



Sunshine Coast Council  
Transport Levy Annual Report  
2020/21

## Acknowledgement of Country

Sunshine Coast Council acknowledges the traditional Country of the Kabi Kabi Peoples and the Jinibara Peoples and recognise that these lands have always been places of cultural, spiritual, social and economic significance. We wish to pay respect to their Elders — past, present and emerging — and acknowledge the important role First Nation peoples continue to play in the Sunshine Coast community. Council is committed to ongoing communications and consultation with the Traditional Owners and the broader First Nations communities of the Sunshine Coast.

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### Reference document

This document should be cited as follows:  
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## Message from your Mayor and Councillor

**If we want our Sunshine Coast to continue to be Australia's most sustainable region – healthy, smart, creative as our population grows to more than 518,000 people in the next 20 years, then an integrated, efficient and accessible transport network across the region is critical.**

Achieving our vision and critical mode shift targets depends on many more people switching to transport choices that rely less on personal vehicle use.

While the Queensland Government, through TransLink, is responsible for the public transport network on the Sunshine Coast, Council recognises it has a strategically important role to play to advocate for new and improved infrastructure and service levels on behalf of our community.

Our Transport Levy, which is contributed to by all ratepayers plays an important role in enabling Council to advocate, investigate and deliver transport solutions for our region, which benefit our communities today and those into the future.

In 2020/21, the Transport Levy raised just over \$6.4 million, which enabled Council to progress several important projects for our region. This included initiating an innovative five year travel change behaviour program while also improving disabled access to many bus stops across the region. Through the Levy, what is pleasing is that 98 per cent of our bus stops now meet access requirements for people with disabilities. The funds also supported the new trial Ridescore Active Schools Program, the Council Link service, the Flexilink services, the Kenilworth Community Transport Service and progressing the options analysis for the Sunshine Coast Mass Transit project.

Further detailed information on what we have delivered in 2020/21 through the assistance of your Transport Levy is available in this report.

