Hepburn Shire Local Transport Benchmarking Study

The Centre for Building Better Community
and RecPeople

for

Hepburn Shire Council, Regional Development Victoria and Department of Transport

FINAL
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ACKNOWLEDGEMENTS

Hepburn Shire Council respectfully acknowledges the Jaara people, of which members and Elders of the Dja Dja Wurrung community and their forebears have been custodians for many centuries. On this land, the Jaara people have performed age old ceremonies of celebration, initiation and renewal. We acknowledge their living culture and their unique roles in the life of this region.

This study was informed through consultation with many individuals, residents, organisations, schools, transport providers, community groups, businesses and experts. We thank you for donating your time to provide feedback and your aspirations for transport in Hepburn Shire.

The authors, Centre for Building Better Community and RecPeople, particularly acknowledge the assistance of staff from Hepburn Shire Council, Regional Development Victoria and Department of Transport. Without your guidance and support, the strength of the study and its findings would not have been possible.

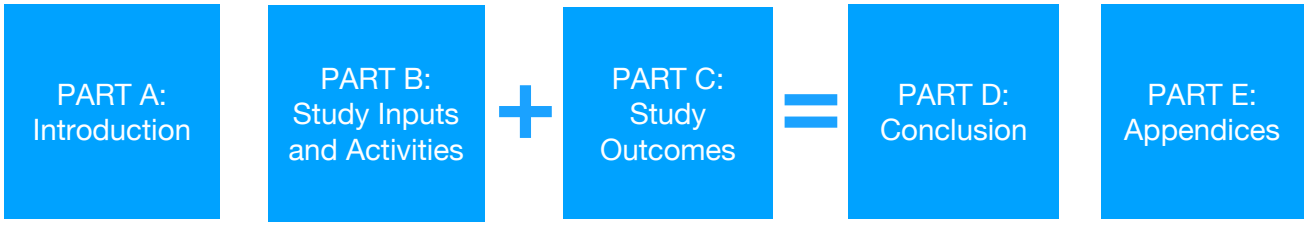
"Local transport meets a need in rural communities that exists between public and private transport. These community-led solutions can be critical for the health and wellbeing of a community."

Cr. Don Henderson, Mayor, Hepburn Shire Council

Hepburn Shire Council would like to gratefully acknowledge the funding support from Regional Development Victoria http://www.rdv.vic.gov.au and the Victorian State Government.

Report Structure

This report follows a simple structure so that the reader can track progress through the study phases:



EXECUTIVE SUMMARY

The Local Transport Benchmarking Study reports on the current benchmark of local transport services and the issues, gaps and opportunities in Hepburn Shire. The report will be for consideration of the Department of Transport in line with the Regional Network Development Plan. The study was commissioned by Hepburn Shire Council, funded by Regional Development Victoria and supported by Department of Transport and the local community.

The Centre for Building Better Community completed the work, contracted through RecPeople. The Centre brought particular expertise to the table in the form of The Flourishing Framework™, a tool for ensuring the study relates directly to the wellbeing of individuals and community - grounding transport issues in the realities of everyday lived experience.

This study was conducted via more than 150 engagements and thousands of pieces of data using interview, survey and workshop research methods. Statistical data and relevant documents were also reviewed. Local transport is the focus of the study, but public transport and walking/cycling needs also became evident. It should be noted that respondents have a realistic view of transport in regional settings and are aware of the challenges in providing and improving local, public and active transport options. Nonetheless, there is appreciation for when changes are made and recognition of the improved social, economic and environmental dividends of good transport as well as the over-arching health and wellbeing impacts transport may have for a community.

A key study output is the listing of 15 local transport services currently operating in Hepburn Shire including an understanding of patronage, purpose, costs, management and community awareness. Many of these local transport services are operated by community organisations as an "add-on" to their core community service obligations.

Conversations were held with sectors such as health, transport operators, education, businesses, social services and Council departments, along with participating residents. These all served to underline recurring themes from work over the last two years such as the Trentham Local Transport Forum (2018), Department of Transport's Regional Network Development Plan (2018) and the Hepburn Shire Economic Development Strategy (2017). The bright ideas and valuable insights of the Hepburn Shire community have served as the foundation of this study.

The emergent study themes listed below are both technical and personal and the research found a continuum of responses, from negative to positive:

1. Service Frequency: When a service runs such as timetabling, periods and days of service or its potential flexibility.

2. Network Coverage: Where a service runs such as specific locations, the geographic spread of services, or need for new routes.

3. User Groups: People have expressed views representative of identifiable parts of the community such as the aged, children, residents or businesses.

4. User Experience: People react differently to their local and public transport experiences and have various motivations and barriers to use it.

5. User Knowledge: People have various understandings of the transport system, such as its issues, how it works or why changes are made.

The study has identified eleven key findings, all of which include aspects of all five themes and relate to local, public and active transport assets and infrastructure. The study seeks to provide a deep understanding of local transport successes and gaps in Hepburn Shire. The key findings of the study identify opportunities that relevant stakeholders in this sector may use to inform future local transport projects, which in turn could lead to greater levels of flourishing for individuals and the Hepburn Shire community. Of the eleven key findings, five relate to local transport, two relate to transport advocacy and three relate to general mobility. In summary:

LOCAL TRANSPORT – KEY FINDINGS

1. There is a need in the nighttime economy for people to have transport options to help them get home safely from entertainment, events, restaurants etc. beyond the existing courtesy bus services. This is particularly prevalent between Daylesford, Hepburn and Hepburn Springs. The Daylesford Spa Country Railway also supports safe travel through servicing Passing Clouds Winery with Sunday and charter services.

2. Existing community buses currently have significant "down-time" and a user-base limited to eligibility for a certain service or program. These transport assets have significant potential that could be unlocked to service a larger proportion of the community. A model to share existing local transport assets across Hepburn Shire could open services to more people, resources and destinations.

3. Clunes and Glenlyon do not have a community bus. There is a need to connect people in these communities with public transport services and other transport services.

4. Young people in Hepburn Shire may experience isolation without transport options to increase social connection and participation; including attending after-school activities, social events and getting home after working late. A community bus exists to support social outings for older people but not one focused on the needs of young people.

5. Communication and education about what local transport is, what is available and how the local community can develop, support and use these services is an opportunity. Social media is listed in the report as "extremely important" for informing casual transport users. In addition to social media, supporting promotional materials could be developed that are agile and updated over time to accommodate service changes.

TRANSPORT ADVOCACY – KEY FINDINGS

6. Further communication is required about school zoning and the DET School Bus Program Policy that guide the service provision of school bus services from Ballan and Creswick to Daylesford College. Development of a local transport solution could support students to attend Daylesford College from these locations in addition to the School Bus Program.

7. Support for the following Department of Transport (DoT) service improvements;

   7a. MYKI machines on board buses
   7b. Implementation of accessible vehicles for all abilities

   Further support to fast-track improvements for the following services;

   7c. Daylesford <-> Trentham <-> Woodend
   7d. Daylesford <-> Ballan

8. Support for Department of Transport (DoT) improvements to the scheduling of bus services along the following routes:

   8a. Ballarat <-> Daylesford: more daytime and evening services
   8b. Ballan <-> Daylesford: more services that meet trains
   8c. Creswick <-> Daylesford: more peak and daytime services

GENERAL MOBILITY – KEY FINDINGS

9. There is an opportunity to develop and trial easy to understand maps of the comprehensive transport networks in Creswick and Daylesford to promote awareness of transport options, including active transport, local transport, and public transport. As per Key Finding 5, this could include developing supporting promotional materials that can be agile and updated over time to accommodate service changes.

10. Opportunities for safe cycling infrastructure improvements, filling gaps in the network, and investigating promotional programs for E-bikes as a legitimate transport option exist throughout Hepburn Shire.

11. Programs and capital improvements that deliver walking for transport in towns, promote the use of pedestrian networks and encourage walking are an opportunity, in particular;

    11a. Walking connections to Clunes and Creswick railway stations from township areas
    11b. Walking connections between township areas and major bus stops in all locations
    11c. Improved pedestrian amenity between Hepburn and Daylesford.

Storytelling of how local Hepburn Shire communities are impacted both positively and negatively by transport options and use of these stories to advocate for service improvements and to inform development of local transport projects, could be used in tandem with all Key Findings.

Overall, the messages arising from the research are clear - the quality of transport options has a large impact on community and individual wellbeing. It serves as an encouragement to all stakeholders that even small transport improvements can make a difference in people's lives.

