



# North East Transport Connections Project

## Project Action Plan 2010 -2013

North East Transport Connections Project Steering Committee

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## 2. Introduction

The North East Transport Connections Project (NTCP) commenced in the region in July 2007 and was one of 32 projects funded as part of the State Government’s Transport Connections Program (TCP). After a successful project term NTCP has been refunded for a further three years as part of phase three of TCP.

This action plan aims to refocus the direction of NTCP, reinforcing existing project initiatives as well as paving the way for the development of a Regional Transport Action Plan as required under the guidelines of the TCP3.

## 3. Background

Transport Connections was introduced by the Victorian Government in 2003 initially administered by Department of Human Services (DHS), in partnership with Department of Planning and Community Development (DPCD), Department of Transport (DOT) and the Department of Education and Early Childhood Development (DEECD). It was developed to support communities to work together in improve local transport and access and to encourage local communities to be actively involved in decision making processes.

Now administered by DPCD, the aim of Transport Connections has evolved over time:

	Year	Aim
<b>Phase 1</b>	2003 - 2006	To address the access needs of transport disadvantaged people in rural and regional Victoria.
<b>Phase 2</b>	2006 - 2010	Through local partnerships more communities will be able to develop new and coordinated approaches to transport that enable people to get around more easily.
<b>Phase 3</b>	2010 - 2013	To enable a local and regional focus in responding to the needs of people with limited access to transport and to demonstrate a more innovative approach to developing local and regional solutions.

Phase one included the successful pilot project, “The Valley to the City Efficiently.” Based in Mount Beauty this project introduced the Mount Beauty Flexi-bus where by a route bus service was transformed into a flexible door-to-door service which connected isolated passengers with medical appointments, leisure centres and shopping centres in the regional centre of Wodonga.

The key learning's from this project were the basis from which a subregional partnership was formed and NTCP emerged.

The project covers a geographical area of 17,536 square kilometres, which includes five Local Government areas of Alpine, Indigo, Towong, Wangaratta and Wodonga. NTCP1 employed two Project Workers who established local Transport Advisory Groups, undertook transport asset mapping, developed and commenced implementation of local transport actions.

The employees reported directly to the Steering Committee which consisted of representatives from key stakeholders of Local Government, Community Accessibility, Ovens & King Community Health, Gateway Community Health, Alpine Health and Northeast Local learning and Employment Network, DPCD and DOT. TCP2 concluded in June 2010, the Steering Committee went into recess, pending funding being received in TCP3 and the Project Workers contracts concluded.

An evaluation of NTCP was commissioned by the Steering Committee in the last 6 months of the project. Recommendations from the evaluation will help direct future activities of the project and have been considered as part of this document.

#### **4. Recommendations from evaluation of NTCP1**

The evaluation of NTCP1 was carried out by Rob Woodward from Critical Difference. The purpose of the evaluation was to measure the progress of the project and to recommend improvements for future projects. A combination of interview, surveys and workshops were utilised, with the following recommendations made:

##### **4.1. Ensure full range governance**

Effective governance with clear direction, guidelines and accountability including:

- identifying and upholding clarity of purpose,
- building and maintaining a strategic focus,
- monitoring and measuring operational excellence;
- ensuring compliance with regulation and protocol;
- considering and delivering effective and equitable resource allocation; and,
- ensuring effective project promotion.

##### **4.2. Develop a tiered governance structure**

A rigorous governance structure is required that includes:

- a clear leadership/executive function,

- a strategically focused steering committee, with shared portfolio responsibilities
- a broadly representative regional consultative group, and
- representative local advisory groups, supported by project workers and working in close collaboration with relevant Local Government Area officers.

#### **4.3. Develop strategic focus**

The project requires the development and maintenance of a balance between local actions and project strategic direction or the notions of strategy as plan and strategy as response. Effective leadership, at the Steering Committee (key governance body) level, will be critical in building and maintaining this balance.

#### **4.4. Strengthen partnership model**

Continue to strengthen the projects partnerships at both the local and regional level. Where good project management skills and clear processes are utilised to guide the projects operations.

#### **4.5. Project Scope**

The large geographical footprint of this project has the benefit of connecting a large range of transport corridors and service centres. The future project scope, design and resourcing should aim to facilitate the constructive interplay of clear overarching objectives – the sustainable delivery of efficient, and effective services – and the inclusive, informed and responsive exploration of possible solutions at the local level.

#### **4.6. Issue elevation**

Develop processes and protocols to ensure that issues resolution is appropriately and effectively identified and addressed.

#### **4.7. Equitable resource distribution**

Ensure an equitable and appropriate distribution of resources and activities throughout the project area.