**Mayor Mark Jamieson  
and Deputy Mayor and  
Transport Portfolio  
Councillor Rick Baberowski**





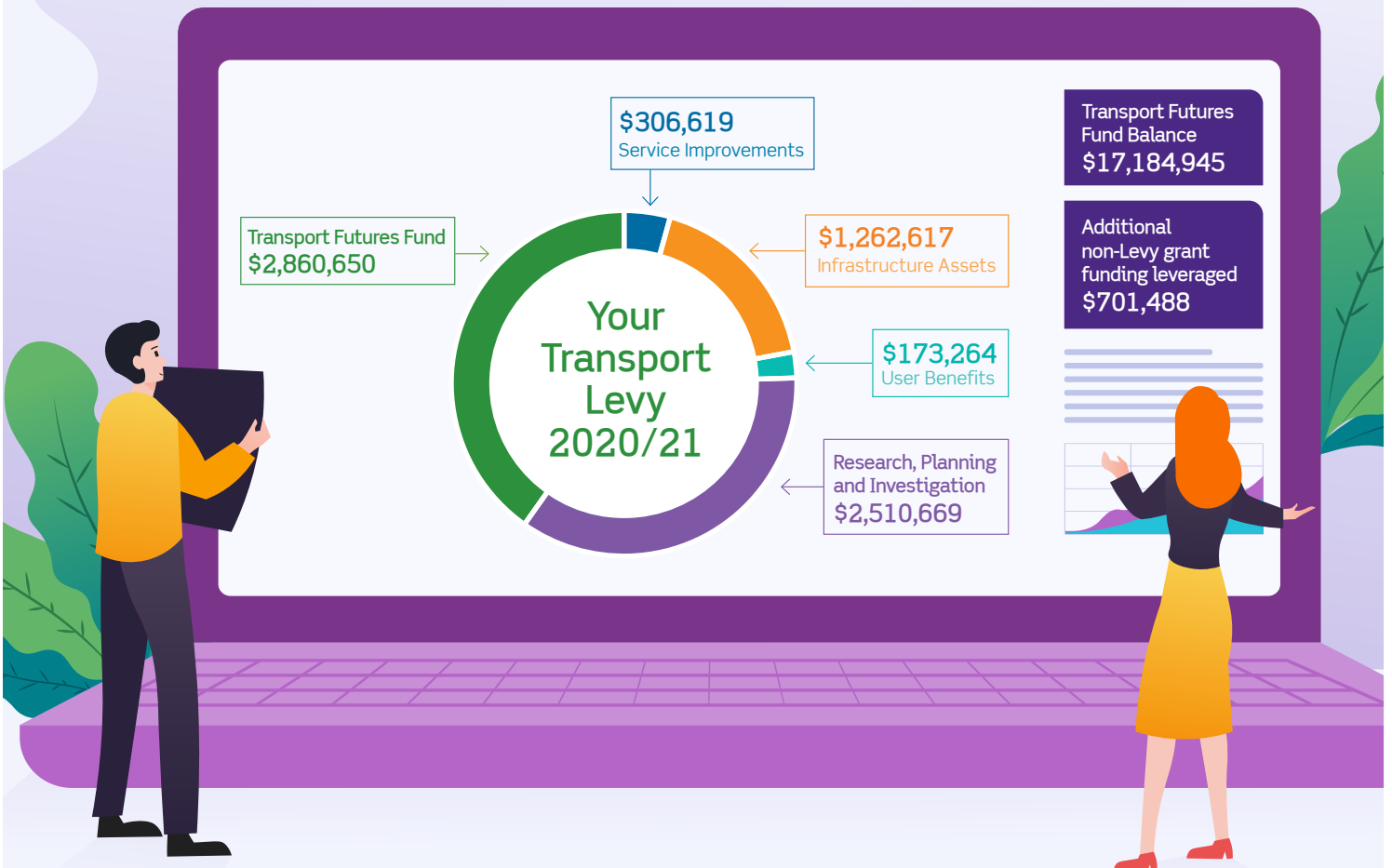
## About your Transport Levy 2020/21

The Transport Levy helps Council meet its responsibilities for the future transport needs of the Sunshine Coast. The Levy funds projects that play a key role in supporting strategic transport outcomes across the Sunshine Coast for today, and for the future.

In 2020/21 the Transport Levy continued to direct funding to five key areas that aim to improve connectivity across the Sunshine Coast for today, and into the future.

- 1 **Service Improvements** – Investigating and trialling improved public transport options and alternatives.
- 2 **Infrastructure Assets** – Improving public transport infrastructure across the Sunshine Coast.
- 3 **User Benefits** – Developing initiatives to educate, inform, assist and improve the travel behaviour of users and their choice of travel mode.
- 4 **Research, Planning and Investigation** – Building our knowledge and progressing strategic outcomes (monitoring, research, planning and forecasting).
- 5 **Transport Futures Fund** – Supports efforts to secure other government investment in strategic transport needs for the region.

### Where did your Transport Levy go in 2020/21?





# Transport Levy 2020/21 Program Snapshot

**18**  
community  
pop-ups across the  
Sunshine Coast

over  
**50**  
engagement  
activities

## Sunshine Coast Mass Transit Business Case Process

In 2020/21, the Transport Levy continued to provide funds to progress the Sunshine Coast Mass Transit project. Mass transit is a convenient and easy-to-access public transport system that moves people efficiently.

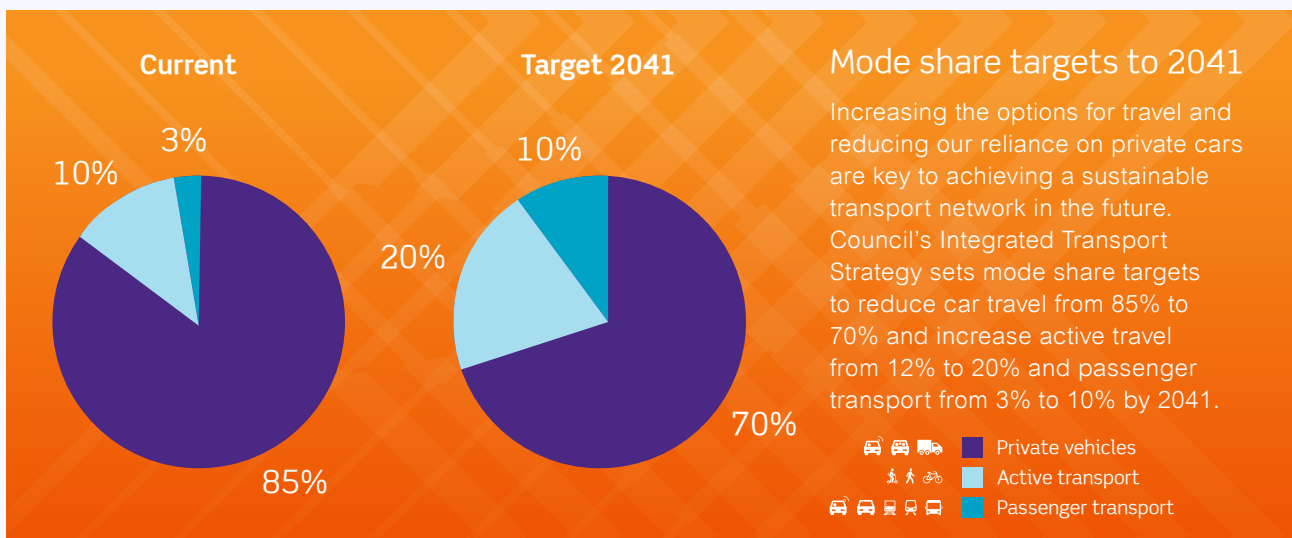
The first half of the 2020/21 financial year focussed on progressing and refining the draft Options Analysis report for Sunshine Coast Mass Transit. The other half focussed on the comprehensive community engagement program that was endorsed by Council in August 2020. Given the technical nature of the draft Mass Transit Options Analysis report, Council developed numerous documents and tools to ensure the community fully understands the various options and recommendations available to them.

