

Magnetic Island Bus Service Survey 2022

Conducted by the MICDA Transport Working Group



Magnetic Island
Community Development
Association

SUMMARY

Who answered our survey?

172 Respondents of which 13 do not use the bus service, 80% of the respondents were over 40 years old. Mostly Island residents (134) and 30 other Queenslanders. Nelly Bay provided 40% of the respondents. Only 8 from interstate.

What transport do you use on the island?

The respondents to this survey use the bus and private transport almost equally as their most common form of transport. (108 and 123).

The next biggest category is walking for transport. (50).

30% of the bus users typically use the bus service multiple times a week. Another third only use it a few times a year.

Satisfaction with bus service

Two thirds of respondents are happy with the service.

Suggested changes by respondents

(See comments below).

Routes and bus stops

80% of respondents would like to see more bus stops while 25% suggested some specific stops to be removed.

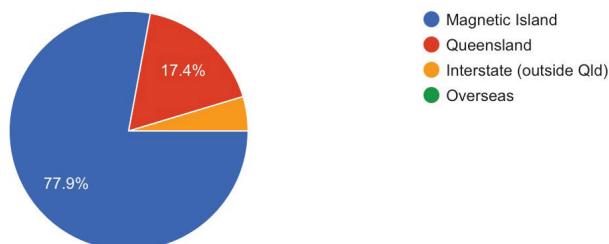
Frequency, schedule and size

60% and more want more smaller and more frequent buses that respond to a hail and ride system.

1. Where do you live?

172 responses

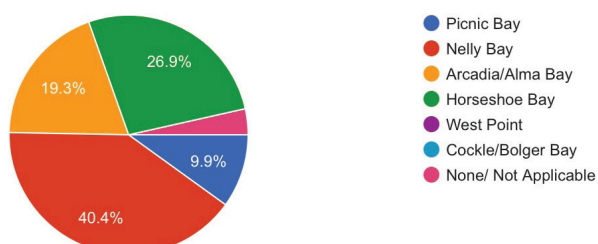
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2. Which Bay are you living/staying in on Magnetic Island?

171 responses

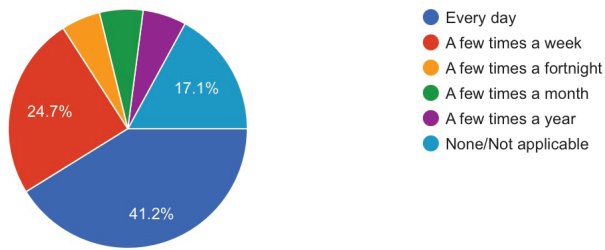
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3. Do you use private transport (your own car/scooter/motorbike etc.), and if so, how often?

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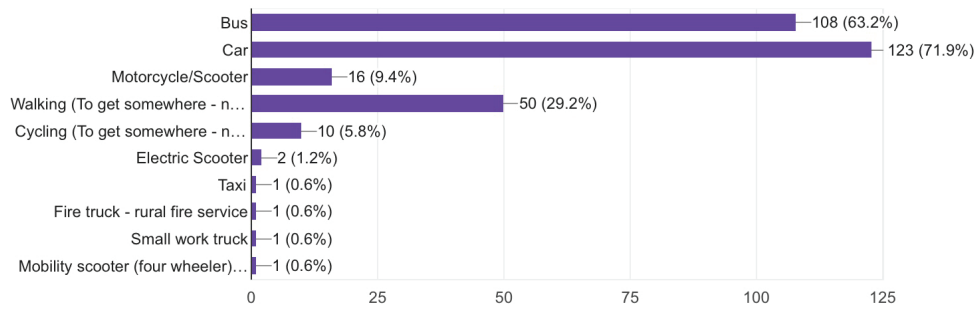
170 responses



4. What is your most common transport ON Magnetic Island? Pick top two or three as applicable.

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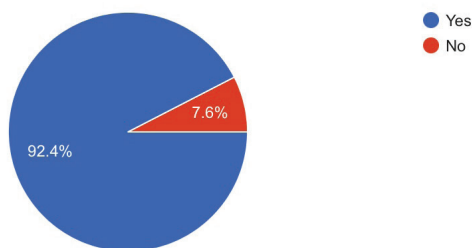
171 responses



5. Do you use the Magnetic Island bus service?

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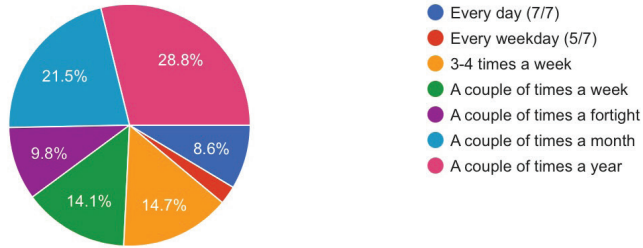
172 responses



6. How often do you use the Magnetic Island bus service?

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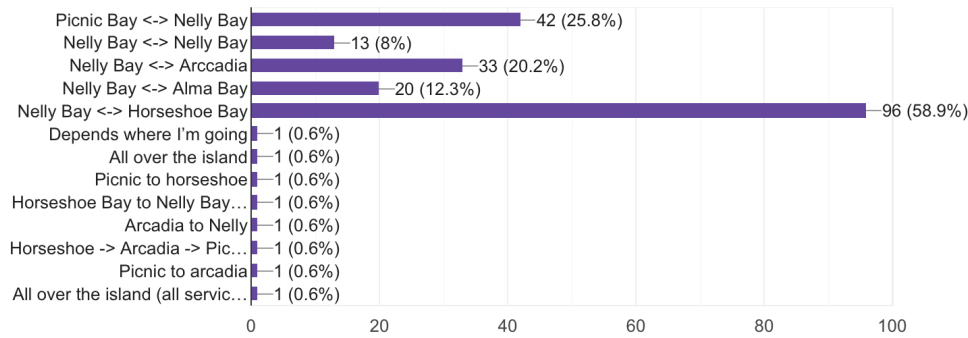
163 responses



