
Municipal Association of Victoria

Community Transport Research May 2009

Survey Response

- 66 of 79 councils responded
- 84% response rate

Community transport needs

- Community transport services are not considered by councils to be adequate to meet the *'amount of services needed'* by the community and *'do not adequately meet the type of services needed'* by their communities
- Community transport services fill an important role where no public transport service exists
- Many councils provide trips for older people because there is no other transport available

The community transport services provided by councils

Type of involvement	% of all Councils responding	Metro Councils	Rural Councils (28)	Interface Councils (9)	Regional City (9)
Council has buses for transporting clients to council programs.	79%	100%	61%	100%	67%
Council hires or loans self drive buses to community groups or other services	68%	75%	61%	100%	44%
Council directly provides a community transport service with council vehicles and paid staff to organise and/or drive.	52%	85%	32%	66%	22%
Council organises a community transport service - using volunteer drivers.	48%	40%	32%	56%	56%

Type of involvement	% of all Councils responding	Metropolitan Councils	Rural Councils (28)	Interface Councils (9)	Regional City (9)
Council contributes financially or in-kind to another organisation to provide community transport.	35%	40%	32%	22%	33%
Council uses HACC funded home care hours for carers to transport individual clients to shopping, medical appointments etc.	76%	85%	71%	44%	100%

The type of community transport vehicles owned by councils?

	Total Number Vehicles	% of all vehicles	% of all councils
Buses with 9 to 14 passenger seats	89	37%	55%
Cars/station wagons	59	25%	38%
Buses with 15 or more passenger seats	50	21%	39%
Vans/buses up to 8 passenger seats	40	17%	28%
	238	100	100

Proportion of councils providing each vehicle type

	% of all councils
Buses with 9 to 14 passenger seats	55%
Buses with 15 or more passenger seats	39%
Cars/station wagons	38%
Vans/buses up to 8 passenger seats	28%

Investment in Vehicles

- **Estimate of Council investment in vehicles - a minimum \$14 million**

Council staff working in community transport

	Full time	Part time (75% of time)	Part time (50% or less of time)
Number of Staff			
1	8	4	17
2	8	0	8
3	4	0	10
4	1	1	2
5	2	0	1
6	1	0	0
7	1	1	0
8	1	0	0
9	0	0	0
10	0	0	0
11	0	0	2
total	71	15	98

Staffing

- **74% of councils that responded to the survey have staff employed to work on community transport initiatives**
- **There are at least 71 full time council staff working in community transport across the state.**
- **Metropolitan councils are more likely to have paid staff than rural councils**
- **A conservative estimate of the costs to Victorian councils to administer community transport programs is over \$5.8 million.**

Number of volunteers assisting with community transport services across 35 councils using volunteers

	Metropolitan Councils	Rural Councils	Interface Councils	Regional City	Total
Number of volunteers	135	487	19	54	695

Volunteers

- **Volunteers play a key role in council run community transport services**
- **48% percent of councils use volunteer drivers**
- **The bulk of volunteers are involved in rural community transport services**

Estimated number of community groups using community buses across Victoria

Across all councils	Metropolitan Councils	Rural Councils	Interface Councils	Regional City
1594	750	268	515	61

Estimated number of residents using council provided community bus services

Metropolitan Councils	Rural Councils	Interface Councils	Regional City	Total
63,700	2,670	21,140	688	88,198

Target groups of local government provided community transport services

	% of Councils
aged residents	88%
disabled residents (under 65 yrs)	71%
youth	41%
children	29%
any resident with transport need	20%
other groups	24%

Community Transport Users

- **At least 88,000 people are using local government community transport services**
- **Older people and people with disabilities are key users of council provided community transport services**
- **86% of rural and 42% metropolitan councils provide trips to medical, rehab or hospital appointments**
- **80% of rural councils provide community transport trips for older people to health related appointments**
- **Community buses are used by at least 1594 community groups across the state**

Purpose of community transport trips for specified target groups

target group	trips to and from council services	trips to other local programs or services	trips to connect with public transport	trips to shopping centres	trips to medical, rehab or hospital appointments	trips at times when no public transport available	other purposes
AGED RESIDENTS	68%	59%	12%	74%	55%	21%	26%
DISABLED RESIDENTS (UNDER 65 YRS)	48%	50%	8%	47%	42%	18%	18%

Percentage of councils providing community transport targeted at older people

	trips to and from council services	trips to other local programs or services	trips to shopping centres	trips to medical, re-hab or hospital appointments	trips at times when no public transport available	no. of councils
All councils	68%	59%	74%	55%	21%	66
Metropolitan	100%	75%	100%	50%	10%	20
Interface	67%	55%	67%	33%	11%	9
Rural	48%	64%	80%	80%	40%	25
Regional City	77%	33%	33%	33%	11%	9

Councils providing community transport trips targeted at people with disabilities

Council type	trips to and from council services	trips to other local programs or services	trips to shopping centres	trips to medical, rehab or hospital appointments	trips at times when no public transport available
All councils	48%	50%	47%	42%	18%
Metropolitan	70%	55%	65%	35%	10%
Interface	67%	55%	67%	44%	11%
Rural	25%	50%	36%	50%	32%
Regional City	55%	33%	22%	33%	0%

Local Government support to other agencies

- **35% of councils in the survey provide resources to other organizations**
- **The financial contribution was at least \$1.49 million in 2007/8.**

Investment in Community Transport

- In 2007/2008 councils in Victoria spent a conservative estimate of \$21million on local community transport initiatives

Vehicles	\$14,100,000
Staff	\$ 5,827,000
Contributions to other services	\$ 1,490,000
Total	\$21,317,000

HACC

- **HACC funding provides a significant transport service for individuals to access medical appointments and to shop**
- **76% of all councils responding to the survey use HACC funding to provide one-on-one assisted transport to take clients shopping and to medical appointments**
- **Over 58,000 hours of HACC services were used by councils**

Access to transport is a key issue for older people,
affecting participation in community and social activities
and access to health and medical services.

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- **Council uses HACC funded home care hours for carers to transport individual clients to shopping, medical appointments etc.**
 - 76% (50)