

NEED A RIDE? COMMUNITY TRANSPORT IN WYNDHAM

COMMUNITY ENGAGEMENT REPORT



PROJECT BACKGROUND:

The aim of the community transport project is to plan equitable community transport services in the future for those who experience the greatest barriers to access other transport in Wyndham.

Community transport provides either direct transport or support to access public transport for people who are transport disadvantaged. Community transport is affordable, flexible, accessible and adaptable to individuals' needs enabling them to participate in daily life.

Transport disadvantage occurs when local transport options make it difficult for people to access services, activities, education, employment and community networks. This can lead to social and economic exclusion and can affect the wellbeing of individuals and communities.

Community transport is not a service that Council is required to provide. It has been Council's response to an important service gap in the community that directly supports equity and access.

Council has traditionally provided community transport services to older residents and people with disability to access different social groups and community programs, and to young people for access to Youth Services programs.

Research demonstrates that there are other groups of people across the life course who also experience transport disadvantage.

The community engagement part of the project sought to engage with residents who are unable to access public transport or private transport, and have barriers to using active transport such as walking or cycling. Residents were invited to provide feedback on their barriers to transport and information about where they need to travel to and from.

Need a Ride? engagement period opened on Friday 8 April and closed at 11:59pm on Sunday 8 May 2022.



METHODOLOGY:

The below table outlines the various methods and techniques used to engage with the community.

Community engagement activities / tools	
Method / technique	Stakeholders engaged
Project page on The Loop	<p>304 page views</p> <p>181 total visitors to the page</p> <p>12 project followers</p>
Online survey	96 surveys completed
Mapping Tool	13 pins dropped on the map
Mail out	Residents who have registered previously for community transport (excluding Youth Services participants) received direct correspondence to let them know about the engagement process. The letter included the option to be sent a paper-based survey upon request or for a survey to be completed on line with a staff member.
Stakeholder interviews	<p>Internal stakeholder engagement interviews</p> <p>External stakeholder engagement interviews</p>
Incoming telephone discussions	Discussions were held with people making phone contact with Council to voice their thoughts on community transport and what they value. These discussions included both individuals with transport needs as well as representatives of community groups discussing needs of their members.

SUMMARY OF FEEDBACK:

The following feedback will help to inform the community transport service options of the future. The feedback will assist service managers with the types of support residents require when accessing community transport. It will also inform the types of community participation that people are seeking transport.

We Asked	You Said	We will
What are the barriers to using public transport?	<ul style="list-style-type: none"> • Mobility access barriers • Unable to walk to bus stop/train station • Feel unsafe • Not confident • Mobility access barriers • Network doesn't go where I need to go • Need a support person • Service too infrequent • Cannot afford it • No service in area 	<ul style="list-style-type: none"> • Consider these experiences for priority of service access principles

We Asked	You Said	We will
What would make the most difference to get around Wyndham?	<ul style="list-style-type: none"> • Accessible bus to drop close to home • Multi-passenger taxi or ride-share available with discounted fare • Book flexible transport on same day as travel • Shuttle from home to a bus interchange • Information about transport options easier to access and understand • Financial support for public transport 	<ul style="list-style-type: none"> • Use this information for the various roles that Council has in relation to improving transport options (including community transport services and advocacy).

We Asked	You Said	We will
Where do you want transport to take you in Wyndham?	<ul style="list-style-type: none"> • Shopping • Health and Medical appointments • Community groups 	<ul style="list-style-type: none"> • Provide transport services to these types of services and community activities.

We Asked	You Said	We will
How often is transport required?	<ul style="list-style-type: none"> • Up to once per week • More than once per week • Occasionally • Up to once per fortnight 	<ul style="list-style-type: none"> • Consider the various transport needs in priority of service access principles.