7. Which is your most common Magnetic Island bus route? Pick top two or three.

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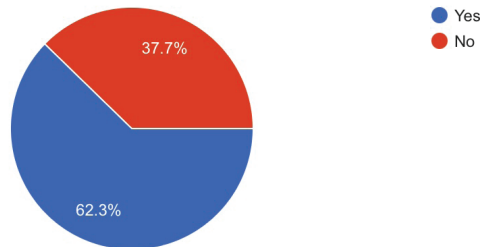
163 responses



8. Are you happy with the current Magnetic Island bus routes?

Copy

167 responses



9. What changes would you suggest?

117 responses

None

Smaller buses

More buses in busy times... so full the past 3 months

Nine

There needs to be a service into the Sandals Estate.

Going down Gifford st. A lot of elderly live down that way

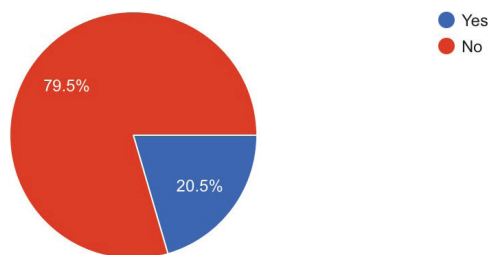
Move the bus stop at Horseshoe Bay so that it is on the beachfront corner where there is trailer parking rather than going right along the beachfront.

I don't think it should go via Compass Crescent, and I do think it should go via Gifford Street. Lack of luggage space, especially for backpackers is a problem, and I'd prefer that they ran on a green fuel.

10. Do we need more bus stops?



166 responses



11. Where would you put more stops?

49 responses

In the Sandals Estate and Apjohn

Gifford st

N/A

reduce the bus stops

On the main roads

Extra buses to meet ferries

Mandalay ave

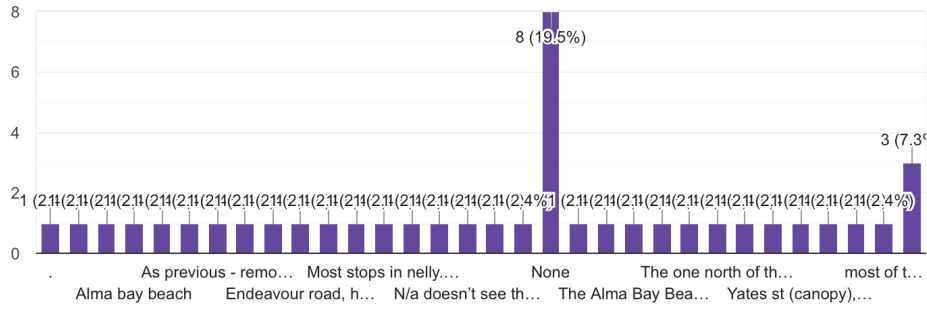
Bowls Club

?

12. Which stops should be removed?

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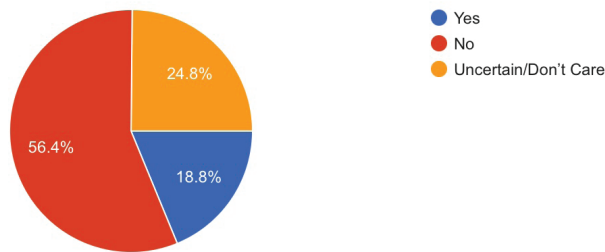
41 responses



13. Do you think the Alma Bay Beach bus stop should move away from where it is?

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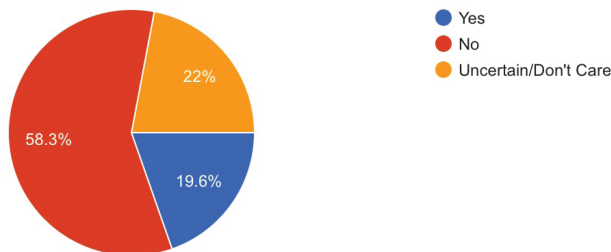
165 responses



14. Should the Arcadia bus route be changed to the beach road (Marine Parade) ONLY? (Not via Hayles Avenue and McCabe Crescent).

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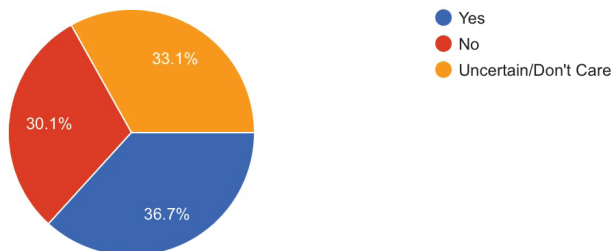
168 responses



15. Should the Arcadia bus route be changed to the beach road AND include Bright/McCabe Crescent/Hayles Avenue/Armand Way in a loop?

