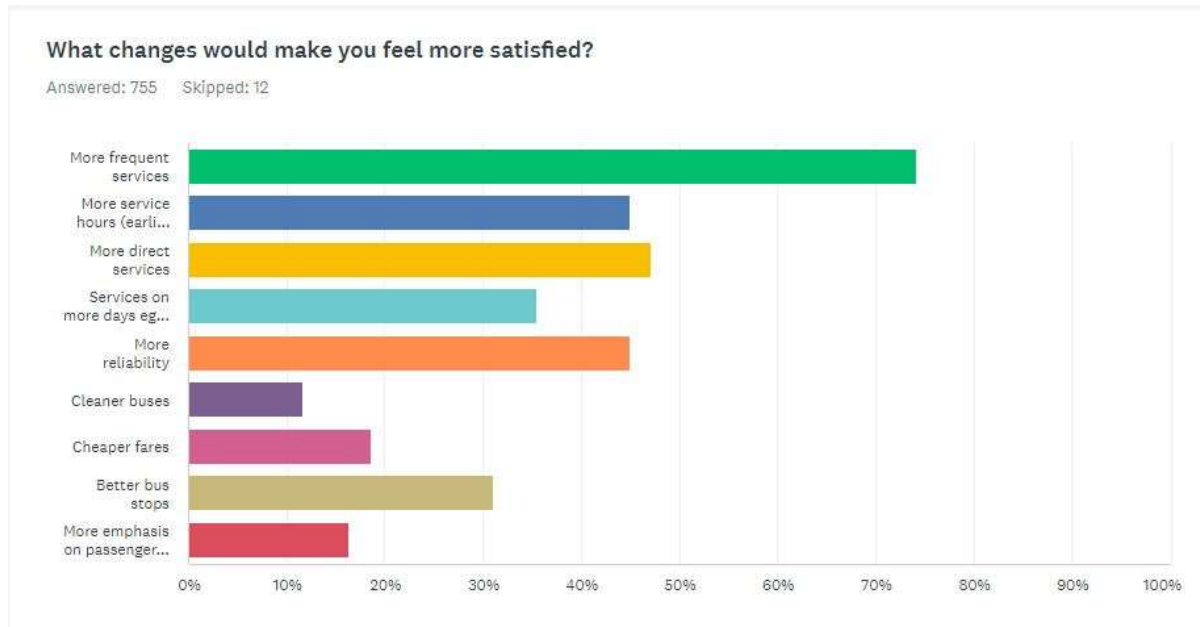
Most responses came from two municipalities – Melton and Manningham – followed by Bayside, Maribyrnong, Merri-bek, Brimbank, Whitehorse and others.

Councils with 9+ responses	%	count	Council specific report
City of Melton	37.88%	286	https://www.surveymonkey.com/stories/SM-W_2BxYO_2BJpXVc5LuzcmTICRw_3D_3D/
City of Manningham	17.09%	129	https://www.surveymonkey.com/stories/SM-Wfc1hK9lNougnd7z985_2FwA_3D_3D/
City of Bayside	6.75%	51	https://www.surveymonkey.com/stories/SM-bH1caXcxw3hNEZzZCB4Rdw_3D_3D/
City of Maribyrnong	6.49%	49	https://www.surveymonkey.com/stories/SM-fsQKgAd7sfkGU36rbkjt1Q_3D_3D/
City of Merri-bek	6.23%	47	https://www.surveymonkey.com/stories/SM-k_2BnqBolNLko2nOOq3q739g_3D_3D/
City of Brimbank	6.09%	46	https://www.surveymonkey.com/stories/SM-uzNXULCVs_2BtZlmiHMuloUQ_3D_3D/
City of Whitehorse	3.84%	29	https://www.surveymonkey.com/stories/SM-zGHqSFOsgE2xjibQypJd1A_3D_3D/
City of Hobsons Bay	2.65%	20	https://www.surveymonkey.com/stories/SM-PkmJctlwiVnAVEwiSC8vNw_3D_3D/
City of Darebin	1.85%	14	https://www.surveymonkey.com/stories/SM-ifa5q5BIX3pVIncEqIWsqQ_3D_3D/
Nillumbik Shire	1.72%	13	https://www.surveymonkey.com/stories/SM-blhW7m4qUusKsWbdnBoO5Q_3D_3D/
City of Banyule	1.59%	12	https://www.surveymonkey.com/stories/SM-_2BTUnNUVe8g_2FM8_2F7T_2FABBAQ_3D_3D/
City of Wyndham	1.46%	11	https://www.surveymonkey.com/stories/SM-8RoO9gIJyNMfabAnqqkIbQ_3D_3D/
Mornington Peninsula Shire	1.19%	9	https://www.surveymonkey.com/stories/SM-uNvmghwKbT6dlnGCMhzxSg_3D_3D/

