

**WHAT WE
MAKE IT**

Bus Stop Infrastructure and Public Transport Review

What We Heard

TABLE OF CONTENTS

03	BACKGROUND AND OBJECTIVES
04	COMMUNITY REACH
05	ENGAGEMENT APPROACH AND METHODOLOGY
06-11	SUMMARY OF FINDINGS



BACKGROUND

The City of Karratha is undertaking a review of public transport services and bus stop infrastructure to understand how people travel across our towns. RFF have been engaged to undertake the review on behalf of the City.

Community engagement was undertaken to understand how people use public transport, the barriers they experience and where improvements are needed.

This report provides a record of what was heard through the engagement, highlighting the key themes, issues and priorities identified by the community.

This feedback will help inform the Bus Stop Infrastructure Plan and Public Transport Review, including recommendations for improvements to public transport services and bus stop infrastructure across the City.

OBJECTIVES

The objective of this engagement was to:

- identify the main barriers to using public transport, including service timing, frequency, route access, safety, comfort, shade and information;
- understand which places, user groups and trip purposes are most affected by current gaps;
- capture priorities for bus stop improvements, walking access and service advocacy.

COMMUNITY REACH

The Bus Stop Infrastructure and Public Transport Review generated strong community interest, attracting 306 visitors and 40 contributions through the What We Make It Page, alongside 6 Key Stakeholder meetings. Most participation came through Facebook advertising and direct engagement such as email links and phone calls, showing the value of targeted promotion. The three Facebook posts also helped increase awareness across the region.

REACH

WHAT WE [] MAKE IT

180

Community Survey – 146
Service Provider Survey – 28
Stakeholder Meetings – 6

contributions

96

No. of respondents who use private vehicles for their daily commute

80

No. of respondents who have a household member who uses public transport

48

No. of respondents who use public transport

104

No. of respondents who are or live with school and tertiary students that use public transport daily

Biggest barrier for using public transport:

Timing and frequency no suitable

Most important bus stop feature:

Shade



The 3x social media posts shared on the City of Karratha's Facebook channel generated the following reach:



7.2 K

Reach

Metric count reach from distribution of the posts



12.8 K

Views

No. of times the content was played or displayed.



7.2 K

Viewers

No. of Meta Accounts that have viewed the content at least once.



38

Interactions

The number of post likes, reactions, saves, comments and shares.



89

Link Clicks

The number of clicks to the WWMI page

"MORE STOPS, EASY TO ACCESS, MORE SCHEDULED TIME."

ENGAGEMENT APPROACH AND METHODOLOGY

Approach

Combined broad community input with targeted stakeholder engagement to capture both overall community views and more detailed insights from key stakeholder groups, including young people, older residents, Aboriginal communities, people with a disability and service users.

Methodology

The City and RFF engaged with key stakeholders and the wider community through the following methods:

- online surveys;
- PinPoint mapping; and
- direct stakeholder meetings

This gave us a well-rounded picture of public transport use and findings based on lived experience and trends.



SUMMARY OF FINDINGS

"BUS TIMETABLE IS VERY LIMITED AND THE ONE BUS STOP IS NOT CONVENIENT TO GET TO"

Timing and Frequency

Timing and frequency are the barriers to using public transport, based on engagement outcomes. Bus services are not frequent enough, do not run at the right times and do not support return trips.

Impacts affect user groups in different ways:

- **Young people** need after-school, evening and weekend services to access activities, programs, sports and recreation.
- **Employees** need early morning, late night and weekend services that fit shift and hospitality work.
- **Eastern Corridor residents need** better-timed and more frequent connections within the Eastern Corridor and to Karratha for essential services.

These gaps limit access to work, education, recreation, essential services and community life.

SUMMARY OF FINDINGS

Bus Stop Infrastructure

Bus stop quality affects whether people choose to use the bus. Poor stop infrastructure was the top barrier to using buses. People said the most important features are:



Shade



Safety



Seating



Accessibility



Lighting

Poor stops in our City can mean waiting in extreme heat – or not using the bus at all. Location matters too; stops need to be easy to reach and closer to important locations. This shows that infrastructure and network design should work together.



SUMMARY OF FINDINGS

Eastern Corridor Access and Equity

Eastern Corridor residents face limited and poorly timed bus services, including trips within Point Samson, Wickham and Roebourne, and into Karratha. This makes it difficult to reliably reach work, health and other vital service appointments, community services and social activities – especially when return trips are not available.

When buses do not meet the needs of the Eastern Corridor community, people rely on alternate transport options such as service providers, courtesy buses, informal ride-sharing or hitch hiking. These options are inconsistent, depend on local resources and can raise safety concerns.

Improving Eastern Corridor access is an equity and safety priority – not just a service issue.

***“MORE SERVICES THAT SUIT EMPLOYEES
TO GET TO AND FROM
WORK...ESPECIALLY IN POINT SAMSON,
WICKHAM AND ROEBOURNE”***

SUMMARY OF FINDINGS

Youth and Household Transport

Public transport is important for young people and households. Survey results show that school aged children and teenagers use the City's bus services the most. Respondents identified better bus services is important to support:



Access to education
and training



Participation in after-
school activities and
programs



Social connection and
independence



Reliance on parents
and caregivers for
transport

Youth feedback shows gaps affect attending appointments, programs, sports and recreation and social life, especially after dark. Issues include limited stops, long exposed walking routes, unclear timetables and pressure on families and caregivers to fill transport gaps. Improving youth access is both a transport and social equity issue.



SUMMARY OF FINDINGS

Safety Concerns

Safety concerns consistently related to bus stop design, service timing and walking distance to both stops and destinations. Key safety issues include poor lighting, sun exposure and long, hot waling distances to bus stops and key destinations, blocked sightlines, crowded school buses and limited late-night services.

These concerns are highest for young people, older residents, people with disability and anyone travelling after dark.

Respondents identified well-lit and shaded stops, safer and shaded footpaths and crossings, better stop locations and more evening and night services as priorities for improvements.

Information and Awareness

People need clear, reliable information to feel confident in using bus services. Feedback showed low awareness, hard to read timetables, unclear routes, outdated details and little information at bus stops.

Key priorities identified through engagement included:

- Clear, simple and legible information
- Using and promoting multiple formats (digital, printed and on-stop, and through service providers)
- Targeted communication for key user groups

Participants identified clear information and awareness is an important part of accessibility – not an optional extra.

SUMMARY OF FINDINGS

Common Everyday Services

Public transport gaps are most visible for everyday destinations, not just occasional trips. The places people have said are hard to reach by bus include:



Health and community services, including patients and visitors to Karratha Hospital



Sports and recreation venues, including cultural, religious and community venues



Town Centre and shopping centres, hospitality and entertainment venues



Workplaces, including industrial areas and workforce accommodation sites

These gaps affect access to work, further education, appointments, sports and daily independence – especially for people without a car or able to drive. Locations that are difficult to get to by bus include Headspace and the Youth Shed, Karratha shopping centre, industrial employment areas, health and community service providers, and accommodation sites. Participants highlighted gaps between bus routes, stops and key destinations as the main issue.

WHAT WE [OUR HOME,
OUR COMMUNITY,
OUR FUTURE.] MAKE
IT