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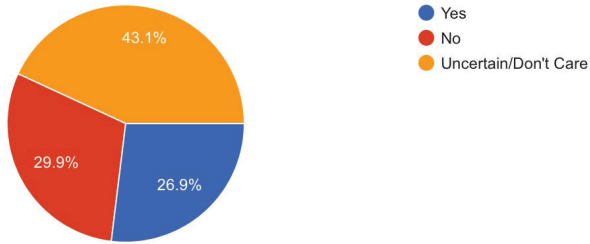
166 responses



16. Should the Horseshoe Bay bus run down Gifford Street every time?

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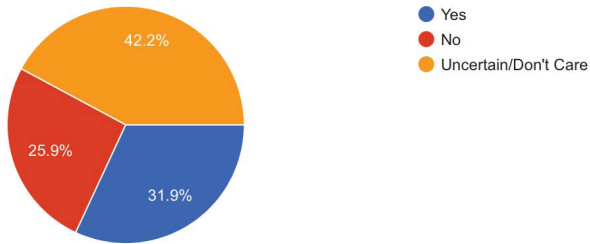
167 responses



17. Should the Nelly Bay bus route remove the Compass Crescent /Sextant Drive loop?

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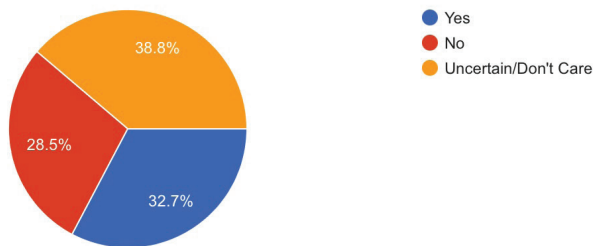
166 responses



18. Should the Nelly Bay bus route remove the Mango Parkway/Murray Street loop?

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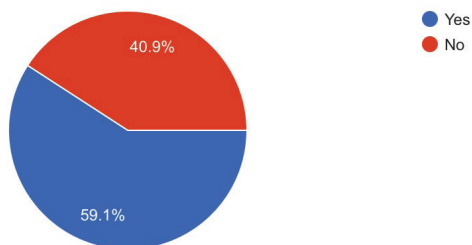
165 responses



19. Are the buses frequent enough?

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164 responses



20. If no, how frequent would you like them to be?

72 responses

Every 30 minutes

Half hourly

every half hour

too frequent

Holiday makers and visitors need more frequent buses in the afternoons.

More frequent Evey 15 mins

Should run every 30 minutes with smaller busses

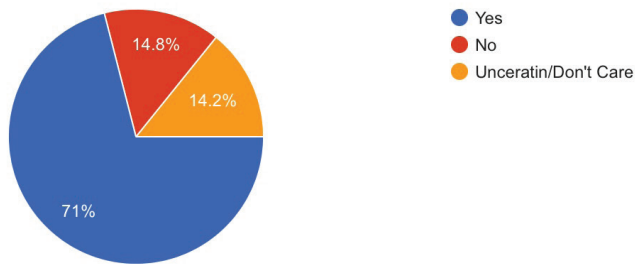
Every 30 minutes on main roads inly

20 mins

21. Should we have smaller buses for low usage times?

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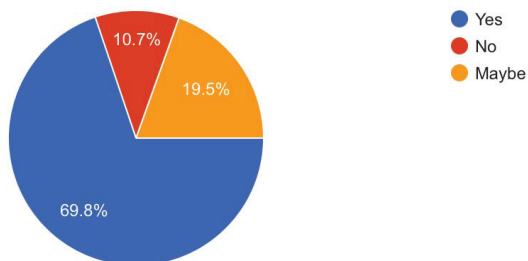
169 responses



22. Would you support a hail and ride system, of smaller, more frequent buses?

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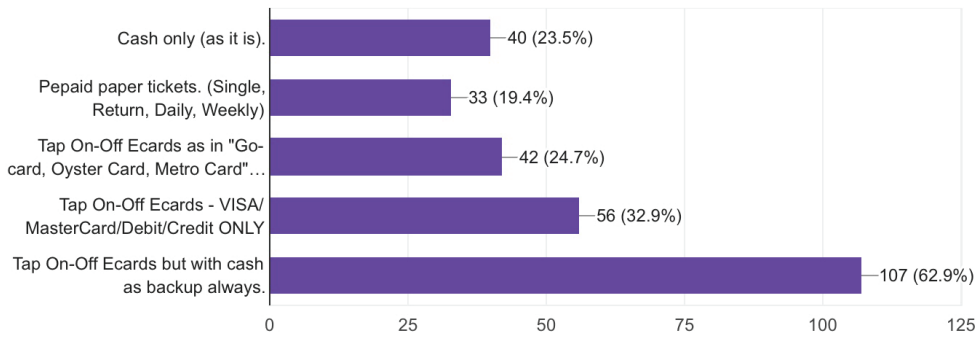
169 responses



23. Which payment method would you prefer? Select multiple if you want to.

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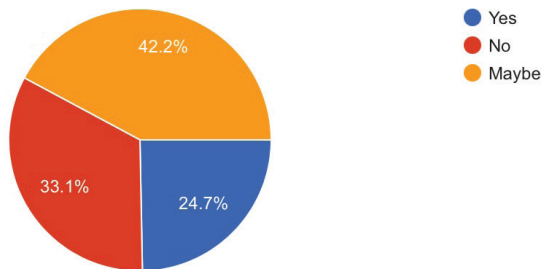
170 responses