The community engagement took place over an eight-week period and started with the launch of the draft Mass Transit Options Analysis report on April 28, 2021. During the engagement period, which ended in June 22, 2021, the following engagement activities took place:

- 18 community pop-ups across the Sunshine Coast

- three community roundtable events
- an Enquiry by Design Workshop
- one Intergenerational Forum
- over 19 information sessions to stakeholder groups, including Sunshine Coast University Hospital, Transport Community Reference Group, Sunshine Coast Environment Council and Sunshine Coast Business Council.

The outcomes of the community and stakeholder feedback on the draft Mass Transit Options Analysis report will inform the final Options Analysis report, which will be considered by Council later in 2021. The content of the Options Analysis report will be revised in light of the feedback received during the engagement process and the report may therefore be amended, expanded or qualified to the extent that the results of the engagement process provide a clear basis for doing so. The Transport Levy provides the funding for this significant investment in the business case development process, including seeking community input into this process, which is essential for Council to advocate effectively for Mass Transit investment from the Queensland and Commonwealth Governments.





**33**  
bus stops  
were upgraded  
across the  
Sunshine Coast

**98 per cent of  
our bus stops  
meet DDA  
compliance**

### Bus stop upgrades

In 2020/21, \$630,582 from the Transport Levy was utilised to upgrade 33 bus stops across the Sunshine Coast. These upgrades mean that 98 per cent of our bus stops now meet the Disability Discrimination Act 1992 (DDA) and the Australian Government targets.

Works at these bus stops included:

- concrete bus stops pads and signage
- installation of tactile ground surface indicators
- upgraded footpath connections to bus stop locations

The remaining eleven bus stops are under detailed review by the Department of Transport and Main Roads. The Disability Standards for Accessible Public Transport and Australian Standard 1428 expect 100% of bus stops to be compliant by end of 2022.

In addition to the funds invested from the Transport Levy, Council also received additional funding from the Queensland Government to support the bus stop infrastructure program.

### Active Travel Maps

To enable residents to travel around the Sunshine Coast actively, Council has recently produced the first four in a series of Active Travel Maps. The four maps cover the coastal area from Peregian Springs to Pelican Waters, including Caloundra South, Nambour and Bli Bli.

The maps showcase walking, cycling and public transport infrastructure and include tips for sharing pathways and roads. Residents and visitors can use the maps to explore pathways in their local area, discover a new way to get to work, or the beach, or find a bike park for the kids. 7000 maps have been distributed to local bike shops, Visitor Information Centres, accommodation houses, and Council's customer contact centres. They can also be accessed on Council's website.

[sunshinecoast.qld.gov.au/Experience-Sunshine-Coast](http://sunshinecoast.qld.gov.au/Experience-Sunshine-Coast)



### Public Transport User Guide



15,000 copies of the guide have been distributed across the region.

Council has partnered with TransLink to develop a public transport guide for the region. The guide helps Sunshine Coast residents and visitors get around better, whether for work or play.

The guide provides a detailed public transport network map and valuable information on journey planning, go card options, travel tips, real-time information, and now includes a tourist map highlighting the tourist hotspots for our visitors.



## Transport Levy 2020/21 Program snapshot

### Service Improvements

In 2020/21, the Transport Levy continued to fund transport trials in some community areas not currently serviced by public transport. These trial services deliver transport connections to members of the community who don't have access to public transport services and help Council establish the extent of demand that exists in these areas.