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PART A - INTRODUCTION

"Growing up in the country, I knew I'd have to buy a car, so that's what I did."
(workshop participant)

"Between Daylesford and Hepburn Springs there is a shuttle service that runs about 4 times per day. The service is rarely used, either by locals or visitors. There are no dedicated signs, or timetables for it that I'm aware of. The service is not promoted."
(from online survey)

"We have a network of help - if people need it, they get it.
This goes for getting around too."
(workshop participant)

"No bus on Wednesday - what's that about?"
(social media)

"I'll stop driving when I'm much older.
If I can't get to town, I won't eat - simple as that."
(workshop participant)

"We are a strong fund-raising community.
If we start fund-raising now for our own bus, by the time we're all old and need it, we just might have enough money to get one!"
(workshop participant)

A1 - Transport for Personal and Community Flourishing

How people get around is both a deeply personal matter and a serious community concern. The authors of this report from the Centre for Building Better Community, have applied proprietary knowledge in the form of *The Flourishing Framework*™. This sets out to deal with the personal and communal issues of transport in ways that go beyond mere sustainability or resilience, but anticipate a virtuous cycle of ongoing flourishing. The six elements of the framework are:

- Having basic needs met
- The opportunity to live a purposeful life
- A sense of belonging to place and to others
- The ability to contribute
- The opportunity for sorrow and celebration
- A growing connection to meaning or spirituality

These elements are set out in detail in *The Flourishing Framework and its Application to Transport* (see page 16).

A2 - Purpose of the Study

This study builds on previous work regarding transport issues in the Shire. In early 2018, a Local Transport Forum was held in Trentham with a follow up survey to the community. Key issues were identified and the work led to on the ground improvements in transport for Trentham.

Following on from this, this benchmarking study has as its purpose; ***"to prepare a report that documents the findings of the local transport benchmarking study for consideration by Department of Transport (DoT) in line with the Regional Network Development Plan."***

Council received funding from Regional Development Victoria (RDV) for the purposes of undertaking this wider stakeholder engagement on local transport with a view to reporting on the:

1. Existing local transport assets;
2. Numbers and types of people currently using the services;
3. Purpose and main destinations of each service;
4. Times of travel of users;
5. Costs of travel to users;
6. Management and funding of each service;
7. Potential for local transport assets to be made more widely available;
8. Informal and community run transport services;
9. Taxi and bus operators in the Shire and their scope of services;
10. Public transport and VLine services;
11. Promotion of services; and
12. Customer access of information on services.

This study will present the above 12 elements through high quality and credible transport research and data, including gaps and opportunities and other matters that come to light. It should be noted that private car use and issues to do with the road network are not within the scope of this study, except where they impact local and public transport.

Various community engagement processes have been used so that the hearts and minds of participants are more actively engaged in the issues and the potential solutions. This approach, (being; the ability to contribute,) is part of the Flourishing Framework outlined above and has enabled the community to identify themselves as agents of change in response to the data collected.

In addition, the study has delivered further outputs, as follows:

- Combined spatial mapping of transport routes;
- Key Findings relating to local transport within the Shire;
- Key Findings relating to transport advocacy and general mobility.

A3 - Method of the Study

The study began with a review of existing data and background documents. This helped establish key issues and context for the research phase. Three key data collection methods were used to establish the benchmarking of transport:

Research Method 1 - Background data and document review

- Application of the Flourishing Framework to transport issues
- Review of 16 reference documents
- Compilation and review of relevant Hepburn Shire transport statistics
- Compilation and review of existing Hepburn Shire public transport services

Research Method 2 - Face to face and telephone stakeholder interviews

- 53 interviewees over April to June 2019, many representing groups or organisations
- Average of 20-minute interview length depending on relevance of questions
- 7 key questions on local transport, 5 on public transport and general information gathering
- Major cohorts were education, health services and social services

Research Method 3 - Online Survey

- Hosted by "OurSay" for six weeks over May to June, 2019
- 19 questions mirroring stakeholder interview questions plus continuum scales on transport perceptions
- Promoted via Council's social media, hard-copy flyers and direct stakeholder emails
- 76 responses with 29 respondents requesting to be kept informed of study outcomes

Research Method 4 - Community Workshops

- Workshops in Creswick, Daylesford, Trentham and Glenlyon
- 6.30pm for 7pm start, finishing at 9pm, RSVP not required
- 32 attendees with most hearing about workshops through Facebook
- Agenda moved through *what we know*, *what are the gaps*, *what can we do* phases
- Please note that the Clunes Community Workshop did not have any attendees, but feedback from this community was captured via the online survey and stakeholder interviews

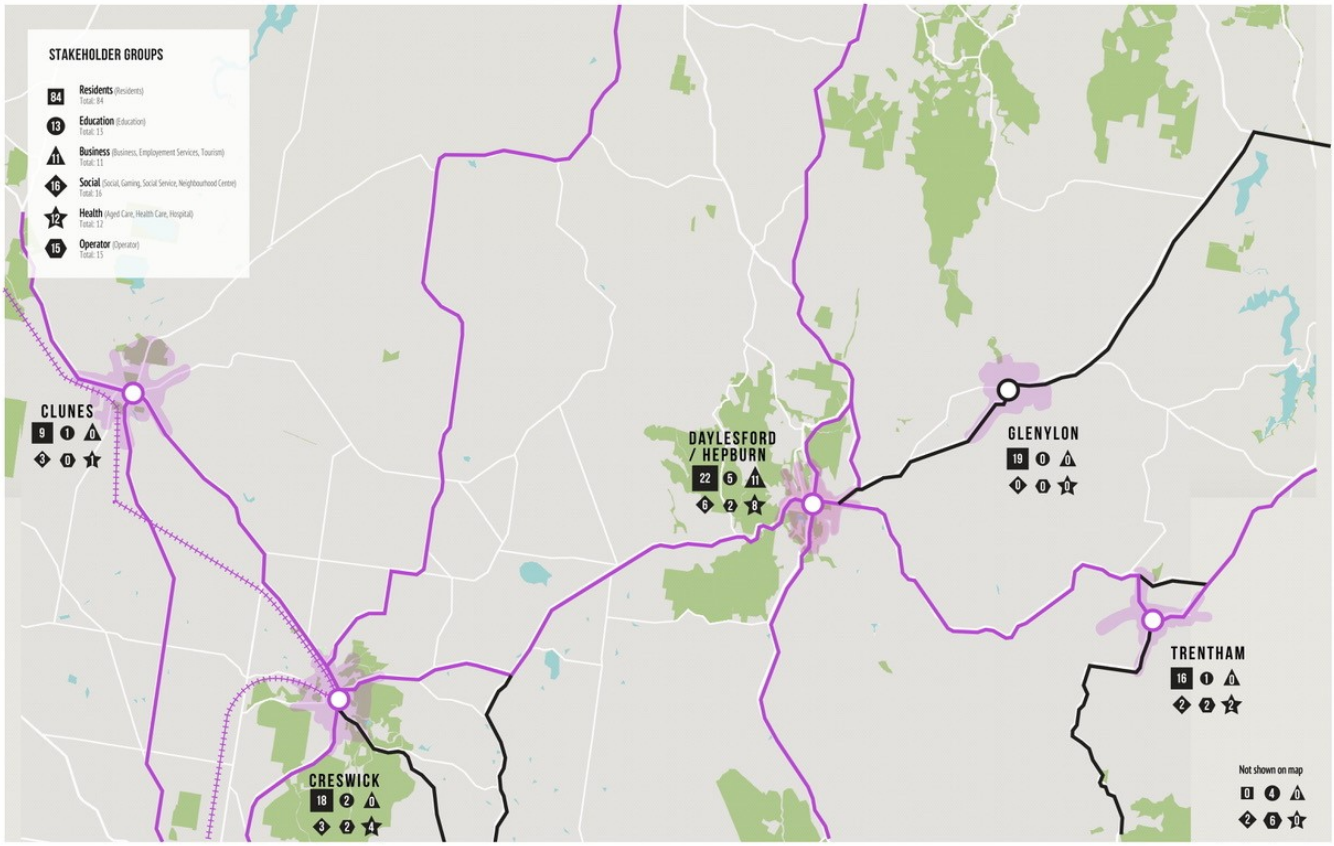
The large amount of data coming out of these activities can be found in summary Appendices E1, E2 and E3. The raw data was distilled and synthesised into key themes and findings in Part B, which has led to the Key Findings contained in Part C. Note that the raw research data, verbatim records and personal information is held securely by Hepburn Shire Council.

Summary of Overall Study Reach

The following map presents the spatial spread and concentration of the Study across Hepburn Shire. It combines all online survey, stakeholder interview and community workshop participants, and their location.

In total, 151 people were individually engaged through the project, providing highly detailed information on the study elements. This represents approximately 1 in 40 households, and weekly stakeholder contact with over 7,000 people.

While transport is a personal matter and people are sometimes unwilling to reveal their transport preferences and travel behaviour, the authors are of the view that the study has had a successful reach to provide a thorough benchmark through the depth of the interview, survey and workshop methods.