24. Do you think the busses cater for disability access?

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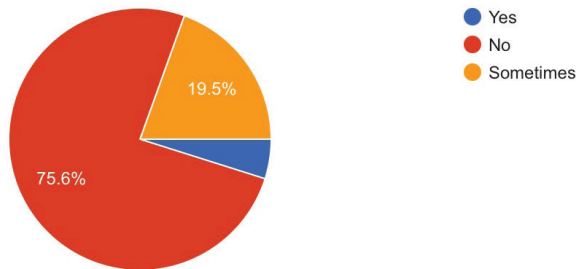
166 responses



25. Do you require assistance (or need to assist someone) to get on and off the bus?

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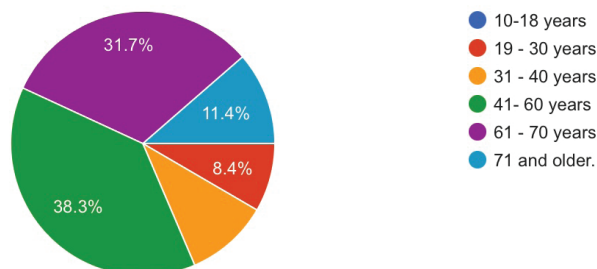
164 responses



26. You are not required to answer the following question, but your answer will help. Approximately how old are you?

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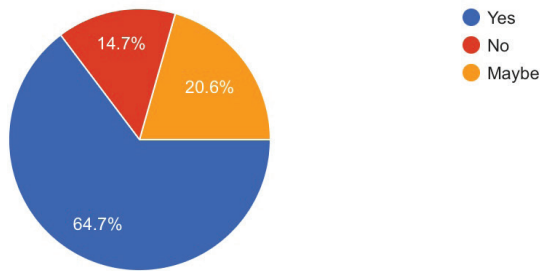
167 responses



27. A live bus tracking app is planned for the bus service. Are you likely to use this app?

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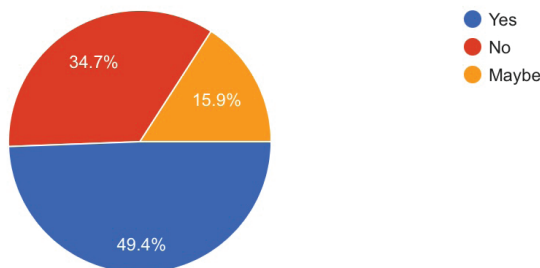
170 responses



28. The Magnetic Island bus service are moving away from hard copy versions of their timetable in magazines, as technology is replacing this media. Would you still like to be able to access hard copy timetables?

 Copy

170 responses



29. Is there anything else that you would like to add regarding the Magnetic Island bus service? Feel free to compliment our great bus drivers!

119 responses

Such a wonderful service and drivers. Thank you. The Alma Bay site is a bit dangerous especially doing the u-turn in busy traffic. Extra services Frid-Sund would be great to cope with the crowds from 8-5pm. Keep up the great work!

Keep micda away from this

The drivers are wonderful

Electric buses would be better for the environment

Drivers are great. Buses are too big for island roads and should be replaced by multiple smaller buses at busy times. As island becomes busier the roads will be more dangerous with the large buses.

drivers are fine

I have only one issue. The speed limit on the foreshore of horseshoe Bay is 20 kph of your current drivers abide to this. Someone is going to be hit as there is no way the buses can stop in time

Magnetic Island Bus Service Survey August 2022

Conducted by the MICDA Transport Working Group



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Community Development
Association

COMMENTS

BUS ROUTES AND STOPS

- Buses should just stop when hailed. Minimal 'set' stops.
- Remove the Yates Street and Compass Crescent route, turn into Warboys St - not along the front of the Esplanade, remove Murray and Barton Sts - straight down Kelly St.
- Move Alma Bay stop - bus turns straight down Hayles Avenue, no u-turn near the pub.
- I think the buses over service the island. There are streets that never have anyone at the stops or very rarely.
- I don't think it should go via Compass Crescent, and I do think it should go via Gifford Street.
- Stop using Hayles Avenue as the buses are too large and the road and bridge are too narrow. Plenty of alternatives to access the Hayles Ave area from Marine Parade via Horden Ave and direct service to Nelly Bay.
- A continual loop bus from the ferry to the Forts to ease road and car park congestion.
- I need a bus stop corner of Apjohn St and Corica Cres.
- Gifford Street.
- Add Nerita Cres to the route.
- Nerita Crescent Nelly Bay.
- Remove going down Barton/Mango Parkway.
- Bus to go full length of Marine Parade especially early morning and nights like it used to.
- There needs to be a service into the Sandals Estate.
- Bring the stop at Arcadia back into the newsagent.
- I would prefer to get the bus to the ferry but I have to drive my car as the bus no longer comes down Gifford Street. Then the parking at the ferry terminal is dreadful. We use to get at least an early morning and late afternoon service but this was canceled and is now a school only bus.
- Take out buses from minor roads, eg Yates St and Murray St.
- More suburban loops with smaller buses.
- More buses.
- We need more bus trips.
- To take away the routes from Yates St and sexy and drive. As pick ups from these routes are rare.
- Never know if the bus will arrive in Hayles Avenue, seems random, I only ever catch the bus from the ferry to Arcadia.
- A couple of the services need to come in a bit earlier to the ferry in the morning. Now the bus almost misses the 10.05 and 11.10 ferry.
- Remove Yates Street and Mango Parkway.
- Change location of HB stop. Not covered, and poor access for passengers.
- Move the bus stop at Horseshoe Bay so that it is on the beachfront corner where there is trailer parking rather than going right along the beachfront.
- More bus stops
- Some streets get missed. Some streets don't even have anyone coming to, or going from, so really a waste of a route.
- A small bus that allows direct travel between Nelly and Picnic without all the back streets.
- Could there be a direct route from Horseshoe Bay to Nelly without all the back streets in Arcadia?
- An express Horseshoe to ferry would be good.
- Get rid of stops in Sextant and add 11.50 bus Monday thru Thursday for island workers.
- Route from Nelly Bay to Alma Bay should revert back to the beach road.
- When there are two buses running, have one go direct between Picnic to the ferry.
- Maybe an express option from Picnic to Nelly that doesn't go down all the residential streets in Nelly Bay.
- Express Horseshoe to Picnic with limited stops.
- Bus stop at Nautilus St and or Skate Park. Current stop to NB from HSB is too far from Nautilus St & there are no foot paths.