#### **4.8. Aim for sustainable mode**

The development of a consistent Business Case Development template would also assist in the promotion of sustainable transport options being explored and recommended.

## 5. Objectives of Transport Connections 2010 – 2013

Transport Connections 2010 – 2013 will focus on the needs of communities and individuals who have limited access to transport and will develop options for improved transport and accessibility at a local and regional level.

The objectives are to:

- Develop innovative transport and non-transport options to support access, **excluding public transport** as a response;
- Generate more efficient use of existing transport and community resources;
- Establish ongoing local partnerships to deliver transport and accessibility outcomes; and
- Foster ongoing community participation and inclusion in decision-making to improve social and economic inclusion.

## 6. Expected Outcome of Transport Connections

In ten years time it is expected that the following outcome will have been achieved:

*The social, economic, and civic participation of people and communities is increased through having improved accessibility options available to them.*

## 7. NTCP Target Group

The target group for NTCP is the residents of the local government areas of Alpine, Indigo, Towong, Wodonga and Wangaratta totalling 96,010<sup>1</sup> people. In particular NTCP's focus is on transport the disadvantaged including youth, older persons, those with disabilities and the socially and economically disadvantaged.

## 8. New Direction for Transport Connections

Whilst NTCP will continue to implement and build upon initiatives identified in the first project, these must be addressed through local transport and non-transport solutions. **Public Transport** is excluded from phase three projects.

In addition projects are required to work with other Transport Connections beyond their geographical scope, toward the development and implementation of a Regional Action Plan.

## 9. Project Funding

The project will receive \$692,182 over the next three years, including brokerage funding. The brokerage dollars allows the project to help seed or fully fund pilot initiatives, designed

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<sup>1</sup> Victoria in the future 2008 – Department of Planning and Community Development.

to test small-scale improvements to local transport and non-transport services. Community Accessibility will continue as the auspice agency for NTCP and it is hoped that the partner organisations involved in NTCP1 will continue as part of the project. DPCD anticipate the introduction of an additional Innovations Fund in July 2011. This will provide even greater opportunities for Transport Connections projects.

## **10. Transport Connections Framework Annual Implementation Guidelines**

Transport Connections Phase 3 – Policy Framework and Implementation Plan 2010 - 2013 provides key stages for each year of the project. This framework has been used as a basis for the plans development.

### **10.1. Year 1 – 2010 – 2011**

***Annual Project Objective - Maintain local focus and develop regional cluster action plan***

- Establish Project Executive Group
- Employ/Confirm Transport Connections Coordinator
- Review Project Governance and Partnership Agreement
- Maintain contact with Project Reference Group
- Develop a Regional Action Plan

### **10.2. Year 2 – 2011 – 2012**

***Annual Project Objective – Implementation of Local and Regional Action Plans***

Key steps include:

- Continue to implement Local action Plans
- Implement the Regional Action Plan
- Report back to the community stakeholders and partners on year one and two progress.

### **10.3. Year 3 – 2012 – 2013**

***Annual Project Objective – Sustainability, Evaluation and reporting***

Key steps include:

- Continue to implement Local and Regional Action Plans
- Finalise and implement a Project Sustainability Plan
- Evaluate Phase 3 progress at local and regional level
- Report back to the community stakeholders and partners on phase three outcomes.

## **11. Development of Local and Regional Action Plan Initiatives**

Subregional and Local Initiatives have been sourced from Local Transport Actions Plans developed by Transport Advisory Groups during NTCP1 and key directions from Local and State Government strategic plans.

Public transport solutions were a key aspect of NTCP1. In most of the Local Action Plans many of these initiatives are either in trial or yet to be trialled. Given that public transport is not included in TCP3 these initiatives have been extracted from the Action Plan and listed in separately.

This list will be provided to DOT for their evaluation and consideration. NTCP will continue to act as a communication avenue for DOT with local communities and as an advocate for communities in relation to their public transport needs.

At this stage of the project this Action Plan is considered a guide only, pending adoption and prioritisation by the new Project Steering Committee.

## **12. Key themes of NTCP**

### **12.1. Transport innovation**

The idea of one size fits all is not applicable to transport provision and the various community needs. The project will look to the communities for ideas and ways of dealing with transport disadvantage.

### **12.2. Transport information and dissemination**

This continues to be key a priority for communities. As communities change so to do their transport information needs. Information needs to be accurate and accessible and in a wide variety of formats.

### **12.3. Passive and active transport**

These are recognised across the catchment as priority areas to support wellbeing, sustainability and the environment. NTCP will focus on supporting partner organisations in the promotion and uptake of this healthy alternative to travel.