A4 - Definitions of Local Transport and Public Transport

Previous experience has shown that community members do not differentiate between local and public transport in the same way as transport specialists. For the community, mobility is the key issue, rather than the mode of transport. Therefore, for the purposes of this study, the authors conveyed the following definitions to study participants:

Local Transport:

- is provided by the community, business or government at low or no cost
- may be on-demand and may not have set routes
- meets the needs of the community where traditional public transport cannot be provided
- is not public transport (e.g. V/Line coaches or trains or PTV local buses)

Public Transport:

- is provided by the government and formal public transport operators
- runs to a published schedule along set routes
- meets the needs of the wider region, often running hundreds of kilometers
- is not local transport

Despite these definitions, survey participants regularly mis-identified types of transport. For example, 41% of survey respondents discussed public transport when the survey specifically defined and requested information on local transport (see Appendix E3). This was less true for workshop and interview participants where the authors were present and able to correct any assumptions or misinformation.

It is the author's view that the ongoing low awareness of this defining issue in the community serves as a reminder that community members have an agile understanding of transport as a service - the mode is less important as people willingly transfer between various modes in order to get from A to B.

A5 - Links to Other Documents

Hepburn Shire Council Plan 2017-2021

It is considered that four out of five Council Strategic Objectives are relevant to this study:

- **Quality Community Infrastructure**
  - 1.12 - Deliver walking and cycling priority projects, including asset renewal work and expansion of footpaths and multi-use trails
- **Active and Engaged Communities**
  - 3.4 - Continue to provide community grants to support community projects, events and initiatives
  - 4.3 - Implement Hepburn Shire Disability Access and Inclusion Plan actions

- 4.5 - Implement revised inspection programs for footpaths and street obstructions in town centers.
- 5.1 - Develop plans and seek funding to construct priority projects from the Recreation Master Plans and Walking and Cycling Strategy and develop new Master Plans to guide future investment.

- **Sustainable Environment**
  - 8.1 - Implement Towards Zero Emissions Roadmap Action Plan including renewable energy generation and reducing Council's consumption *(relevant to active transport choices)*
- **Vibrant Economy**
  - 10.1 Implement the Economic Development Strategy Action Plan (see directly below)

Economic Development Strategy 2016-21 - Transport and Movement - "Fertile Ground"

"Public transport options across the Shire are lacking in terms of service availability and regularity. An analysis of current service provision and service needs will inform a business case that can be used annually for advocacy to relevant state bodies."

Two tasks related to this action are enabled by this study:

"Current service analysis: Collate all relevant public transport service details and organise in a way so that the information is easily accessible", and, "Gap analysis of current PT service provision: Examine current service provision against need and identify key gaps in service provision."

Hepburn Shire Council Youth Strategy – 2016-2021

"Improved transport, with an emphasis on improved services to and from Ballarat and at times that would enable inter-town employment after school and on weekends."

"Be mindful of the transport issues that young people face in Hepburn Shire."

Regional Development Network Plan (RDNP) (2018)

The State Government's Regional Network Development Plan identifies local transport as a vital component of achieving an integrated transport network for Victoria's cities and regions. Hepburn Shire has a variety of public transport and local transport options as alternatives to private transport (the car). In relation to local transport the RDNP cites that it will *"support the trial of innovative and more flexible transport services and make better use of existing assets and infrastructure."*

Whist public transport serves some parts of Hepburn Shire adequately, it can never fully cater for every individual transport need in this regional setting. Local transport has emerged as a critical component of the wider transport system to help minimise risk of exclusion and to fully meet the needs of regional and rural communities.

"Local transport connects people to local places and services in their own communities. It can include neighbourhood buses, community transport, taxis and hire cars. Local transport is a key part of an integrated transport network. Across regional Victoria, people want local transport that is appropriate to their area and that is planned and delivered in partnership with communities."

- ***Regional Network Development Plan (2018) Department of Transport (DoT)***

PART B - Study Inputs and Activities - *What did we do? What did we find?*

The report outlines in sections B1 to B4 the information, ideas and data available at the commencement of the study. The Flourishing Framework™ was brought to the table by the report author, Centre for Building Better Community. Earlier transport work had been completed by Department of Transport and Hepburn Shire Council. Various transport and demographic data are also useful, along with the currently available local and public transport service information.

The study's activities are outlined in sections B5 to B6 being stakeholder interviews, community workshops and an online survey. Full appendices of these activities are available. Unsolicited social media, while not critical to the study, is also summarised. Together, all these provide a sound benchmark of the actual transport offer, as well as community understanding of local and public transport in Hepburn Shire. Finally, in B7 all the local transport service findings are described in terms of the study's required 12 elements.

B1 - Application of the *Flourishing Framework*

The *Flourishing Framework* deals with the personal and communal issues of transport in ways that go beyond mere sustainability or resilience and anticipate a virtuous cycle of ongoing flourishing. The six elements of the framework relate to transport in the following ways:

Flourishing Framework Element	Example Application in Hepburn Shire	Implications for Transport in Hepburn Shire
Having basic needs met	People require access to critical life needs such as food, health services, bill payment, legal support, housing support and crisis care. In Hepburn Shire, environmental sustainability is also recognised as important in fostering access to basic needs.	The most accessible forms of transport like walking and cycling are not practical for the distances required in regional areas. Motorised transport is essential for many of those living outside the major towns, and this transport should be sustainable.
The opportunity to live a purposeful life	All forms of employment (volunteer, salaried, part-time, trades etc) are key expressions of purpose for individuals and the community. It also enables personal economic leverage. The Shire has good proximity to major employment centres, so commutes should not be arduous.	People may be forced to consider and take only those jobs they can access if transport is inefficient. In a Hepburn Shire context, this could limit the potential for purpose through meaningful employment.
A sense of belonging to place and to others	Social gathering places, special events and unique festivals are well patronised in the Shire. By coming together in these ways, the community develops a sense of belonging to place and to others. The Shire is well known for its inclusive communities.	It is difficult for a person to feel included and belong to a place and to others if they are isolated. It is important to be able to get out and meet friends and make new connections, as well as see the countryside and other towns in the Shire.

Flourishing Framework Element	Example Application in Hepburn Shire	Implications for Transport in Hepburn Shire
The ability to contribute	Community groups, cause based groups, faith-based organisations, sporting clubs and social and service clubs provide opportunity for people and households to contribute beyond their own circle. This builds social capital and a commitment to strength in diversity.	A household's time can be taken up with travelling between these often discretionary activities. If some of these journeys aren't reliant on multiple trips in the household car, then more time can be spent doing the activities. This also reduces stress when household members have competing schedules.
The opportunity for sorrow and celebration	Hepburn Shire has a vibrant arts, culture and active sporting life. The arts reflect society back on itself; sometimes positive and sometimes challenging. Enthusiasm for organised team sport and active recreation is present. Community celebration and sorrow can focus around a local team's success or failures or an event or exhibition of note.	The Shire's major towns offer gathering places for cultural expression of the arts and showcasing sporting prowess. These towns must be well connected to local and public transport so that there aren't barriers to participation in these important activities. Safe transport home from licensed entertainment venues is also enabled by local and public transport.
A growing connection to meaning or spirituality	Hepburn Shire has a growing population and visitor economy - people attracted by the kind of lifestyle that is possible in a beautiful and spacious setting. This enables the possibility, even for those who have no choice about where to live, that the reasons for being here can carry deeper meaning.	Transport allows a person or group to take in the detail of the landscape and towns they travel through. Engaging with one another about the Shire on a meaningful level, is more likely to support deeper connections, both for residents and tourists.

The *Flourishing Framework* provides an aspirational perspective on the importance of transport in the Hepburn Shire. This is true for individuals and the connectivity of the whole community and region. Good local and public transport is more than an amenity - it is an essential service. When done well it increases the possibility for people and the community as a whole to flourish.

These implications for transport in Hepburn Shire have been considered throughout the study and are consistently referenced in the research, analysis, and recommendations. The *Flourishing Framework* is expressed clearly through the potential study impacts (see Appendix E5).

B2 - Previous Work

The Trentham Local Transport Forum was held in February 2018 in partnership with Hepburn Shire Council and Department of Transport. The forum established that there was a need to better understand transport service gaps and opportunities within the municipality. An online survey was available for two months between June and August 2018 and received over 120 responses from community members and transport operators within Hepburn Shire. Pleasingly, the survey informed improvements in public transport services in Trentham by Department of Transport.

These improvements were;

- increased bus services between Trentham and Daylesford
- improved connectivity from Trentham to trains at Woodend and Kyneton

The key findings of the Trentham Local Transport Forum (2018) and online survey relevant to this study are:

- A desire from the community for improved connections to services, jobs and opportunities in Ballarat, and to rail services available at Ballan for commuting to Melbourne.
- Around 60% of residents surveyed reported that they used public transport at least once a month, and 3% of residents surveyed reported use of local transport services at least once a month.
- The most common reasons for using public transport included shopping/errands (25%); attending leisure activities (22%), accessing full or part time employment (21%); and attending medical appointments (20%).
- The need to develop a better understanding of the existing assets (such as buses or volunteer driver services) in the region so opportunities can be identified to maximise these assets for the wider community.
- The responding organisations did not identify any existing arrangements in place that share assets with other groups. Two of the organisations identified the potential for services and fleets to be organised in such a way that optimises assets (which could be regular times where they are not being used).
- Low awareness within the community of existing available local transport.
    - 29% of respondents reported an awareness of any local transport services
    - Some residents also mentioned a desire for small, local transport options to get around larger towns (such as between Daylesford and Hepburn Springs), and between towns (such as Creswick and Daylesford)
    - Across the wider sample there appeared to be a general misunderstanding of what the function of local transport is (and how its role is different to public transport).