- Express option that cuts out the back streets of Nelly and Arcadia.
- A (semi) express service that runs down the main road and not the side streets. Maybe a tram like small bus that just runs back and forward along that route, (or vice versa).
- Stick to the main roads, no Yates St, no Esplanade, no back of Arcadia.
- Add Nerita Cres.
- Make the turn around area at Arcadia bigger and a no parking zone, maybe a roundabout to prevent parking.
- Re-instate the bus service to the end of Gifford St.
- Gifford St to collect west HB residents.
- Make the route more direct, particularly in Nelly Bay. It takes such a long time to get to Picnic Bay because the bus goes down so many side streets (and rarely ever has to pick up or drop anyone off in those streets).
- Alma Bay - returning the bus stop to the original one - it has shade, the new one does not - and when there are two buses (or more), they block an entry/exit way into the pub/bottle shop/ Newsagency
- Add Gifford St.
- Cut out non-used stops.
- That the bus not turn around at Geoffrey Bay after driving up Hayles Street.
- Going down Gifford St. A lot of elderly live down that way.
- Need a more regular service that links Picnic, Nelly, Arcadia and Horseshoe without detouring through the back blocks.
- More direct services between Picnic and Horseshoe (main roads only), perhaps every second bus service does the “express route”.
- A continuous loop between Picnic and Horseshoe.
- Buses should run on main roads not residential streets.
- Move Alma Bay bus stop back to beside the newsagent.

TIMING & SCHEDULES

- Meet Sealink on time!
- Be on time.
- Service around lunchtime, not the gaps there are at the moment.
- More frequent, smaller buses.
- Add more buses in the peak season.
- More frequent service schedule
- More frequent buses.
- More suburban loops with smaller buses.
- More services during school holidays.
- More frequent service.
- More buses in busy times... so full the past 3 months.
- Maybe even one extra late night bus time on Friday and Saturday night since taxi doesn't always run.
- To be more on time. Last time I waited 25 min more, so I never take the bus to go to work because I'm afraid I'll be late
- Meet some of the barges for walk-ons and there should be no timetables. Then multiple buses should just do continual runs. More buses on the most heavily used runs, and then fewer on the less popular runs. Like most tourists places do!!!
- Run more frequently.
- Less frequent stops.
- The bus needs to meet every ferry. The two companies need to start talking to one another if there are problems rather than leaving people stranded.
- I think it needs to run more often if possible.
- Leave Picnic Bay 10 mins earlier - sick of bus missing ferry.
- Needs to be regular enough that you don't need to worry about timetables.
- Run them 5 - 10 min earlier so people don't have to rush at the ferry terminal.
- More buses on weekends.
- Allow more time to meet the ferry. Always worry we will miss it.
- More frequent service.
- The wait at the jetty can be long.

BUSES SIZE AND TYPE

- Lack of luggage space, especially for backpackers is a problem, and I'd prefer that they ran on a green fuel.
- Smaller buses

- Trying to get luggage on, often see visitors with large suitcases, backpackers boards, beach gear etc., and there is no where to store and sit.
- Electric buses.
- Buses that can carry bikes, and electric buses.
- To quieter the motors. Some of them are sooo noisy. Shatters the peace.
- Smaller more frequent buses.
- Smaller & more frequent buses.
- That the bus travels at a bit slower speed.
- Small electric buses full of character like the old buses.
- Electric buses.
- Buses should be much smaller...the current ones don't actually fit on the roads.
- Smaller shuttle buses and more of them.
- Storage for luggage and shopping.
- Luggage racks/area.
- Smaller buses.
- Smaller buses - It breaks my heart getting onto a bus with one other person.
- Smaller buses.
- A direct smaller shuttle for locals for work.
- No pram spaces.

PAYMENT SYSTEM

- Also cash needs to go, either tap as you get on or get a bus pass from ferry - way too time consuming with cash.
- I'd like to have a tourist pass that is one week for \$10.
- Tap on and off system.
- Accept more than just cash.
- Credit card. The cash only I find to be a real issue I usually use my phone to pay for everything so don't take a wallet and that is why I often don't get on the bus for last minute trips.
- Payments (cvw-no other explanation given...).
- Card service (similar to go card or accepting credit/debit).
- No cash payments. Ridiculous.
- Translink card, EFTPOS.
- Not just taking cash only. It's even harder now you can't buy tickets at the ferry terminal in Townsville.
- Payment by card.
- Catch up with the rest of the world and get tap and go cards so people don't always need to carry loose change.
- Card tap and go.
- Offer payment via eftpos

NO CHANGES

- Nothing, I think they are great and reliable as is!
- None at all.
- None.
- No change.
- Don't fix anything that is not broken.
- Nil.