#### 12.4. Technological solutions

Coordination, information sharing, access and scheduling are all aspects of transport that can be addressed through the use of modern technologies. NTCP will investigate and develop opportunities both at the sub-region and regional level.

#### 12.5. The Role of Community Transport

Community transport plays a vital role in the movement of people throughout our region. However, this area is poorly resourced and acknowledged. NTCP will explore options and develop a strategy for the continued success of community transport in the project area.

#### 12.6. Volunteers

Transport volunteers are an integral part of the success of transport options in the region. NTCP3 will further develop and support the transport volunteers throughout the project area.

#### 12.7. Advocacy

Advocacy is a key role of Transport Connections. NTCP will continue to represent the project area in transport matters related to policy and legislative changes relevant to the project plan.

### 13. Overview of North East Transport Connection Project Action Plan

The following provides an overview of the NTCP Action Plan including local and subregional initiatives. Full details of initiative are provided in Section 14.

No.	Action	Outcome	Strategic Linkages
<b>Transport Innovations</b>			
1.	Develop Transport Hubs	Communities enjoy access to transport options from a central location.  A network of hubs is established throughout the project area.  <b>Key features include:</b> visitor amenities, transport information, provision for taxi, public and community transport and links to pedestrian and cycling pathways.	The <b>Hume</b> Strategy for Sustainable Communities <b>Wangaratta</b> Community Wellbeing Plan <b>Wodonga</b> Sustainable Transport Strategy <b>Alpine</b> Liveability Plan <b>Indigo</b> Healthy Communities Plan <b>Towong</b> Healthy Communities Plan

No.	Action	Outcome	Strategic Linkages
2.	Further develop and support community transport network.	<p>An extensive network of community and non-public transport options link small communities across the project area.</p> <p><b>Key features include:</b> Utilising existing transport infrastructure, transport coordination and transport friends.</p>	<p><b>Wangaratta</b> Community Wellbeing Plan  <b>Alpine</b> Liveability Plan  <b>Indigo</b> Healthy Communities Plan  <b>Towong</b> Healthy Communities Plan</p>
3.	Further develop flexible transport services	<p>All non-public transport services utilise a model of flexible transport.</p> <p><b>Key features include:</b> Transport friends, flexible pick up and drop off locations.</p>	<p><b>Wangaratta</b> Community Wellbeing Plan  <b>Alpine</b> Liveability Plan  <b>Indigo</b> Healthy Communities Plan  <b>Towong</b> Healthy Communities Plan</p>
4.	<p>Support communities to develop unique transport solutions for specific needs</p> <p>Including youth, ageing, disadvantaged.</p>	<p>Communities will be empowered to develop and oversee their unique transport needs.</p> <p><b>Key features include:</b> Facilitation, money to support pilot programs and access to transport and community expertise.</p>	<p><b>Wangaratta</b> Community Wellbeing Plan  <b>Alpine</b> Liveability Plan  <b>Indigo</b> Healthy Communities Plan  <b>Towong</b> Healthy Communities Plan</p>
<b>Transport Information</b>			
5.	Update, develop, and maintain a variety of transport information systems	<p>Transport Information is provided consistently across the project area utilising a variety of medium and technologies.</p> <p><b>Key features include:</b> Transport Information Booklets, Internet service, telephone service and transport information centres, township maps including mobility, booking service, cycling and walking trials and strong links to transport hubs.</p>	<p><b>Wangaratta</b> Community Wellbeing Plan  <b>Wodonga</b> Sustainable Transport Strategy  <b>Alpine</b> Liveability Plan  <b>Indigo</b> Healthy Communities Plan  <b>Towong</b> Healthy Communities Plan</p>