B3 - Demographics and Transport Data

Key current statistics relevant to the study are summarised below. Unless noted, all data is drawn from Australian Bureau of Statistics, 2016 Census - General Community Profile for Hepburn Shire.

Population	#	%	Car Ownership	#	%
Total resident population	**13,269**	**100**	**Total number of households**	**6,029**	**100**
Clunes	~1,700	13	Households with no motor vehicle	232	3.8
Creswick	~3,100	23	1 motor vehicle	1,897	31.5
Daylesford and Hepburn	~3,500	26	2 or more motor vehicles	3,900	64.7
Glenlyon	~400	3	Average number of trips / household / day	7	Based on VISTA 2013 results for regional centres - 8 is the Melbourne average
Trentham	~1,100	8	**People under driving age (18)**	2,815	21.2
All other areas	~3,500	27	**People over 75***	1,496	11.3
Population with permanent impairment	~2,500	19	**People requiring assistance with core needs** (stated only)	900	6.8
Household Example	**$**	**%**		**$**	**Note**
Median weekly household income	996	70.2% of the Victorian average	Cost of weekly public transport ticket to Ballarat	26	Based on 5-day return journeys from Clunes to Ballarat with student concession
Median weekly rent	235	15.5% renting households	Average weekly running cost of a motor vehicle	209	Based on RACV Victorian averages for age, size, and kilometres, not including depreciation
Median weekly mortgage	300	35.9% mortgage paying households	**Average weekly cash available after housing and transport costs**	**$481**	Based on a two-person, one car household paying the median of rent and mortgage, with one Ballarat student

Journey to Work	#	%	(4,739 JTW on Census Day)	#	%
People walking only	266	5.6	People driving only	4,122	87.0
People cycling only	11	0.2	People using public transport in any way	133	2.8
Overall Travel (VISTA 2013)	**Regional Centres**	**Melbourne Comparison**		**Regional Centres**	**Melbourne Comparison**
Average trip distance	9.5km	8.9km	Average trip time	17mins	23mins
Average distance travelled per weekday	31.0km	26.0km	Average travel per day	54mins	66mins
Average distance to primary school	3.0km	4.0km	50th percentile (half of trips are less than)	3.0km	4.2km

* 75 is the age at which fitness to drive must be self-determined and three-year license renewal applies

There are several issues, challenges and opportunities to note from these statistics:

1. Approximately 64% of the Hepburn Shire population (in the four major towns of Daylesford, Creswick, Clunes and Trentham) could access daily needs on foot. These towns all have 10-15 minute walkable catchments that encompass the town limits (see mapping from page 23).

2. Conversely, 36% of the Shire (around 4,500 people) live outside the four major towns and so are reliant on motorised transport for daily needs.

3. Over a third of households (35.3%) may have limited transport options during the day as they are either without a car, or the one car is used for work travel or other purposes. (Note that 32.4% of households are single person but the data does not allow cross comparison.)

4. Around a third of the population are likely to have extremely limited mobility unless driven or accessing local and public transport. This is due to these people being too young to drive, uncomfortable driving, or living with a need for assistance.

5. The hypothetical example of an average household of two people, with average incomes and average housing and transport expenses, indicates vulnerability to poverty. In the example, approximately 24% of income is spent on transport and 28% on housing. This leaves perhaps $481/week for all other living expenses. What this points out is that people may have limited flexibility in work, education, health, housing and social participation. If there is misalignment between any of these critical factors (e.g. income drops or expenses go up), then crisis situations could eventuate.

6. Remarkably low numbers of people cycling to work (11 out of 4,739). This may be a census day irregularity but also points to potential cultural and infrastructure barriers to cycling for

transport. By comparison, approximately 7% of journeys to work are via walking or cycling in regional Victoria, versus 5.8% in Hepburn Shire.

7. Of the 4,122 journeys to work via car only, 206 (4.3%) were as a passenger. Given most cars have 2 or more seats, it would appear there is significant spare capacity for increased car pooling where origin and destination are compatible. To put this another way, in the morning peak, for every 24 cars with one person in them, the 25th car has 2 people.

8. Public transport use for any part of the journey to work is low. This invites further interrogation for the different towns, their level of service, customer demand and direction of travel.

9. While VISTA* travel survey data is not available for Hepburn Shire or its major towns, it is likely to be consistent with the increased car use data of regional areas. Overall travel in regional centers (the study used Ballarat, Bendigo, Shepparton and La Trobe) is more efficient than in metropolitan Melbourne (i.e. going further in less time due to the increased use and convenience of the car).

10. 50% of trips in regional areas are less than 3km, versus 4.2km in Melbourne. For towns in Hepburn Shire, this may indicate a more significant proportion of trips suited to active transport, being walking (less than 1km) and cycling (less than 3km). Further research needs to be done to determine behavioural and infrastructure barriers to walking and cycling in Hepburn Shire. The results of the Clunes Walkability Plan (currently being developed) will provide critical information in this regard.

The earlier Trentham Local Transport Forum and the above demographic data helped inform the study activities and the design of the online survey, stakeholder interviews and community workshops.

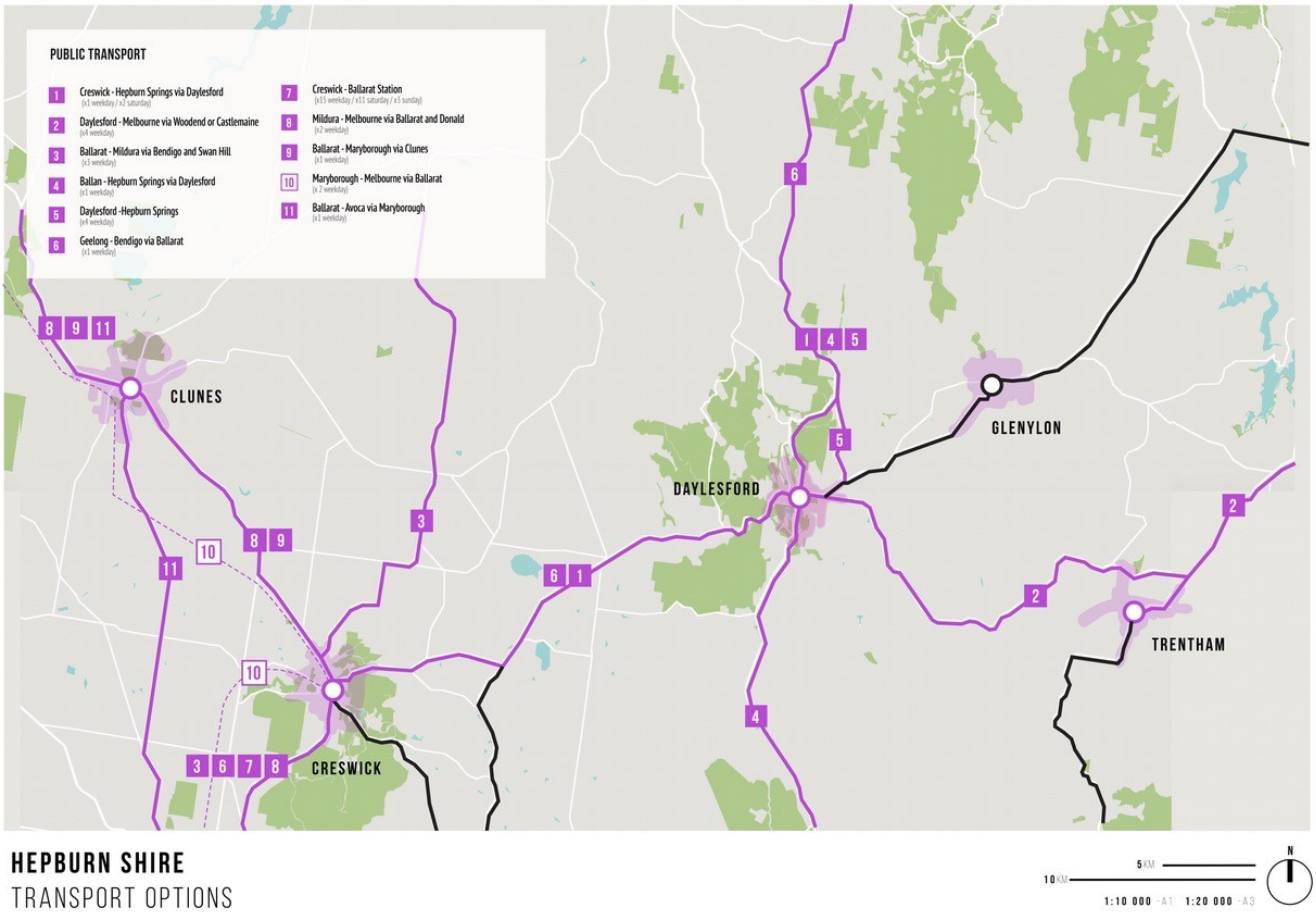
*VISTA - Victorian Integrated Survey of Travel and Activity

B4 - Existing Public Transport Services

The existing public transport services are described through the following maps. The maps were also used in large format as the basis for workshop activities (see Appendix E2). Importantly, the maps included reasonable walking and cycling ranges for each town based on best practice.