DRIVERS, SPEED

- Like that bus goes down Hayles Avenue but they are often speeding. An accident waiting to happen soon!
- That the bus driver goes the same way each time when I had busted knee one driver was unpredictable and rude about the route.
- Change speed limits.
- Keep an eye on your drivers. We had one who was not only rude but drove dangerously.
- More accommodating and nicer drivers. All have major attitude problems and it's so embarrassing to see how our visitors get treated.
- Teach the drivers how to drive over our hills properly so other road users aren't constantly being shoved off the road.

- Buses need to slow down to be mindful of the native wildlife on the island.
- The buses coming over the lines on the hills is terrifying for oncoming traffic.

OTHER

- No complying with masks.
- Stop using the buses as charter tour services and bringing tourists into sensitive fauna habitat and into private residential estates.
- A better surveyHorseshoe to Nelly not included above.
- A 2 day/weekend bus pass would be beneficial. One day passes are great but a lot of visitors come to the island for a weekend.

BUS DRIVERS

- They do a great job.
- Some of the drivers drive too fast and are not wildlife aware.
- Really enjoy some driver's jolly attitude.
- Excellent service.. really pleasant and helpful staff!
- The bus drivers work hard and its better linked with ferry.
- Drivers are awesome.
- Great service.
- The drivers and management are fabulous! I work in tourism and often get complements about how friendly the staff are.
- Some drivers great, others not so much. E.g., left dozens of people standing in rain for 15 mins at HSB recently (I know it's their break, but still).
- The drivers do a great job considering the circumstances they operate under.
- Most drivers are amazing. Occasionally get a grumpy one who is stressed about meeting the ferry. Also had one who refused to stop in Hayles Avenue as he tried to tell me that he couldn't stop there. Even though I catch the bus and get off there regularly.
- They are all great people.
- A select few of the bus drivers always make my trip a delight. They are very accommodating and friendly. Being a local resident it is nice to hope onto a bus and the driver remembers you, your stop and past stories you've told.
- The drivers do a great job and work hard to get everyone where they want to go.
- Drivers need reminding of the speed limit on Pacific Drive HSB.
- Richard is a great driver and always happy.
- The drivers are awesome.
- Thanks for your hard work and nice smiles.
- Our bus drivers are amazing. Friendly, helpful, kind and do there absolute best (sometimes under duress to make the boat or rude customers). Thank you to them all!
- Thank you again for all you do.
- All the bus drivers are great.
- Most of them are awesome.
- The drivers are great.
- The bus drivers are fantastic on the island. They have a lot of patience.
- Appalling scenario I have seen 3 or 4 times. When it's pouring rain in HB there is zero shelter. Then driver sits with doors closed and has his break. Tourist and luggage get wet. It embarrassing. Everyone squeezing into the gelato shop. Shelter needed for sun and rain. Suggest rethink and reconfigure boat trailer toilet carpark on corner of HB road and have bus drive through this carpark.
- The bus drivers are very obliging if I need to get off before the actual bus stop - very friendly and polite.
- Most of the drivers are rude and unhelpful. Had one called Dave who was exceptionally unpleasant. Bad for tourism.
- Some of the older bus drives who have been driving for years and years.. need a good shake up or move on. So rude, especially to visitors to the island. I understand that driving on those roads can be difficult and it takes skill but surely consumer welfare takes a bit of priority.
- Drivers have been brilliant since I've been here now 23 years.
- And yes, the bus drivers are usually great!
- You all do a great job. Really friendly drivers! Thanks
- Friendly team thanks.
- Sometimes they go a bit fast around Arcadia. Especially when there is no foot paths. I sometimes feel a bit unsafe.

- Fantastic bus drivers. Helpful friendly and maintain safety.
- The drivers are AWESOME, it's so fun getting on the bus, especially Friday & Saturday nights!
- The drivers are very friendly and helpful.
- Dave (the funky hat one) is awesome.
- Such a wonderful service and drivers. Thank you.
- Love the bus drivers! They are great and deal with a lot of issues with cash only but handle it well and always try their best to get people where they need to go in a timely fashion.
- Drivers are friendly and helpful.
- Love your work!
- Drivers are great.
- Very happy all drivers are friendly! We love the bus, it's an exciting trip for our young kids.
- The bus drivers are genuinely friendly and helpful.
- We have a great service with great drivers.
- Bus drivers great.
- The bus drivers make this service unique. They are cheerful and accommodate the needs of residents and tourists as best they can.
- The drivers are great, most are really friendly and funny.
- Before I read your suggestion, was just going to compliment the drivers! Difficult job!
- The current service is a lot better than on the mainland. Much more friendly and eager to help.
- All bus drivers are fantastic bar one. I'm sorry I didn't get his name.
- The personal service the drivers deliver is great, their life could be easier with prepaid tickets and kneeling buses.
- I work at a resort. Most guests compliment our drivers.
- The drivers in the island are the best, very gentle and helpful.
- Most are great, go above and beyond to help tourists with info. I have only seen one who was very grumpy and snapped to the point two young female tourists came up to us and asked if they are all like that and looked very worried. We assured them they weren't. Everyone has a bad day though I guess.
- Best bus drivers around!
- Drivers are always pleasant and try to please. However, time pressures mean they often drive too fast and almost miss my stop. (No buzzer?)
- The drivers are amazing ambassadors for the island and work hard to offer a great service but I think are being let down by their managers who expect the impossible from them.
- Very few happy bus drivers.
- The bus drivers do a great job.
- Some are truly wonderful!
- A few a little grumpy!
- The drivers are great & they explain things well to the tourists.
- The most courteous, patient and friendly Sunbus drivers are on Magnetic Island Service 250.
- Bus drivers are great.
- Good drivers but not enough buses on Sunday afternoons.
- Drivers are fine.
- Fabulous drivers. Would use it more for dinner outings if more frequent.
- The drivers are wonderful.