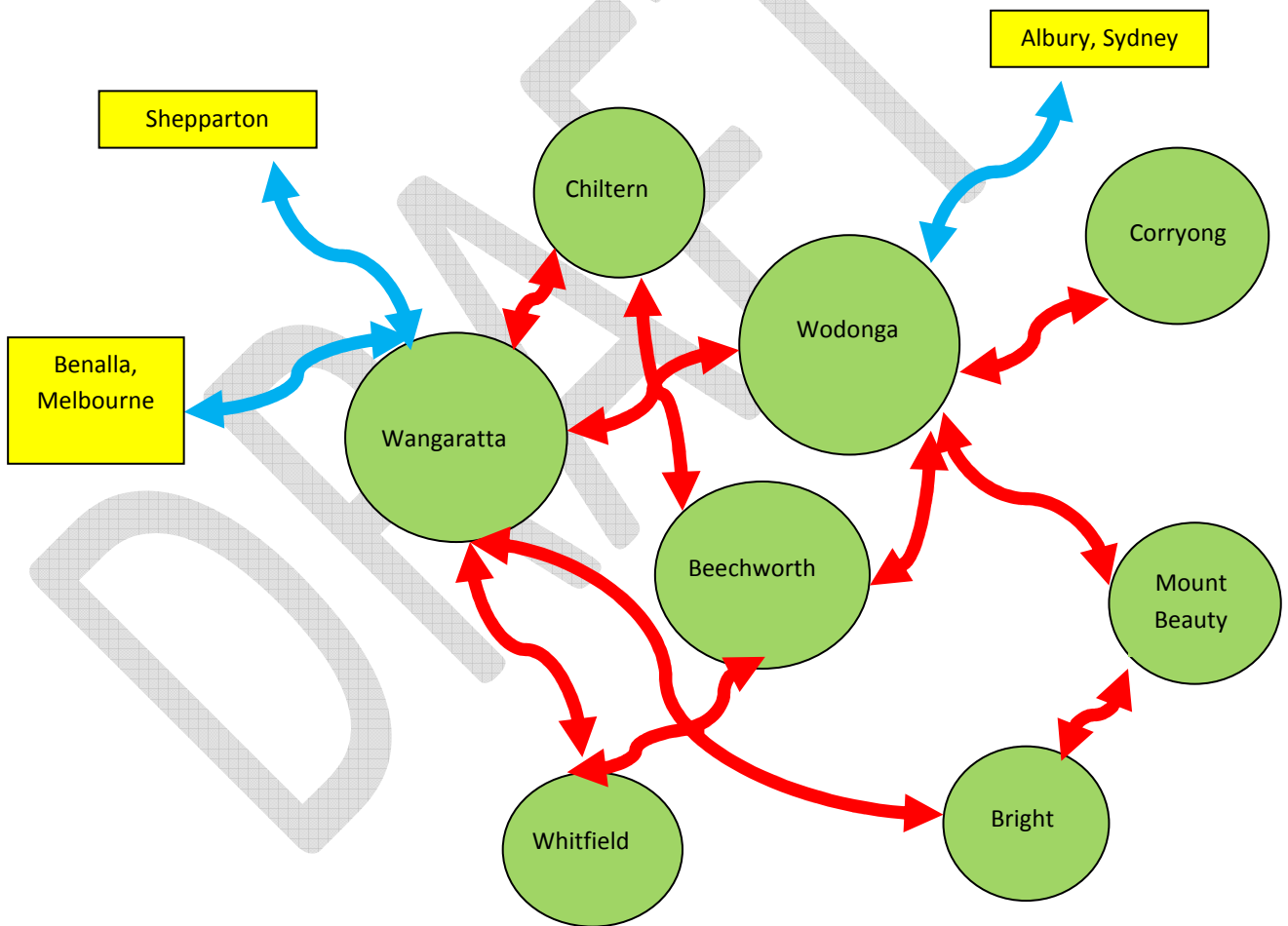
No.	Action	Outcome	Strategic Linkages
<b>Volunteering</b>			
6.	Develop Transport Volunteers throughout the project area.	<p>A extensive pool of highly knowledge and supportive transport volunteers exists across the project area.</p> <p><b>Key Features include:</b> Volunteer training, volunteer coordination, transport friends and transport ambassadors.</p>	<p><b>Wangaratta</b> Community Wellbeing Plan  <b>Wodonga</b> Sustainable Transport Strategy  <b>Alpine</b> Liveability Plan  <b>Indigo</b> Healthy Communities Plan  <b>Towong</b> Healthy Communities Plan</p>
<b>Passive and Active</b>			
7.	Support Active and Passive Transport Solutions across the project area.	<p>Active transport is an excepted way of commuting for residents in the project area.</p> <p>Passive transport occurs naturally.</p> <p><b>Key Features Include:</b> Support for Local Government in transport hubs, end of trip facilities, transport information, health promotion and encouragement activities.</p>	<p>The <b>Hume</b> Strategy for Sustainable Communities  <b>Wangaratta</b> Community Wellbeing Plan  <b>Wodonga</b> Sustainable Transport Strategy  <b>Alpine</b> Liveability Plan  <b>Indigo</b> Healthy Communities Plan  <b>Towong</b> Healthy Communities Plan</p>

## 14. Project Initiatives

### 14.1. Transport Hubs

#### 14.1.1. Overview

Transport hubs will either be established or formalised in key locations throughout the project area. These hubs will be ideally situated to meet community need and act as a coordination and access point for commuters. Residents can access existing and future transport options in a safe and comfortable environment. A network of hubs would be established throughout the region, providing valuable linkages from small townships the larger regional centres and metropolitan areas.