'Best practice' relates to an average speed 10-minute walk of 800m and an average speed 10-minute cycle of 2.4km, where 10 minutes is considered the threshold of convenience over the private car.

Shire Wide Public Transport Services



Items of note:

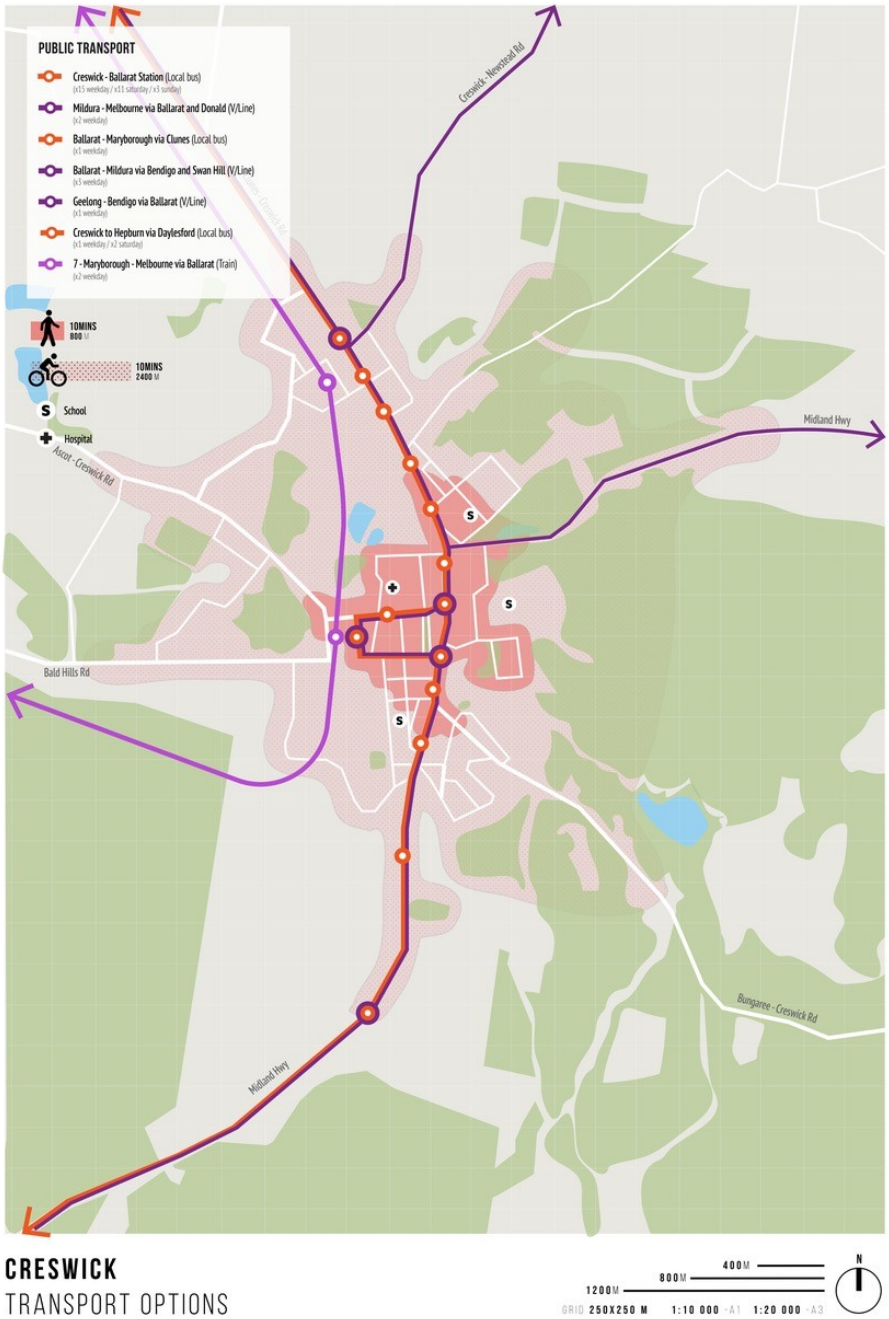
- 5 services a weekday connect the eastern and western parts of the Shire (1, 6)
- 28 services a weekday run from western parts of the Shire to Ballarat (3, 4, 6, 7, 8, 9, 10, 11)
- 5 services a weekday connect eastern parts of the Shire to Melbourne trains (2, 4)

Clunes Public Transport Services

Items of Note:

- Most of the town is within reasonable walking distance of the main street
- The train station is on the threshold of being too far to walk from the main street
- 7 services each weekday to Ballarat

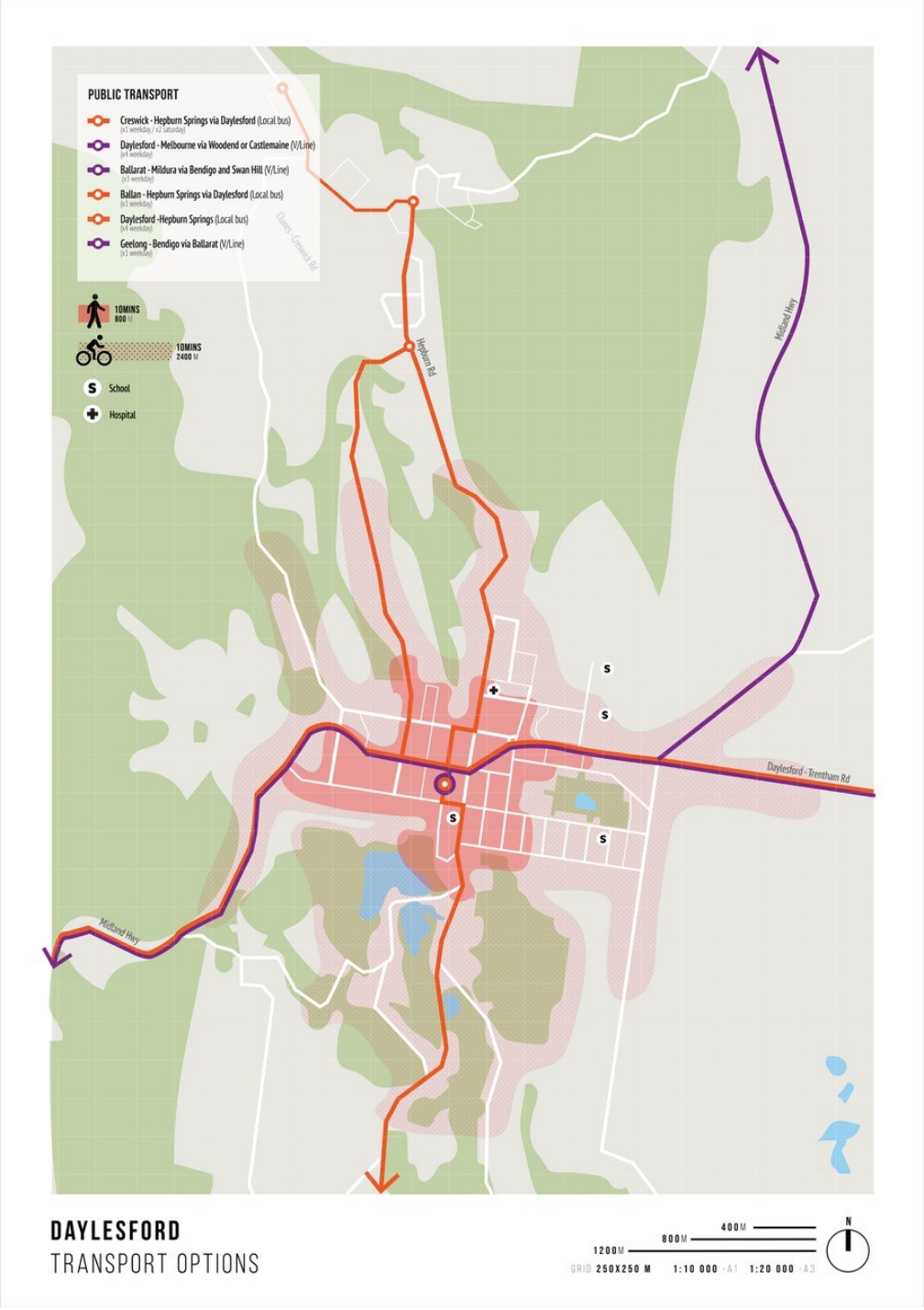
Creswick Public Transport Services



Items of Note:

- 24 services a weekday to Ballarat
- 2 services a weekday to Daylesford
- Most of the town's built-up area is within walking distance of the main street