Suggestions for better bus services

Respondents could opt for multiple responses to this question: *What changes would make you feel more satisfied with buses?*

The most popular response was more frequent services, with 8 in 10 respondents making this suggestion. The next most popular suggestions were more direct services, more service hours, more reliable services and more service days.



Over 500 suggestions were made in response to this question:

Q6 Thinking about your neighbourhood, is there a route or destination that is missing from the current routes?

Over 600 suggestions were made to this question:

Q7 If you could make any change to local bus services, what change/s would you make?

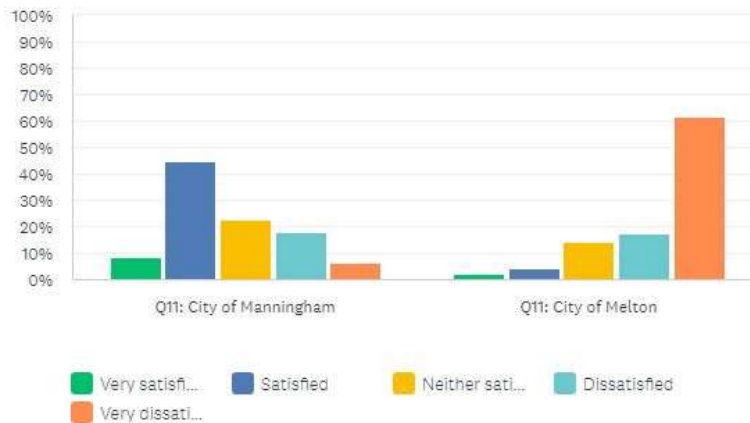
The responses to both these questions have been sent to the relevant council in full (without identifying information).

Compare and contrast Melton and Manningham

The satisfaction recorded by respondents across Melton and Manningham varied significantly, with Melton expressing higher rates of dissatisfaction.

How happy are you with the current bus services?

Answered: 414 Skipped: 1



Support for more frequent services is the highest in both, but overwhelming so in Melton. Also support for better bus stops is almost double in Melton.

What changes would make you feel more satisfied?