Example of Transport Hub Network.

**14.1.2. Locations and size**

The size of each facility will be determined by community need and appropriateness for community size. Information contained in the Victorian Government Settlement framework and Local Council strategic planning for growth and development documents will be key drivers in the hub specifications. A hub in Wangaratta for example, will include more parking and visitor facilities than one in Beechworth and so on.

Extensive consultation with key stakeholders in local government areas will be required to determine facility inclusions and locations. Possible locations may be Visitor Information Centres, Community Centres, Neighbourhood Houses, Libraries, Hospitals, Train Stations or Shopping Centres. Commuter flow, accessibility and existing infrastructure will be key drivers in location decisions.

**14.1.3. Inclusions**

Depending on size and location Transport Hubs could include the following:

Parking	Heating/Cooling	Visitor Information	Telephones
Seating	Toilets	Bus parking	Security
Transport Friends racks	Showers	Booking Service	Bicycle
Taxi rank	Vending machines	Café	Lockers
Hitching posts	Transport Information		

**14.1.4. Proposed Project Plan**

Timeframe	Task
February 2011	Project scoping complete
March – June 2011	Discuss individual facilities with local government areas
July 2011	Finalise regional transport hubs project including funding model
August 2011	Work with key stakeholders to secure hub funding for the region. Possible funding source DPCD Innovation Fund.
October 2011	Lead and responsible authority identified to implement hub in partnership with NTCP. Note this may vary between locations based on property/land ownership.
February 2012	Commence roll out of hub establishment throughout the region based on priority list established by NTCP Steering Group.
December 2013	Transport Hubs completed and functioning effectively through the region.

#### **14.1.5. Sustainability**

Sustainability and ongoing upkeep and maintenance of the hubs will vary from location to location. It is envisaged that this would be considered a partnership arrangement with key stakeholders in the community and the property owner of the facility. The determinants for sustainability of each hub will be agreed upon during the development phase of this project and implementation would not proceed until sustainability is confirmed. Aspects to be considered in sustainability would include maintenance, volunteer coordination, information updating, staffing, security, access and utility costs.

### **14.2. Community Transport Network**

#### **14.2.1. Overview**

Community Transport provides a vital service to many clients through the state. Predominantly funded through the Home & Community Care (HACC) funding from Department of Health (DOH) the services is complex and not well understood nor acknowledged. The funding that is available for community transport is very limited. In particular no ongoing funding is available for the replacement and upkeep of community transport vehicles with many reach a point that services are in doubt of continuation without further assistance.

However, the exact extent of this issue is not well documented. A first priority of NTCP would be to investigate and report on the state of community transport in the project area. It would then look at ways to improve efficiencies and coordination.

Once the clear picture of community transport is known NTCP would take an advocacy approach to discuss the needs of community transport with the appropriate government department.

NTCP will also develop in partnership with community service provider's innovative ways to enhance community transport in the subregion. A key outcome of this initiative would be for a more coordinated approach to community transport. It is envisaged that a database and booking system that could link transport disadvantaged to transport friend's, and even a combination of community, public and provide transport getting them where they need to go.

#### 14.2.1. Proposed Project Plan

Timeframe	Task
February 2011	Prepare an evaluation data collection of community transport in the region
March 2011	Report findings to key stakeholders
April - July 2011	In partnership discuss solutions to community transport longevity and coordination.
August 2011	Develop project plan based on outcomes
September 2011	Seek appropriate funding to implement plan.
February 2012	Commence implementation.

#### 14.2.1. Sustainability

With community transport being an important component of the transport offer the sustainability required is in the ownership, coordination, delivery and ongoing financial support for the service and infrastructure. Sustainability in this initiative would be part of the programs development. Without some surety of sustainability it is unlikely community transport can sustain in the longer term.

### 14.3. Flexible Transport Services

#### 14.3.1. Overview

The success of flexible transport services has been demonstrated in TCP1 and TCP2 as part of NTCP1. In NTCP we plan to build on the success of this innovation. In this initiative we see all transport services adopting a flexible service delivery model. By this we mean transport services will be more flexible in their pick up and drop off activities. They will be more accessible to a variety of demographics and readily accept transport friends on their services.

#### 14.3.1. Inclusions

Develop a system of flexible transport protocols and distribute to public transport providers, encouraging them to adopt a flexible model of service where practicable.

Utilise this establish protocol and embed this way of operation into all new community transport and non-transport initiatives developed.