Although the pandemic has had an impact on the service, the average number of passengers per week is gradually returning to pre-COVID-19 figures.

### Flexilink Trial Services

In 2020/21 the Transport Levy continued to deliver two trial Flexilink transport services to the Hinterland region; the Peachester to Beerwah Flexilink service and the Conondale to Maleny Flexilink service. Flexilink services are pre-booked scheduled transport services. Each Flexilink service offers six one-way trips that can be booked daily, Monday to Saturday. The Flexilink services operate on the basis that they only run if a booking has been made and bookings must be made at least two hours in advance of the service run.

Being shared transport, COVID-19 continues to have an impact on the number of passengers, but numbers are gradually climbing back to those pre-COVID-19. Operators continue to deliver the services while maintaining the health and safety of drivers and passengers.

In 2020/21 the Flexilink services delivered approximately 3000 passenger trips and travelled over 35,800km across the two services.

### Council Link

Council Link provides an affordable (\$2 per trip), door-to door transport service for people aged 60 and over and for people with disabilities or mobility impairment. This service, which is currently contracted to Be, collects people from their homes and takes them to and from their local shopping centre. The service also plays an important role in improving community connectedness and reducing social isolation. The services continues to provide transport service during the pandemic. To ensure the health and safety of our users and drivers, changes have been made to the service. These changes did not affect the quality and the network covered by the service. Council will continue to work with relevant government agencies in response to COVID-19 and will act on official Queensland Health advice.

Council Link

Average  
**247**  
passengers  
per week and  
**12,429**  
passenger  
bookings for  
the year

**58**  
suburbs  
serviced

Council Link



### Flexilink Trial Services

**3000**  
passenger trips  
and over  
**35,800km**  
travelled for the year

The Conondale to Maleny service has seen a reduction in the number of passengers due to COVID-19. However, overall number of passengers is improving, with an average of 242 passengers using the service per month.

The Peachester to Beerwah service continued throughout the 2020/21 financial year with an average of 8 passengers using the service each month. Community consultation was undertaken by Council in June 2021. The community will be informed of the future of the service later this year/ early next year.

### Kenilworth Community Transport Service Trial

In 2020/21 the Kenilworth Community Transport Service has continued to grow into a popular community transport service. The Kenilworth Community Transport Service is operated and administrated by the Kenilworth Community Transport Service sub-committee of the Kenilworth Chamber of Commerce and supported by Council via the Transport Levy.

The service is supported by a dedicated group of volunteers from the Kenilworth community.

The service area has been expanded to include residents from Belli Park, Cambrook, Conondale (part), Coolabine, Eerwah Vale, Gheerulla, Kidaman Creek and Obi Obi.

As well as trips to Nambour, Maleny, Mapleton and Eumundi for \$8 per trip, the service now includes trips to Sunshine Coast University Hospital for \$25 per person per return trip, providing a much-needed transport service to isolated residents requiring transport to medical facilities and appointments.

The Kenilworth Community Transport Service has been averaging 15 trips per month and 1.5 passengers per trip, the service now has 157 registered passengers, with 7 volunteer drivers.

### Kenilworth Community Transport Service Trial

**15**  
trips per month

**157**  
registered  
passengers



# Transport Levy 2020/21 Program Snapshot



## Travel Behaviour Change Project

Empowering people and communities to make informed travel choices can be challenging. Travel habits are often deeply entrenched and are complexly intertwined with identity and culture.

In 2020/21, Council continued the development of the Travel Behaviour Change Project. The Travel Behaviour Change Project aims to create a program of initiatives that empower Sunshine Coast residents to understand the travel options at their disposal and how their choices can lead to better outcomes for themselves and their community.

It focuses on outcomes that are clearly aligned with the objectives of the Integrated Transport Strategy – a safe, sustainable and efficient transport network, where community health and wellbeing are at the centre.

To achieve this, this program focuses on reducing car use, making better use of the car, and mode shift to walk, cycle and passenger transport. It also aims to get people thinking about their travel frustrations so they can plan ways to make their lives easier by doing things differently.

The Travel Behaviour Change Project will identify a combination of Council led and partner led (State Government and industry) initiatives. Council will be approaching the State Government, business and industry to participate in initiatives co-designed to maximise its chance for success.