Answered: 409 Skipped: 0



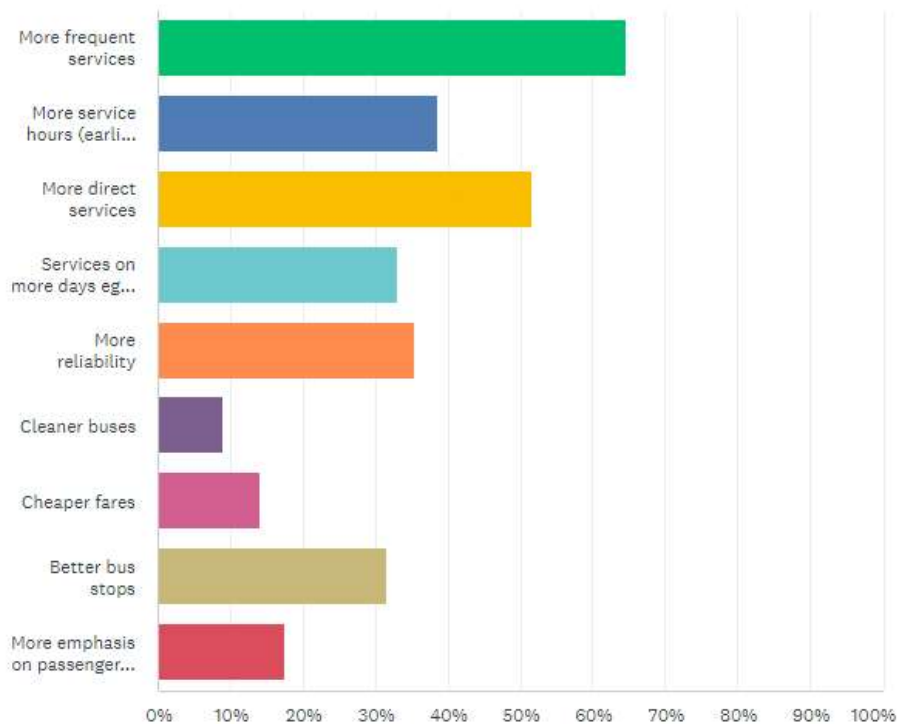
Responses from people who never use buses

About 80% of respondents who never used buses were dissatisfied with current bus services, about 50% very dissatisfied.

These respondents listed more frequent services as their suggestion for improvement.

What changes would make you feel more satisfied?

Answered: 200 Skipped: 7



Over 130 of these respondents took the time to suggest specific services that are currently missing in their neighbourhood. The suggestions are many and varied but the common theme is the lack of bus services forcing people to drive

Eg : *There are no bus services in my area, which includes Grandview, Mt Atkinson and Olivia new developments in Truganina*

I share a car with my partner and would happily take the bus if it were easier to get from one suburb to another.

There is no bus in my neighbourhood. There is one bus line in my suburb. Simply not enough.

I have to tick that we don't use the bus because there isn't one! We've been promised one, but nothing.

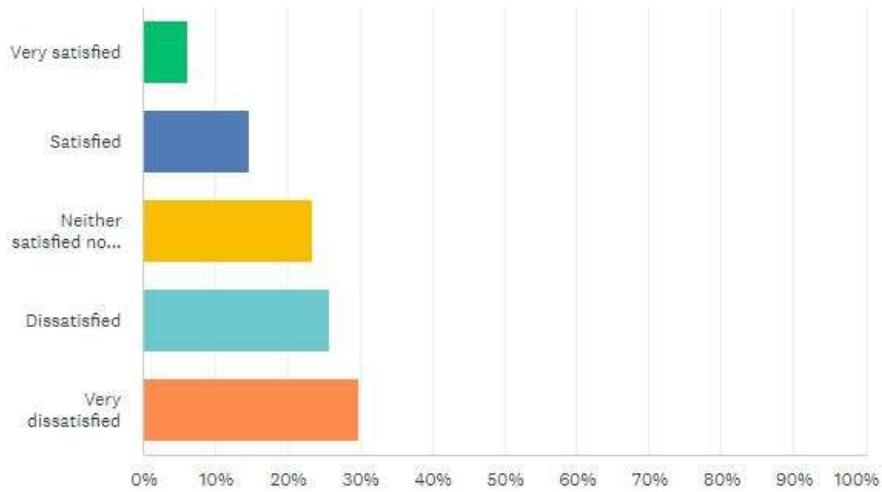
Frequent, fast links between major destinations and train stations, rather than 1 bus every hour winding it's way all over the place.

Responses from people without a driver's licence or car

People without access to a car were mostly dissatisfied with the service being offered.

How happy are you with the current bus services? (no car access)

Answered: 225 Skipped: 1



People without access to a car also favoured more frequent services as a suggested improvement.

What changes would make you feel more satisfied? (no car available)

Answered: 225 Skipped: 1