IMPROVEMENT IN BUS DRIVER ATTITUDES TO CUSTOMERS

- Great bus drivers. Just require smaller buses!
- Some drivers are really angry.
- Most of them are very friendly
- Bus drivers were always welcoming and kind :)

BUSES

- The buses are too big and so unsafe for the island roads.
- Bring back iconic island buses rather than bland huge buses.
- Buses need better luggage storage.
- Start using the back doors for exits!
- Small buses would help noise pollution on the bus routes first thing in the morning.
- Ideally it would be great to integrate bus & bicycle use by modifying the larger buses.
- It's ridiculous that the buses are allowed to go down small streets like Sextant Drive and Compass Crescent.

They are way too big and noisy and these streets were clearly not designed for large vehicles on a daily basis. It's a 2 minute walk to Sooning Street.

- Should be smaller buses, main roads only and more often.
- But the buses are too big for the small roads, often the buses are crowded with bags and too many people.
- Would be good to see electric bus service on our island.
- The only improvement I would like to suggest is the types of buses available. Some of the current buses aren't easy to get on and off with small children (prams) or with luggage (or when others' have luggage). Buses with disability access and luggage storage at the front of the bus would be helpful.
- Sometimes hard to get on a full bus with groceries etc.
- More frequent services (even smaller buses) would be good to get to point A or B in non-peak hour time (like ferry time).
- It would be great to have support with shopping bags prams etc., it would be wonderful if muzzled dogs were allowed in designated area.
- They are so noisy and big and often empty. So make them small and electric.
- Get kids to design each bus.
- Timetables at bus stops please.
- The buses are way too big. Their size often means they dangerously over double lines.
- Buses are too big for island roads and should be replaced by multiple smaller buses at busy times. As island becomes busier the roads will be more dangerous with the large buses.
- The buses are too big for the narrow already congested roads, smaller more frequent buses would be more sensible.
- Smaller buses.
- A better mechanism to ask the driver to stop - often you need to stand up or call out as they don't have or don't hear the stop button. Really difficult for elderly people and young children.
- Have two services - express and a smaller "all areas" bus.
- Having smaller tropical looking buses, creating more jobs and more shuttles services.
- There is often no luggage compartment - crazy!
- There should also be an option to take bikes on the bus over HSB hill.
- Electric buses would be better for the environment.
- But buses are too big for the roads on the island!!!
- The current buses are too big for the island.
- With all the backpackers and tourists that visit the island and get on the buses, you need to have better luggage racks on the buses, people trip over baggage trying to get on -off.

BUS SPEED

- I have only one issue. The speed limit on the foreshore of Horseshoe Bay is 20 kms. 2 of your current drivers abide to this. Someone is going to be hit as there is no way the buses can stop in time.
- Also some buses are not really set up for passengers with luggage.
- Often buses going down Hayles Avenue speed and it's dangerous.
- The buses drive well over the speed limit on HSB Road - I know because I hear and see them roaring down the road especially at night time when empty!
- The turning circle at Arcadia is ridiculous and there should be a bus terminal at Arcadia off the street in the vacant block of land next to the pub to allow traffic to flow and keep pedestrians away from the road.
- You should be allowed to get on the bus at Bungalow Bay heading to HSB beach and continue to NB however one very rude and angry driver makes you wait for him to drive to HSB and turn around and then will only let you on - what difference does it make if the bus is EMPTY if you get on two stops before hand especially at night time.
- The buses drive too fast along HSB road and too close to pedestrians considering there is only 20cm between the bus and the pedestrians the drivers should drive more slowly and be considerate of the fact that you get blown away by their inconsiderate driving.
- None of the bus stops have adequate seating or shelter.
- As it is not the LAW, I think it is an absolute disgrace and an embarrassment that a small handful of your drivers continue to go above 20km speed limit along the Horseshoe Bay beachfront. The most unnecessary thing ever.
- I cannot wait for that entire road to be walking only, service road only. Buses should not be allowed to travel through that area. Are you waiting for someone to run out in front of you and die, and only THEN heed the extremely reasonable AND generous speed limit!?
- Lower the speed limits especially going over to Horseshoe Bay. And if possible smaller buses which would

possibly mean more of them at times to cope with the numbers but our roads are too narrow for the big buses.

- Island speed limits, especially in built-up areas, need to be reduced anyway!
- It would not be a relaxing trip for holiday-makers either.
- I would dearly love it if the drivers had more time getting to the ferry, so they don't have to speed up and thus save wildlife lives. Also they are too noisy driving down residential streets at night and early morning.
- The drivers need to slow down to protect our precious wildlife. Maybe allow more travel time between stops. Also they are too noisy travelling down suburban streets early morning and at night. My windows sometimes rattle when they go past.
- I also think the speed limit is too high. I would like to see an island wide speed limit of 40kph. I think this would create a better island atmosphere for visitors as well as encourage more use of buses rather than private cars.