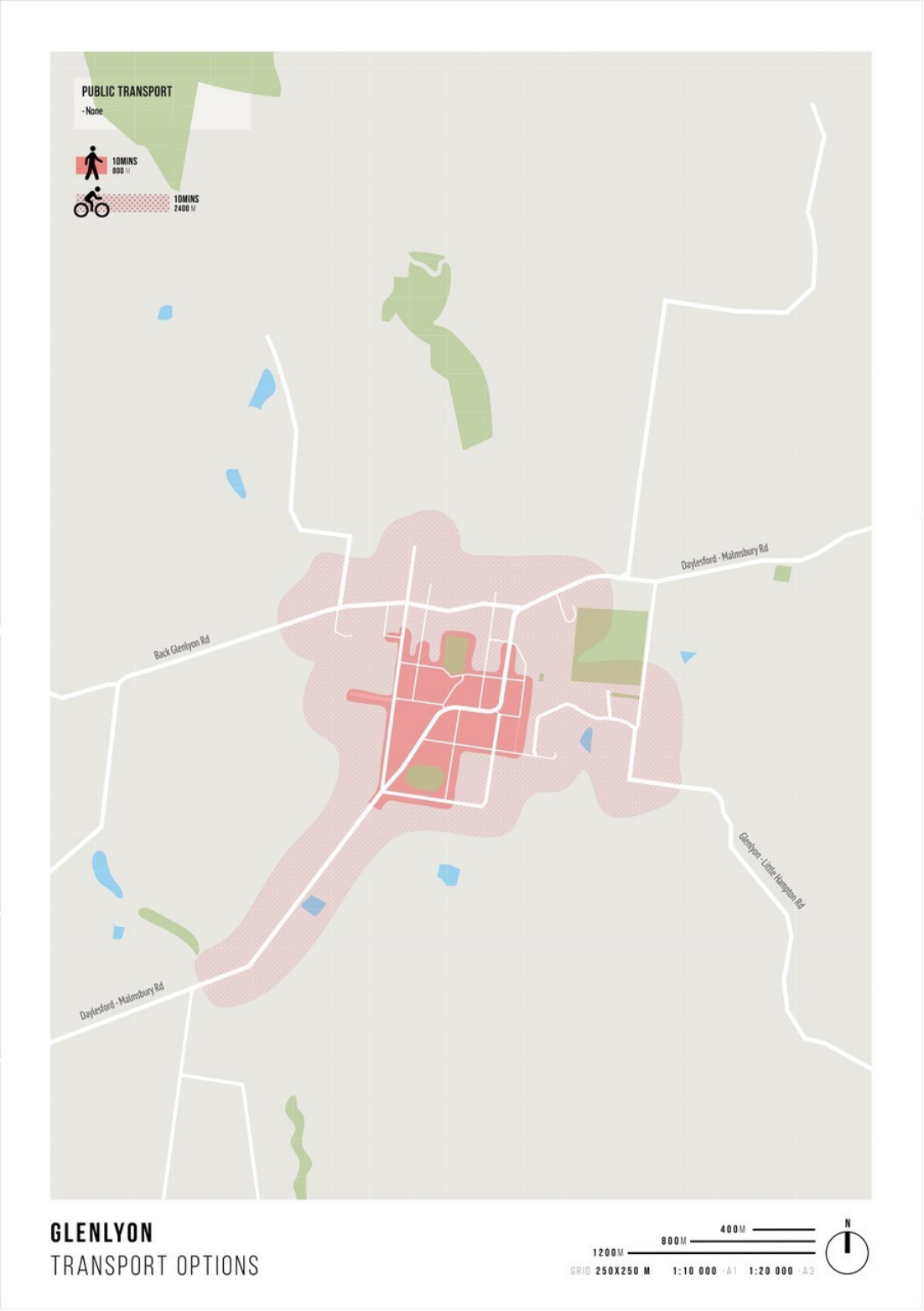
Daylesford and Hepburn Services



Items of Note:

- 6 services a weekday between Daylesford and Hepburn, which is also a ~45min walk
- 5 services west a weekday to Ballarat and 5 services east a weekday to Melbourne trains
- A large portion of Daylesford's built up area is within 10 minutes walk of the main street
- The Daylesford Spa Country Railway was not mapped as it does not meet the definition of a local or public transport service

Glenlyon Public Transport Services



Items of Note:

- A large portion of the town can be accessed within 10 minutes on foot
- Glenlyon has no public transport services (School Bus services not shown)

Trentham Public Transport Services

Items of Note:

- 4 services a weekday to Daylesford and Melbourne train connections
- Most of the town is accessible within 10 mins on foot
- The proximity and "bypass" nature of the Daylesford-Woodend Road to the north (C317) makes possible innovative approaches for the managing of visitor traffic

B5 - ISSUES ARISING FROM RESEARCH: COMMUNITY WORKSHOPS, ONLINE SURVEY AND STAKEHOLDER INTERVIEWS

The raw data coming out of the research activities is detailed and complex. This section of the report brings order and clarity to the data without losing its integrity. A clear picture of the local and public transport issues and gaps in Hepburn Shire can be seen by grouping, organising and summarising transport themes according to people's personal and community experience. This allows the issues to be more clearly communicated.

The consolidation of all findings and issues from the community workshops, online survey and stakeholder interviews, without repetition, is expressed under the following five themes arranged for local transport and public transport. Where a finding is not specific to either, or it has to do with other forms of transport, then it is categorised under general mobility.

THEME 1
Service Frequency: When a service runs such as timetabling, periods and days of service or its potential flexibility.

THEME 2
Network Coverage: Where a service runs such as specific locations, the geographic spread of services, or need for new routes.

THEME 3
User Groups: People have expressed views representative of identifiable parts of the community such as the aged, children or businesses.

THEME 4
User Experience: People react differently to their local and public transport experiences and have various motivations and barriers for using it or not using it.

THEME 5
User Knowledge: People have various understandings of the transport system, such as its issues, how it works or why changes are made.

B5.1 - Service Frequency		
Local Transport	**Public Transport**	**General Mobility**
Heavy reliance on volunteer drivers who must not use their own cars.	Weekday peak bus timetables need revisiting.	Weekday mobility needs are slightly higher than weekend mobility needs.
As needed and on demand, with bookings for peak periods.	Poor day time frequency to Ballarat for work/services.	Getting to appointments on time in Ballarat is critical for some social services.
Some community buses can be hired on the weekend for casual use.	Poor frequency of buses that meet trains at Ballan.	After hours transport across the Shire is poor.
Community buses are well used throughout weekdays.	Creswick to Ballarat is excellent at 15 buses/day.	Sense that the growing Shire population is not being served.
Recognition that ride share services offer a solution to improve frequency (e.g. on demand)	Existing Hepburn-Daylesford bus service is at the wrong times.	Ability to make spontaneous decisions with higher frequencies.
	The need for an interlinked network of buses with co-ordinated timetables.	
B5.2 - Network Coverage		
Local Transport	**Public Transport**	**General Mobility**
Clunes and Glenlyon do not have community buses.	East-west connections are lacking, e.g. Daylesford-Creswick.	Limited options to get between and around larger towns.
Electric cars and autonomous vehicles bring new opportunity.	Trains are very useful for family visits from far away.	E-bikes offer potential given hilly topography.
Connecting people to public transport services.	Daylesford to Creswick bus does not meet Creswick to Ballarat bus.	Finding space for a bike network that is off road.
Some licensed premises provide courtesy buses.	Direct Daylesford to Melbourne connections, including airport, are lacking.	Connecting towns with high quality pedestrian and cycling infrastructure (e.g. Daylesford-Hepburn.)
The Daylesford Spa Country Railway tourist service to Bullarto is used by some locals for transport.	Buses seem larger than they need to be. Consider smaller buses.	Clunes is not well served by any transport services.
	Need for access to arts, culture and music in Melbourne.	Glenlyon has no formal local transport and no public transport apart from the one school bus route.
		Ballan to Daylesford College school route is at capacity. School transport zones don't seem common sense.

