

NSW TrainLink

Broken Hill

Trial coach services



New
service
starts
24 June



The new trial coach services

After listening to your public transport needs we will be launching new NSW TrainLink trial coach services connecting Broken Hill to Mildura and Adelaide this June. This newsletter outlines the details of these trials as well as the feedback we received from you to help develop these trials.

Tickets are now on sale for these trial services, which start Monday 24 June.

Thank you to everyone who took the time to email, phone, complete a survey and meet with us during our community consultation in February this year. The feedback we received has helped us plan these new return services connecting Broken Hill to Mildura and Adelaide.

More than 500 community members from the area completed a survey and provided feedback to us at information sessions during February.

We also met with a number of local representative organisations to help us understand where the community needs to travel and when.

After considering feedback from the community we have finalised the design of two services, including the timetables and the location of stops. The new coach services will allow people to travel between Broken Hill and Mildura and Broken Hill and Adelaide with return options available.

The trial will initially operate for six months and we will be looking at customer feedback and suggestions during this period to see if there are opportunities to improve the services. We want as many people as possible to use these coaches so that they continue to operate as a permanent service.



Why coach services?

We are committed to bringing better transport options to the region and the best mix of services to meet the needs of the community.

Our customers have told us over time that as well as travelling to capital cities such as Adelaide, Melbourne and Sydney, there is a preference to be better connected to other regional hubs.

As we don't have the available rail fleet to operate train services between Broken Hill and Mildura or Adelaide, the coach trial enables us to provide these connections, saving customers time and money.

What you said

We received an overwhelmingly positive response to plans to operate trial coach service between Broken Hill and Mildura and Broken Hill and Adelaide.

The survey responses showed the following preferences:

- The top three reasons customers travelled to Adelaide and Mildura were to visit family and friends, for medical reasons and for weekend getaways.
- Over half of community members preferred to see a service which returned after one or more days.
- The preferred days of travel for both the Broken Hill to Mildura and Broken Hill to Adelaide services are Friday and Monday.
- The preferred drop off and pick up locations were the Broken Hill Information Centre, Mildura Central Mall and the Adelaide Coach Interchange.

Other feedback included:

- Consider providing more transport options for the region, particularly Broken Hill and its surrounding communities.
- The community was looking forward to the much needed service, and it would reduce the feeling of isolation.
- Consider an increase in pick up/drop off points and an option for a later pick up time;
- The community would like to see high quality vehicles with wheelchair access, air-conditioning and comfortable seats.
- The community believe the trial will help develop the growth and diversification of the region.

Tickets now on sale

Compared to other interstate transport options, these trial coach services will provide the most cost effective option for travellers. Senior and pensioner discounts are available for eligible customers.

Fares shown below are one way fares – different fares apply depending on time of year.

Broken Hill to Adelaide, Adult Fare: \$88.77

Broken Hill to Adelaide, Concession Fare: \$44.38

Broken Hill to Mildura, Adult Fare: \$53.03

Broken Hill to Mildura, Concession Fare: \$26.52

The \$2.50 Country Pensioners Excursion Ticket will apply between Broken Hill and Mildura. Children 15 and under are eligible for \$1 travel tickets on all services (Terms and Conditions Apply). Online adult bookings receive an additional 10% off fares.

Timetable

Broken Hill to Adelaide	
Monday and Friday	
Broken Hill Town	07:00
Royal Adelaide Hospital	a13:30
Adelaide Central Bus Station	13:45

Adelaide to Broken Hill	
Tuesday and Sunday	
Royal Adelaide Hospital	a12:00
Adelaide Central Bus Station	12:15
Broken Hill Town	18:45

Broken Hill to Mildura	
Monday, Wednesday and Friday	
Broken Hill Town	06:15
Wentworth	a09:30*
Mildura Airport	a10:00*
Mildura Central	10:10*
Mildura Base Hospital	10:20*
Mildura Station	10:30*

Mildura to Broken Hill	
Monday, Wednesday and Friday	
Mildura Station	16:15*
Mildura Base Hospital	16:25*
Mildura Central	16:35*
Mildura Airport	a16:45*
Wentworth	a17:15*
Broken Hill Town	19:30

Broken Hill to Mildura	
Saturday	
Broken Hill Town	07:45
Wentworth	a11:00*
Mildura Airport	a11:30*
Mildura Central	11:40*
Mildura Base Hospital	11:50*
Mildura Station	12:00*

Mildura to Broken Hill	
Sunday	
Mildura Station	15:45*
Mildura Base Hospital	15:55*
Mildura Central	16:05*
Mildura Airport	a16:15*
Wentworth	a16:45*
Broken Hill Town	19:00

a Stops to pick up and set down booked customers only when required. * Australian Eastern Standard Time (AEST).

Customers are encouraged to pre-book tickets to guarantee a seat and so support for the trial is captured. Bookings for the trial coach services can be made online at transportnsw.info/regional or by phoning NSW TrainLink on **13 22 32**.

No printed ticket is required, you only need your booking reference (PNR) to board the coach.

Contact our team

Phone: **02 9219 1907** Email: NSWTrainLinkCommunities@transport.nsw.gov.au
For more information and to book, visit transportnsw.info/regional