



### WE ASKED


To better understand public transport pain-points and priorities for Council's future advocacy, we asked our community, "what would get you moving on public transport?"

Through an online survey, we asked about public transport usage and attitudes, where people travel on public transport and where they'd like to travel if it were easier.

### WE REACHED

 **1945** visits to Council's online engagement platform, Shape Lake Mac

 **799** responses to our online survey

 **67,028** reached through Council's social media platforms

 **16,373** reached via Council's e-newsletters

### WE HEARD

-  75 per cent of respondents only occasionally or never used public transport.
-  81 per cent of respondents who regularly drove a car identified a car trip they currently make that they'd like to make on public transport, with "to get to and from work or study" being the most desired trip to make on public transport instead of by car.
-  The top reasons provided for people regularly choosing public transport were convenience, affordability and environmental benefits.
-  42 per cent of respondents were 'very dissatisfied' with the convenience (routes, destinations and frequency) of public transport, and a further 30 per cent were 'dissatisfied'.
-  32 per cent of respondents were 'neither satisfied nor dissatisfied' about the cleanliness and safety of public transport, and 29 per cent were 'satisfied'.
-  25 per cent of respondents were 'neither satisfied nor dissatisfied' about the accessibility of public transport, and 24 per cent were 'satisfied'.

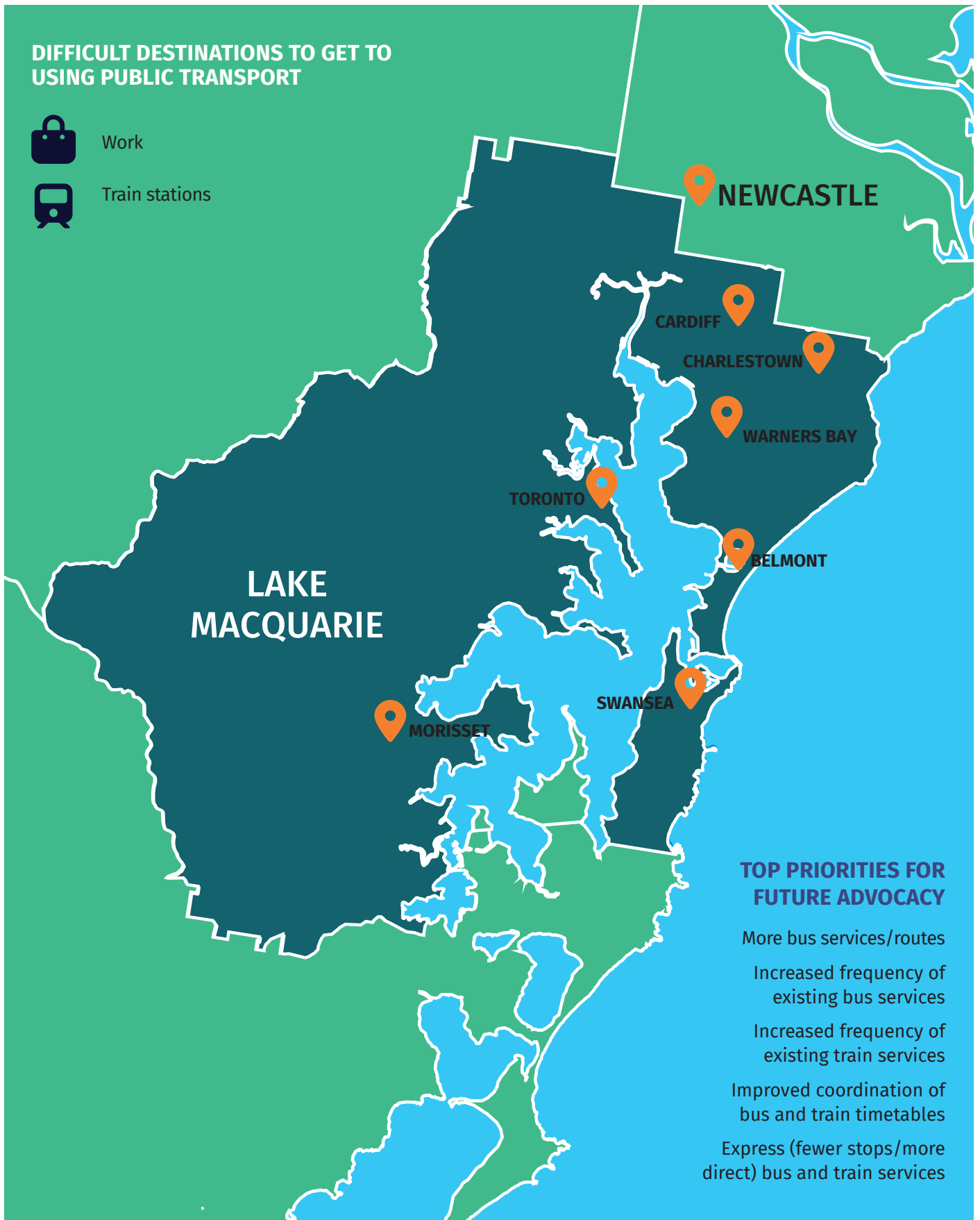
## DIFFICULT DESTINATIONS TO GET TO USING PUBLIC TRANSPORT



Work



Train stations



### TOP PRIORITIES FOR FUTURE ADVOCACY

- More bus services/routes
- Increased frequency of existing bus services
- Increased frequency of existing train services
- Improved coordination of bus and train timetables
- Express (fewer stops/more direct) bus and train services

### WHAT'S NEXT

Your feedback will inform Council's future advocacy as we work to achieve better public transport services and outcomes for residents across Lake Macquarie.