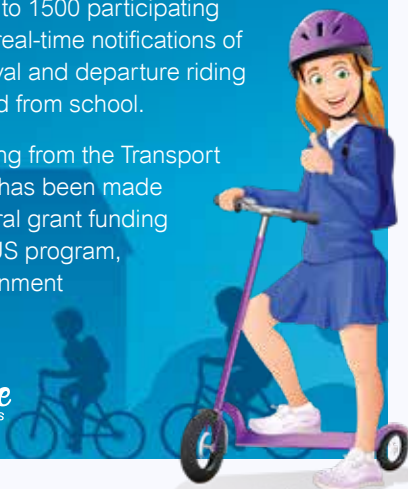
The Travel Behaviour Change Project will help to protect and enhance the Sunshine Coast character, amenity and lifestyle and work towards Council's vision as Australia's most sustainable region: Healthy. Smart. Creative.

## RideScore Active Schools Program

Council, in partnership with We Ride Australia, developed the RideScore Active Schools Program in 2019. The pandemic delayed the initial delivery of the program, but Council seized this opportunity and made improvements to the digital platform (app) and the hardware (Bluetooth readers). These upgrades provide a more secure solution for participating families.

The program will be rolled out to nine schools across the Sunshine Coast in mid-2021. This rollout will allow up to 1500 participating parents to receive real-time notifications of their children's arrival and departure riding and scooting to and from school.

In addition to funding from the Transport Levy, this program has been made possible with Federal grant funding from the Move it AUS program, Queensland Government and Stockland.



## Joint Awareness Campaign with TransLink

In partnership with TransLink, Council improved and simplified access to bike lockers and shower facilities at the Maroochydore Bus Station. All locks at these facilities have been replaced with PIN locks and the application process for access is now managed by Council, providing a seamless, single point of contact process for users.

Additional signage has also been provided to better identify these facilities and encourage passengers to cycle to the bus station.

Council also worked closely with TransLink to improve public transport promotion and information on the Sunshine Coast.

TransLink's website now hosts Sunshine Coast-specific pages, which will enhance the user experience and provide direct links to specific information on Sunshine Coast public transport.







# Transport Levy 2020/21 Program Snapshot

## Modelling partnership with the Department of Transport and Main Roads

In 2020/21 Council has continued to develop and refine both region wide and local area computer models to assist with transport planning and forecasting of trips across the Sunshine Coast. This model development has been undertaken in partnership with the Department of Transport and Main Roads and is partially funded by the Transport Levy.

Transport modelling enables Council to analyse the existing and future performance of the transport network. Outcomes from the modelling partnership with the Department of Transport and Main Roads in 2020/21 are:

- collection and sharing of traffic volume survey data to improve calibration and validation of the various shared models

- updating the EMME Regional Transport Model to allow its continued use until its visum replacement has been tested and proven suitable for use
- calibration to 2016 data sources including ABS census and household travel surveys
- improved modelling of education trips due to their significant share of trips in peak times on the Sunshine Coast
- finer traffic zones used to more accurately model important Council streets and to better model active transport
- improved modelling of aspirational transport mode share targets to better inform policy development.
- Identify and prioritise capital investments in the network.

## Transport Futures Fund

The Transport Futures Fund continues to be a critical element of the Transport Levy structure as it supports Council's efforts to plan for and secure investment by the other tiers of government in the critical strategic transport outcomes that our region needs.

The Transport Futures Fund is not intended to replace the funding of projects that can realistically be delivered through the timely and effective use of existing capital programs, revenues and mechanisms for effective land use planning.

In 2020/21 the Transport Futures Fund increased by \$885,200, reflecting Council's budget allocation and end-of-financial year reconciliation of Transport Levy expenditure. The Transport Futures Fund balance as at 30 June 2021 is \$17,184,945.

The Transport Futures Fund, as the name suggests, was created to strengthen Council's ability to support major public transport investments by Queensland Government and Australian Governments, at a future time.

## Community Travel Survey

Through existing Department of Transport and Main Roads arrangements, the Transport Levy has provided the opportunity to expand the Household Travel Survey sampling on the Sunshine Coast. These surveys provide information on the daily travel behaviour of households, including how, where and why they travel, what time of day they travel, and the average trip distance and duration. Results inform infrastructure and transport service planning, helping to ensure the transport system is ready for future growth and demand.

These surveys are important as they allow us to understand our community's travel habits and how they compare to the past. The pandemic has changed the work structure of many organisations and the ability to work-from-home has changed the travel environment. It is vital to better understand the impact of these changes on our community. The results of this study will be available mid next year and will provide invaluable data to support multi-modal transport planning and major capital and service investment decisions across all modes. The study will combine information from the 2021 Census and temporary and fixed traffic counters.



Your **Transport Levy**  
Your transport future

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