#### 14.3.2. Proposed Project Plan

Timeframe	Task
February 2011	Commence development of the flexible service guidelines
June 2011	Project group sign off
April - July 2011	Distribution and encouragement of/to public transport providers

### **14.3.3. Sustainability**

Sustainability of this activity is to ensure that flexible transport is kept top of mind and becomes a way of doing business.

## **14.4. Unique Transport Solutions**

### **14.4.1. Overview**

Many communities throughout the project area have individual transport and access needs which cannot be address at a subregional level. For these communities NTCP3 will address each specific issue individually. But rather than adopt a do it for you approach NTCP3 will provide communities with there resources to develop and implement their own transport solutions.

Examples of such initiative may be the Kiewa Valley disability group, Beechworth youth, Chiltern mothers or Whitfield Weavers, with either one off or regular transport or service issues that need addressing.

In the past NTCP has endeavoured to meet needs such of this with a bus service, perhaps, like a regular youth bus on a Saturday morning. Invariably this type of approach will be successful for a short time, but not sustainable as needs and interest of the group changes. By adopting a more local approach it is envisaged that solutions will be more flexible to meet the changing needs of communities and target groups. The other important aspect of this process is that the solution is the communities and ownership and control remains local.

In addition this area will also look at the potential for services to be provided via outreach or utilising modern technologies to deliver services. This is particularly relevant to health and education in our region.

### **14.4.2. Inclusions**

Included in this initiative would be specialist facilitation, access to expertise in the areas in question, money to research and trial programs and assistance with developing sustainable outcomes. It is not envisaged that NTCP will take a lead role in the establishment of outreach services but rather facilitate discussions act as an advocate or partner in program development.

### **14.4.1. Proposed project plan**

These activities will be address on an as needs basis.

## 14.5. Update, develop, and maintain a variety of transport information systems

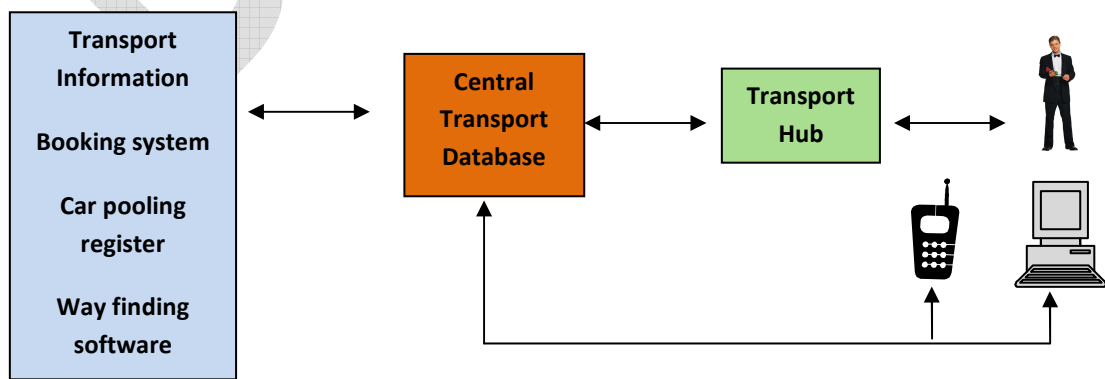
### 14.5.1. Overview

A variety of information systems were developed in NTCP2. These included Transport Options booklets throughout the subregion and the flexitrans website. Access to information continues to be a key driver of the uptake of transport in the project area. This initiative will build on these previous initiatives and further develop the information resources and access options.

### 14.5.1. Inclusions

This initiative will have a number of components:

1. **Transport Information booklets and other printed collateral.** These will be updated and distributed throughout the region.
2. **Transport Information database.** To further support transport information and coordination NTCP will develop a project database of all transport options. It is envisaged that this database contains information on all modes of transport and include way finding capabilities.
3. **Transport Information Access and Coordination.** NTCP2 has taught us that communities need access to transport information quickly and easily. To aid in this process a key aspect of improving access to information is knowledge and coordination. For this aspect NTCP plans to train and engage transport advisors or champions. Ideally these advisors would adopt a train the train approach and train volunteers to assist residents seeking transport information. These volunteers would man transport desks and phone lines at transport hubs or in other convenient locations throughout the subregion.



### 14.5.2. Proposed Project Plan

Timeframe	Task
February 2011	Commence updating Transport Information Collateral
April 2011	Commence Development of Information Sharing Project
July 2011	Partner Agreement on project plan
ongoing	Seeking funding for the implementation of information project

### 14.5.3. Sustainability

Sustainability of this activity is to ensure that flexible transport is kept top of mind and becomes a way of doing business. Sustainability will require by in from partner organisations and embedding the Transport Information system into existing systems and operations.