B5.3 - User Groups		
Local Transport	**Public Transport**	**General Mobility**
Patient transport to medical appointments within the Shire or Ballarat.	Commuter numbers are growing.	Children have difficulty accessing after school activities.
Social outings for the aged, all abilities and young.	Most buses do not accommodate all abilities, despite assurances that they do.	Food and beverage business patrons have difficulty getting home.
Life needs outings for the aged and dependent.	Taxis are used by the dependent and are often booked far in advance.	Young people working late have difficulty getting home.
Importance of social media for casual transport users.	Elderly people would be more independent if more services provided.	Weekend visitors have difficulty getting around. Tourists need choice to know they won't get stuck.
People who want to drink alcohol and don't want to drive.	Allowing bicycles on buses.	Young people and university students have long distances to travel so can end up moving out of the Shire.
		Vulnerability during fire season.
		Recognition that valued elders are lost from the community when they no longer drive.
B5.4 - User Experiences		
Local Transport	**Public Transport**	**General Mobility**
1 in 30 residents use local transport once a month.	Most residents use public transport once a month.	Difficulty accessing services, jobs and opportunities.
Approximately 250 people are provided with local transport each week.	Used for shopping, leisure and accessing employment.	Recognition of the potential for isolation where transport is limited. Increased anxiety and depression.
Cost is generally free or a gold coin donation.	Low public transport patronage (e.g. Hepburn-Daylesford bus.)	Recognition of the high cost of private transport.
Risks in unregulated ridesharing.	Staff are locals, which improves service.	Car dependent culture exacerbates barriers to using alternative transport.
Sharing of resources is difficult due to insurance, risk and legal issues.	Costs are considered reasonable by most users except for taxis.	Clunes and Creswick Stations are a long walk from the main street
User ownership of local transport – for example, local's willingness to use the Daylesford Spa Country Railway to commute between Bullarto and Daylesford.	Lack of myki machines on Vline buses is very frustrating.	Special education programs in Ballarat cannot be accessed by schools.

B5.4 - User Experiences		
Local Transport	**Public Transport**	**General Mobility**
	Level of distrust of the PTV journey planner - seems to send people on long and inefficient journeys.	Good transport allows access to new experiences and new opportunities.
	Bus stops are generally in very poor condition and lacking shelter.	Fears of walking and cycling on narrow roads/shoulders/paths.
	Nervousness that advertised services sometimes don't show up.	40+ children getting dropped 5km outside Creswick after school.
	Lack of wi-fi on buses and trains.	

B5.5 - User Knowledge		
Local Transport	**Public Transport**	**General Mobility**
Generally known only to those cohorts that receive "free" services.	Strong appreciation when improvements are made to public transport.	Low rates of cycling and walking despite reasonable distances within towns and investment in new paths.
General misunderstanding of what local transport is.	Users have limited knowledge of the full range of services on offer.	Recognition that transport is a community service.
Willingness to assist people with disabilities in advocacy for local transport.	Users are not aware of the difference between service providers and government.	Recognition of the challenges of rural/regional transport.
Willingness to be activist with regards to improving local transport.	Recognition that public transport is often a poor second choice to the car.	Recognition of the need for more sustainable forms of transport.
	Woodend Bus service is considered excellent.	Promotion of transport services more widely in the community.
	Internet is used more than paper to access timetables.	Few stakeholders promote transport services.
	Recognition that being mostly off the train line has led to tourism character.	Recognition of the environmental, health and wellbeing benefits of local, active and public transport.
	Some people would value lessons on how to use the public transport system, reading timetables, planning journeys etc	General awareness that improvements to transport require a sound business case and evidence.
		Acknowledgement that the western and eastern parts of the Shire have different understandings of the level of service on offer.

B6 - KEY STUDY FINDINGS

An analysis of the issues outlined in the previous section leads to the key findings below:

B6.1 - Local Transport Summary Findings

Strengths

- Volunteer driver programs, courtesy buses and community buses perform a critical transport function in the community for people who cannot drive, or choose not to drive.
- Approximately 250 people are provided with safe transport each week which allows them to participate in social outings, get to medical appointments, access services and experience other parts of the region.
- The flexible on-demand nature of local transport cannot be matched by public transport and its economical nature means that cost is not a barrier to use.
- Local transport is very well known within those cohorts who use it. These people are also its greatest advocates.

Challenges

- Many local transport assets are only used for relatively short periods of the week as risk, legal, and insurance costs prevent sharing of the asset with other groups in need.
- Local transport services generally have requirements in order for someone to qualify to access the service.
- Parts of Hepburn Shire are without a dedicated community bus service (e.g. Clunes and Glenlyon)
- Volunteer driver programs are time intensive to run and need a constant stream of new drivers.

Opportunities

- Utilisation of existing local transport assets could be increased.
- Ride share services, electric cars and emerging autonomous vehicle technology could be combined to provide a new and more sustainable layer of local transport between volunteer drivers and taxis.
- Raising awareness of the effectiveness of local transport in the community and in so doing, increase the pool of resources.

B6.2 - Public Transport Summary Findings

Strengths

- The community has a strong sense of ownership regarding the quality of public transport and are realistic about what is possible in a rural context dominated by car transport.
- As Daylesford and parts east, such as Trentham, experience growth, public transport is growing in popularity as a method for commuters to get to and from Melbourne.
- Some parts of the Shire are perceived as well served by bus and train, such as Creswick.

- Community realises that Daylesford is geographically located "in the middle" which pulls transport demand in multiple directions and makes good service provision difficult.
- High levels of awareness and thanks when changes and improvements are made to the system.
- More than half the population use public transport once a month.

Challenges

- Frequency of services is inadequate between weekday peaks, after hours and on weekends.
- Timing of peak services is not convenient for commuters.
- All abilities buses are not being provided.
- The limited number of taxis, which are relied on by some people.
- Current low levels of patronage and barriers to new patronage such as the ticketing system, journey planning and bus stop quality.

Opportunities

- Some routes seem to be operated by large buses for the number of patrons. Consider providing smaller, cheaper and more efficient buses on these routes.
- Allowing bicycles on buses could increase patronage and sustainable modes of travel.
- An apparent community appetite to transition to public transport and a willingness to learn how to make the most of it.

B6.3 - General Mobility Summary Findings

Strengths

- Community recognition of the health, economic, environmental and wellbeing benefits of local, active and public transport in comparison to car travel.
- Transport demand seems to be spread evenly across the days of the week and hours of the day.
- Closely settled towns provide the basis for efficient and effective active transport journeys and walking/cycling infrastructure.
- Community realism about the challenges of rural/regional transport and that getting improvements requires concerted effort.

Challenges

- After hours transport options are extremely limited leading to heavy reliance on family and friends and inefficient use of resources (e.g. double trips for pick-up and drop-off).
- Getting to Ballarat efficiently and on-time is critical for many people to access social services and mandatory appointments.
- Some towns, such as Clunes and Glenlyon have very few transport options.
- Car dependent culture places behavioural barriers in the way of choosing alternative transport.

- The school bus system seems to come up against barriers to improvement or change as directed by school zones and the School Bus Program Policy and Procedures, in which the general public appear to require further communication and information. There is also a perceived slow rate of the School Bus System adapting to new needs.

Opportunities

- The emergence of E-bikes is an opportunity to capitalise on the visitor economy and new investment in cycling infrastructure.
- The growing population of people who are comfortable with non-car based transport.
- Building on the outcomes of the Clunes Walkability Plan.
- Evidence that many people are simply not aware of transport options, and that when awareness is raised, behaviour can change.
- Weekend peaks in traffic generated through the visitor economy opens the possibility of radical traffic management methods that also prioritise walking and cycling (i.e. Closing off Trentham's main street, providing parking on the perimeter of town, people walk in to town or bypass using existing main road alternative.)
- Non-traditional forms of mobility, such as the Daylesford Spa Country Tourist Railway, while primarily servicing the visitor economy, could provide mobility options for residents.

B7 - TABLE OF ALL LOCAL TRANSPORT ASSETS AND SERVICES

A key purpose of the study was to report on all local transport assets and services operating in the Shire of Hepburn. The 15 known local transport services have been listed below and reported on in the following table. The total passenger capacity of these services is at least 200 persons. Given the reach of the study, the authors consider it unlikely that there are any local transport assets that have not been uncovered. Note that the Daylesford Spa Country Railway, while not a local transport asset, has been included as it is a form of mobility with potential to grow in to a transport service.

Community Run Buses

1. Hepburn Health Service Bus - Creswick
2. Hepburn Health Service Bus - Daylesford
3. Seniors Day Care Bus - Daylesford
4. Seniors Day Care Bus – Creswick

Business Run Buses

5. Pig & Whistle Courtesy Bus - Trentham area
6. Radio Springs Hotel Courtesy Bus – Lyonville/Trentham/Daylesford area
7. Clunes Pub Courtesy Bus - Clunes and Creswick area

Other Buses

8. Melbourne Airport Service

Volunteer Car Services

9. Hepburn Health Service - Volunteer Driver Service
10. Glenlyon "Bus" - Volunteer Driver Service

Business Run Car Services

11. Zipz Rideshare Service - Trentham and Surrounds
12. Bendigo Airport Service
13. Daylesford Taxis
14. Creswick Taxi

Informal Car Services

15. Daylesford Grapevine Facebook Group and other Community Facebook pages/groups - Shire wide

Additional Transport (not Local)