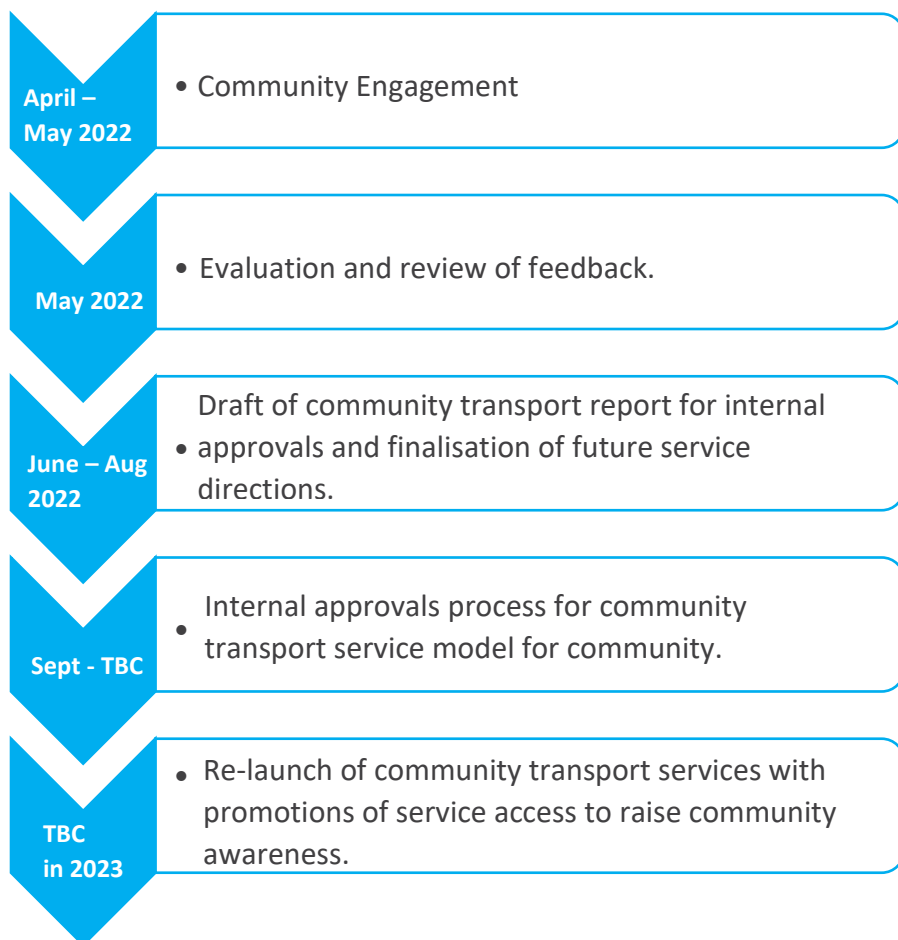
We Asked	You Said	We will
When is transport required?	<ul style="list-style-type: none"> • Primarily on weekdays • Flexibility is required for appointments 	<ul style="list-style-type: none"> • Use this information to provide flexible community transport service options.

We Asked	You Said	We will
Where do you want transport to take you in Wyndham?	<ul style="list-style-type: none"> • Health and Medical appointments • Social and lifestyle activities (including community groups; faith-based activities; physical activities) • Shopping • Community services • Visiting friends or relatives 	<ul style="list-style-type: none"> • Provide transport services to these types of services and community activities.

We Asked	You Said	We will
What financial contribution would you be prepared to pay for community transport?	<ul style="list-style-type: none"> • Varied responses with the highest number of responses indicating up to \$5 per trip, followed equally by up to \$2 per trip and inability to pay. 	<ul style="list-style-type: none"> • Consider a financial contribution from passengers to access transport services.

NEXT STEPS:

STAGES OF THE PROJECT



TBC – Dates to be confirmed.

HOW CAN PARTICIPANTS STAY INVOLVED/INFORMED?

Participants can stay informed by visiting the Loop page and selecting to “Follow” the project. Updates will be posted on The Loop and the project timeline will be updated to reflect project status.

Residents who directly received a letter or registered their details on The Loop with their survey response during the engagement process will be notified directly about the re-launch of the new service model at the appropriate time (timing not indicated above, as awaiting confirmation.)