## 14.6. Transport Champions

### 14.6.1. Overview

Transport volunteers provide an essential component to travel in our region. We know from the successes of previous transport projects that the uptake of transport options is improved by having access to transport friends and support services. For many living in our region transport can be a frightening experience. The opportunity presents to train a pool of volunteers to be transport experts and champions, the benefits of this are numerous, including:

- Transport Friends
- Transport Guides
- Local Transport Aids
- Volunteers for Transport Hubs
- Links to other services - eg Visitor Information Centres

### 14.6.2. Inclusions

This initiative will involve developing a training package for Transport Volunteers. Identify existing transport volunteers and expanding this pool. Identifying the coordination source and gaining ongoing support for Transport Volunteers in the subregion and negotiating with transport providers for travel benefits for volunteers.

### **14.6.3. Proposed Project Plan**

<b>Timeframe</b>	<b>Task</b>
March 2011	Develop Transport Volunteers project
August 2011	Commence development of Training program guidelines
September 2011	Identify Existing and new transport volunteers
October 2011	Negotiate with transport services on volunteers benefits

### **14.6.4. Sustainability**

Sustainability of this project is reliant upon Transport Volunteers being supported by an existing or emerging Coordination service, with support and training of volunteers to continue into the future.

## **14.7. Support Active and Passive Transport Solutions**

### **14.7.1. Overview**

Passive and Active transport is included as a priority area and key component of our regions wellbeing. The health, economic and environmental benefits of cycling and walking for example are well known. Considerable investment has and continues to be made in the establishment of multi-purpose trail networks across the region. The challenge is to now invest in programs which promote and support the usage of these trails. This could include walk to work days, ride and shop, bike hire, scooter recharge, health promotion programs, end of trip facilities or way finding signage.

### **14.7.1. Inclusions**

NTCP3 will make available resources to support local initiatives which directly addressed the increase of passive and active transport. This may be in the form of access to brokerage funds to undertake health promotion activities or partnerships where collaboration is essential to project success.

### **14.7.1. Proposed Project Plan**

Projects will be addressed on an individual basis.

### **14.7.1. Sustainability**

Sustainability will be considered on a case by case basis. NTCP will only consider projects where sustainability has been established.

## **15. Where to from here**

Prior to the commencement of implementation of this plan a number of tasks must be completed including the:

### **15.1. Partnership Agreement**

The development of a agreement is a priority, previously five local governments and five other organisations signed off on the agreement. The previous partnership is now in recession while organisations review and reconsider their role in the partnership.

### **15.2. Governance Structure**

The evaluation has recommended an improvement strategy that includes a more strategically focused group that comprises of a small project management group. The partnership agreement is to be developed with clear purpose and clarity of roles.

### **15.3. Establishment of a Project Management Group**

This group is formed from the partnership group and responsible for the operational management of the project ensuring the project plan is delivered and providing support and guidance to the project staff.

### **15.4. Sign off of the Project Plan**

The development of a project plan with specific outcomes and objectives, this will require review of the existing plan and sign off from the partnership group.

### **15.5. Employ project staff**

Once the project plan is developed and agreed on, look at the skill set for the implementation and employment.

## **16. Conclusion**

As partners we are well placed to view the transport needs of our communities with both a regional and local lens. NTCP provides the vehicle to address these needs. A key aspect of the project will be its ability to achieve a balance in initiatives that work from the regional, subregional and local level. NTCP enables both top down and bottom up approaches to transport solutions in our area. To succeed however, requires commitment and acknowledgment by partner organisations of the importance and potential of NTCP. Organisations are encouraged to climb on the NTCP bus and take part in what will be an exciting and rewarding three year journey.

## 17. Public Transport Initiatives

During TCP2 the following Public Transport Initiatives were identified by local transport advisory groups. As TCP3 does not include public transport services these requests will be not included in the NTCP project. The list will be provided to the Department of Transport for their consideration. It is hoped that the project will be able to continue to provide local communities with updates on the progress of these services into the future.