- Daylesford College School Bus
- Daylesford Spa Country Railway

ALL LOCAL TRANSPORT ASSETS AND SERVICES

	A. Service Name	B. Purpose	C. Destination / Area / Based	D. Times of travel of users	E. Numbers and types of people using the service	F. Costs of travel to users	G. Management and funding	H. Could asset be made more widely available	J. Number of assets / total capacity	K. Community awareness
Community Run Buses										
1	**Hepburn Health Service buses**	Social outings / life needs / medical appointments	Based in Creswick, Daylesford and Trentham	Weekday business hours	~70 people a week	Free or gold coin	Hepburn Health Service / Public funding	Creswick bus can be hired in the community.	4 / 44	Well known within age cohorts
2	**Seniors Day Care bus**	Pick-up and drop-off / Social outings	Based in Daylesford and Creswick	Weekday business hours	~100 people a week. Seniors and people with disabilities	Free	Hepburn Shire Council/ Public funding	Very limited due to insurance	2 / 22	Well known within age and ability cohort
Business Run Buses										
3	**Licensed premises' courtesy buses**	Taking people home to support safe travel home	Clunes, Trentham, Daylesford	Friday and Saturday nights. Sunday after.	~50 people a week. Business patrons only.	Free (or with a dinner booking)	Privately owned and run	Limited due to insurance and needed during the day	3 / 33	Well known by regular patrons
Other Buses										
4	**Daylesford College Bus**	For class excursions and school runs	Daylesford area and as far as Ballan	School days daytime only	NA	NA	Daylesford College / Operational Budget	Yes - but extra insurance cost	1 / 57	NA
5	**Melbourne Airport Service**	Taking people to airport	Based in Ballarat, departs Creswick	Serves morning peak mostly	148 weekly services	$46 from Creswick one way	Privately owned and operated	No	Unknown	High
Volunteer Car Services										
6	**Glenlyon "Bus" Volunteer Driver Service**	Daily needs / medical appointments	Based in Glenlyon - trips to Daylesford, Woodend/Kyneton	Available anytime within reason	Unknown	Free	Community managed / Private funding	Maybe - petrol costs becoming prohibitive	1 / 4	Well known in Glenlyon
7	**Hepburn Health Service volunteer drivers**	Medical appointments only	Based in Creswick and Daylesford	Generally weekday business hours	~7 people a week	Free or gold coin	Hepburn Health Service / Public funding	Not possible. Volunteers must use health service cars	35 drivers / HHS cars	Well known by those under care

ALL LOCAL TRANSPORT ASSETS AND SERVICES (Continued)

	A. Service Name	B. Purpose	C. Destination / Area / Based	D. Times of travel of users	E. Numbers and types of people using the service	F. Costs of travel to users	G. Management and funding	H. Could asset be made more widely available	J. Number of assets / total capacity	K. Community awareness
Business Run Car Services										
8	**Ride-share Service**	Daily needs / outings and licensed venues	Based in Trentham and serves surrounding towns plus airport	Available anytime within reason and averages 4days/week	~10 per week	Around $25 for Trentham - Daylesford or Woodend	Privately owned and operated	Yes	1 / 4	Well known
9	**Taxi Services**	Those without cars or who choose not to drive, and tourists	Creswick, Daylesford, Hepburn and surrounds	Varies - weekend and evening peaks	~1,000 per week	Minimum fare around $10	Privately owned / Victorian Taxi Directorate	Yes - but at cost. Also at capacity during peaks	9 / 48	Well known
11	**Bendigo Airport Service**	Taking people to the airport	Based in Bendigo	8 services per weekday	NA - mostly not from Hepburn Shire	$87 Bendigo Return	Privately owned and operated	No - at capacity.	NA	Becoming more well known
Informal Mobility Services										
12	**Social Media**	Varies	Based on personal need	Varies	Unknown – high numbers anecdotally	Assumed free	Self-managed	Good potential	Unknown	Very high
13	**Dayles-ford Spa Country Railway**	Tourism	Bullarto – Daylesford via Musk and winery.	Sundays, School Holiday Wednesdays. Charters.	~ 250 per week	$20 adult. $18 conc. $10 locals	Self-managed and funded. VicTrack and authorities.	Good potential but limited by resources.	100 per trip	Well known

PART C - Study Outcomes – *What are the Key Findings?*

Now armed with the knowledge of the transport benchmark across the Shire, this section provides Key Findings.

C1 - LOCAL TRANSPORT – KEY FINDINGS

1. There is a need in the nighttime economy for people to have transport options to help them get home safely from entertainment, events, restaurants etc. beyond the existing courtesy bus services. This is particularly prevalent between Daylesford, Hepburn and Hepburn Springs. The Daylesford Spa Country Railway also supports safe travel through servicing Passing Clouds Winery with Sunday and charter services.

2. Existing community buses currently have significant "down-time" and a user-base limited to eligibility for a certain service or program. These transport assets have significant potential that could be unlocked to service a larger proportion of the community. A model to share existing local transport assets across Hepburn Shire could open services to more people, resources and destinations.

3. Clunes and Glenlyon do not have a community bus. There is a need to connect people in these communities with public transport services and other transport services.

4. Young people in Hepburn Shire may experience isolation without transport options to increase social connection and participation; including attending after-school activities, social events and getting home after working late. A community bus exists to support social outings for older people but not one focused on the needs of young people.

5. Communication and education about what local transport is, what is available and how the local community can develop, support and use these services is an opportunity. Social media is listed in the report as "extremely important" for informing casual transport users. In addition to social media, supporting promotional materials that can be agile and updated over time to accommodate service changes could be developed.

C2 - TRANSPORT ADVOCACY – KEY FINDINGS

6. Further communication about school zoning and the DET School Bus Program Policy that guide the service provision of school bus services from Ballan and Creswick to Daylesford College is required. Development of a local transport solution could support students to attend Daylesford College from these locations in addition to the School Bus Program.

7. Support for the following Department of Transport (DoT) service improvements;

    7a. MYKI machines on board buses
    7b. Implementation of accessible vehicles for all abilities

Further support to fast-track improvements for the following services;

7c. Daylesford <-> Trentham <-> Woodend
7d. Daylesford <-> Ballan

8. Support for Department of Transport (DoT) improvements to the scheduling of bus services along the following routes:

8a.	Ballarat	<->	Daylesford:	more daytime and evening services
8b.	Ballan	<->	Daylesford:	more services that meet trains
8c.	Creswick	<->	Daylesford:	more peak and daytime services

C3 - GENERAL MOBILITY – KEY FINDINGS

9. There is an opportunity to develop and trial easy to understand maps of the comprehensive transport networks in Creswick and Daylesford to promote awareness of transport options, including active transport, local transport, and public transport. As per Key Finding 5, this could include developing supporting promotional materials that can be agile and updated over time to accommodate service changes.

10. Opportunities for safe cycling infrastructure improvements, filling gaps in the network, and investigating promotional programs for E-bikes as a legitimate transport option exist throughout Hepburn Shire.

11. Programs and capital improvements that encourage walking for transport in towns, promote the use of pedestrian networks and encourage walking are an opportunity, in particular;

11a. Walking connections to Clunes and Creswick railway stations from township areas
11b. Walking connections between township areas and major bus stops in all locations
11c. Improved pedestrian amenity between Hepburn and Daylesford.

PART D - Conclusion - *Has the study been effective?*

This study set out to benchmark local transport services in the Hepburn Shire. This benchmarking required the researching of transport assets and issues through document review, stakeholder interviews, community workshops and an online survey. These methods saw over 150 one-on-one interactions around transport matters.

The purpose of doing this work was to provide a sound evidence base for Hepburn Shire Council advocacy towards the State Government and its departments, and other stakeholders as appropriate. This study and its findings are for the consideration of the Department of Transport, particularly in relation to the Regional Network Development Plan. It is hoped that this study and its findings will support improvements to local and public transport provision for all communities within Hepburn Shire.

A key outcome of the study has been the capture of data on 15 local transport assets currently operating within the Shire. These local transport services are highly valued by the approximately 200 people who use them each week as they fill a critical gap for people who don't own a car or do not to drive for varied reasons. These local transport services are run by community oriented organisations and their provision should be celebrated. The opportunity exists to broaden the reach of local transport through simplifying its legal and resource intense nature and through sharing of knowledge and assets.

The research results underlined the existing anecdotal transport information and continued the themes raised at the detail level in Trentham in 2018. The issues and themes faced by individual towns are, not surprisingly, echoed by the wider community. The study has revealed the potential for local transport solutions to increase social connectedness and inclusivity, particularly for young people in Hepburn Shire. The study employed the Flourishing Framework™ to highlight and keep focus on the human impact of transport. This has ensured the Key Findings uncover the needs and opportunities that could benefit community and individual wellbeing (See Appendix E5).

The study authors consider that there is considerable scope for improved walking and cycling for transport in the Shire. Approximately two thirds of the Shire population could walk or cycle for daily needs given the accessibility of the four largest towns and the modest time penalty over the private car. This active transport would see further increase when combined with growth in public transport patronage if timetables are improved.

In summary, the study has delivered more than a local transport benchmarking exercise. Public and active transport findings have been delivered along with local transport data outputs. While this report is necessarily brief, there are thousands of pieces of transport data in the synthesised and raw transport appendices that can have ongoing use. Overall, the messages arising from the research are clear - the quality of transport options has a large impact on community and individual wellbeing. It serves as an encouragement to all stakeholders then that even small transport improvements can make a difference in people's lives.

Centre for Building Better Community
Victoria, November 2019.