



# Informal Transport – Connect U

## BIC 2017 NATIONAL CONFERENCE

Bus Industry Confederation  
**MOVING PEOPLE**

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## Informal Transport

- It is not RPT
- Not scheduled but booked
- Variety of vehicles and providers
- Low cost to customers (maybe not to Government)
- Mainly health related travel ( potential for other)
- Generally short trips - Growing demand for capital city links



## Providers - A Short List

- Taxi
- Ambulance
- Red Cross
- Local Government
- Not for Profits
- Local Groups satisfying a need
- Health and Training organisations funded by Governments





## Customers

- Aged
- Infirm
- Poor
- Isolated
- Young
- Otherwise disadvantaged



## Funding

- Wide mix of funding processes and options
- Including State and Federal - HACCC, Veteran's Affairs and Indigenous through to Local Groups with Volunteer services with no funding
- Untying funding spaghetti is a major challenge



## The Connect U Experience

- Operates Port Fairy and Warrnambool - 40,000 population
- Operates through Regional Accessibility Committee ( Local Govt, State Govt, Service Providers)
- Funded by Industry as a Pilot
- 420 registered clients, 26 volunteer drivers, average 16 single trips per day
- Fee for a trip - \$8 Warrnambool, \$10 Koroit, \$15 Port Fairy
- 2 owned vehicles, access to Council vehicles, and a vehicle one day a week from another service provider



## The Connect U Experience

- Majority of trips are for health and for elderly
- Some demand for isolated families due to poverty or no access to car
- Do transition people to taxi and RPT when able





## The Connect U Experience - Why would you DO this?

- Level of demand surprising
- A “Missing Link” and Transport Solution for Rural and Regional areas
- The challenge is the coordination of service providers and protection of funding
- “The concept of funding the passenger” is gaining traction and involvement in this sector enables you to operate across a broader range of customers and maintain (or grow) critical mass. It will also improve your offering to the community you service and make you an integral part of the transport solution”.





## The Connect U Experience - The Question?

Is it a Profit Centre?



# Thank You

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