- Ovens Valley to Wangaratta Accessible Bus (Thursday Service) - Become a permanent service
- V/line - Additional weekend service (Saturday AM) – Ovens Valley to Melbourne
- Review and promote Taxi Link Services Harrierville
- Alps Link become a permanent year round service
- New Flexi Bus Service – Bright to Wodonga via Beechworth and Yackandandah
- Beechworth – Yackandandah – Wodonga to Albury (Tuesday Service) - Become a permanent service
- Beechworth – Yackandandah – Wodonga to Albury additional Saturday service
- New Service Yackandandah – Beechworth – Chiltern – Rutherglen
- Trial Service Chiltern to Beechworth
- Rutherglen to V/line Service Saturday link
- Accessibility upgrades to Chiltern and Springhurst stations
- Barnawartha link to V/line Service
- Improved Saturday links to Wangaratta and Wodonga from outlying areas
- Extend taxi Link Service from Beechworth to Stanley
- New Taxi Link Service to Eldorado
- New Service Glenrowan to Wangaratta
- Springhurst – Rutherglen Wangaratta Service
- Review Wangaratta town bus service to growth areas
- Public Access to School bus services in regional areas
- Conduct audit of Wodonga transport Services to ensure current service level and timetable meets community need

## 18. Glossary of Terms

The following terms have been defined by DPCD Policy Framework and Implementations Plan:

**Auspice Agency** is the organisation that enters into a legally binding funding agreement with DPCD and is accountable to DPCD for achievement of objectives and submission of deliverables under the terms of the funding agreement / letter of offer and outlined in the *Transport Connections Policy Framework and Implementation Plan*.

**Community transport** is not-for-profit transport administered by community organisations that includes community buses operated by Local Councils and community groups.

**Evaluation and Reporting Framework** is a document outlining the overarching principles and strategy for evaluating the Transport Connections projects and program.

**Initiative** is an activity arising out of the implementation of Transport Connections, for example a driver education program, providing easy-to-read timetables, or new use for an aged care bus.

**Innovation Fund** will replace the Flexible Fund to develop and support significant initiatives and will commence July 2011.

**Local initiative** is one delivered within the catchment area assigned to each Transport Connections project in Phases 1 or 2 or considered relevant to one community.

**Local Action Plans** address local access priorities and were developed in Phase 2 (2006 – 2010).

**Project** refers to one of 33 Transport Connections projects delivering initiatives across Victoria, for example, *Let's GET Connected* in East Gippsland and Wellington and *Getting There and Back* in Corangamite, Warrnambool and Moyne.

**Partnership Agreement** will establish the principles, parameters and objectives of the Partnership Group. The Partnership Agreement is not legally binding but will define relationships and contribute to trust between partners.

**Partnership Group** is the primary direction setting body for Transport Connections projects, sometimes referred to as the **Steering Committee**.

**Public transport** is any transport network or system that utilises State subsidies to provide a scheduled passenger service that includes train, tram, bus and ferry services.

**Non-transport** in the context of Transport Connections refers to a means of supporting people's access to services, employment and social networks, that do not involve moving people to their desired destination. Examples of these might include outreach models to bring services to people, complementing existing transport options by providing clearer information for people about these options, and virtual access (such as through the internet or videoconferencing).

**Regional** initiative is one that operates beyond project catchment boundaries and is developed through working and planning carried out across Transport Connections projects.

**Regional Action Plans** are documents outlining priorities and initiatives involving more than one Transport Connections project.

**Regional Management Forums** are comprised of senior state and local government officers within each state government region. The role of the forum is to provide leadership and flexibility to better respond to local needs. Representation to these groups is undertaken by Local Government Chief Executive Officers or State Government Regional Managers.

**Regional strategic plans** are documents being developed across five State Government regions including Barwon South West, Grampians, Loddon Mallee, Hume and Gippsland reflecting the region's aspirations for the future and State Government policy, covering economic development, population settlement, environment and management of resources, infrastructure, community wellbeing and other priority areas as determined by the region.

**Regional Cluster Group** will be developed as the regional direction setting body.

**Subregional initiative** refers to project area that comprises of 5 Local Government areas in the project.

**Transport** means moving people from place to place, and includes all modes of conveying people.

## 19. List of Abbreviations

DOT	Department of Transport
DEECD	Department of Education and Early Childhood Development
DHS/DOH	Department of Human Services/Department of Health
DPCD	Department of Planning and Community Development
HACC	Home and Community Care
LG	Local Government
NTCP	NorthEast Transport Connections Project
RDV	Regional development Victoria
TCP	Transport Connections Program

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## 20. References

Alpine Liveability Plan 2009 – Alpine Shire Council  
Indigo Shire Council – Healthy Communities’ Plan - 2010 -2014  
NTCP - Alpine Transport action Plan – June 2010  
NTCP - Indigo Transport Action Plan – June 2010  
NTCP - Wangaratta Transport Plan – June 2010  
NTCP - Wodonga Transport Action Plan – June 2010  
NTCP – Towong Transport action Plan - June 2010  
NorthEast Transport Connections Project Plan 2008  
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Ready For Tomorrow - Hume Regional Plan – 2010  
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