PAYMENT

- Make the fares gold coin amounts only. Stop messing with small change.
- I'd love to be able to buy a tourist pass at the ferry terminal \$10 for a week that would encourage me to use buses.
- Cash only is a real inconvenience.
- For God's sake get away from cash only!! Even buses in Rwanda use tap and go!!!
- A go card system would be awesome too. No need to carry cash or to be abused by the driver for not having smaller change to get on the bus.
- Also, 24 hour / daily tickets should run just like that. For example: If you purchase at 11am Monday, the ticket should be valid until 11am Tuesday.
- The bus system would get used so much more and make better value for the customer. It just seems a cheat that a daily ticket is only valid until last service of the day when even purchased at 5pm."
- But please change the ticketing system to remove the queues at the ferry and other busy spots.
- Why can't go cards be accepted my student niece came for visit and was refused use of Translink go card quite rudely.
- The cost should be cheap day passes!
- There is no summary of fares on the bus, no list of options for daily or weekly tickets and no family option (I think).
- This is a tourist area but is treated like a suburban route where everyone knows the options. There could be a big sign at the ferry bus stop (and perhaps HSB and Picnic and on the buses themselves) so visitors know the fares and discounts. This could also be on Magnetic Island visitor websites to help people decide whether to rent a car or use the bus.
- Need more ticket machines.
- At busy times one bus always free, but never the one I get! Because we only have 3 ticket machines. Apparently. Family really impressed that they got so many free rides!
- Wish there was a locals price for people who live on the island and use the bus on a daily basis like me!
- Eftpos would be great! And ensure all buses are disabled/pram friendly.
- Cash only affects tourists who don't have access to ATM when arriving from town at ferry terminal. Need cash and card payment options.
- The biggest improvement that can be made is a tap and pay facility. It's so annoying to ensure I've got cash for the bus.
- As a worker near a bus stop - the fact that they only take cash seems to be a problem as bus drivers get annoyed if they receive multiple large value bills. Which can happen as most people get cash out and are given large bills, being able to use pay wave would avoid this.
- Definitely need to upgrade the payment systems and a greener fuel option would be amazing.

ROUTES AND STOPS

- Gifford and Hayles could use an app for hailing the next bus?
- The bus route says it comes down Hayles Ave, some bus drivers don't, and this leaves my guests stranded, which is not good enough especially for the older guests.
- You should retain McCabe and other side streets for holiday makers, moreover ageing locals who can't walk far.
- There is an outward bound ex. Nelly bound for Horseshoe bus stop on Geoffrey Bay main road, with no seat or shelter. That's terrible for our tourist visitors lobbied there waiting in the rain or hot sun, or good clobber going out, why can't there be a decent waiting spot? Thank you for the opportunity to participate.

- Just have them on the main roads, people can walk to Sooning St they don't need a bus thundering down the little streets adding time to everyone's journey.
- I think it would be a shame to drop the side streets completely as there are still residents and tourists who seem to rely on those stops.
- Restore the service down Gifford Street.
- I think the bus driver should drive down Gifford St if they feel they need to drop off a particular passenger. This decision should be at the individual driver's discretion and I've heard that this is what the drivers want.
- Horseshoe Bay bus route should not have to run in front of the restaurants and shops. Would be better to turn around at the end of Horseshoe Bay road (reconfigure the toilets and boat parking area).

OTHER

- A fantastic service which we are lucky to have.
- I have missed the 5pm ferry several times due to the bus being late from Picnic.
- Much smaller, more frequent (in peak times) buses.
- The bus service is wonderful. I recommend the service to visitors all the time.
- The Alma Bay site is a bit dangerous especially doing the u-turn in busy traffic. Extra services Friday-Sunday would be great to cope with the crowds from 8am-5pm. Keep up the great work! Aside from that, which DAILY made me question the competence of Maggie bus drivers and their management, everyone is happy and friendly and very patient.
- I would like it if the buses met the barge so I am not taking up a parking spot at the terminal.
- I definitely think the main issues with the bus service is capacity and timing on the weekend. Sometimes the spacing is really wide, and to address capacity, 2 or 3 buses get put on at the same time rather than spaced out. An 'X' express service connecting the main points from HSB Hotel to Picnic would (in my humble opinion) be ideal, and probably cover 90% of most stops. Maybe with a simple new stop at the Geoffrey Bay turn around (rock wallaby stop).
- I have also missed one ferry due to a late bus and not been picked up from my stop as the bus raced past. At night, bit dark?
- Have been walking more lately as don't think I can rely on bus now during peak times.
- Put names on the future little buses...I loved Rosie and Friendly Fred...so personal and a nice memory for visitors.
- Sometimes I have missed the 5pm ferry from Picnic because the bus is late.
- Bus depot is smelly dusty and inappropriate for its position - excluding road work times!
- Magnetic Island is 79% National Park and has some extremely sensitive flora and fauna areas such as wild life food corridors, these are places that buses should never be.
- Large, loud, diesel engines and bus loads of tourists should not be anywhere near these sensitive places and bus loads of tourists should never be brought into private residential estates in the hope of seeing a wild animal in other peoples yards.
- Need more buses on weekends for sure.
- I feel a continuous rotation of smaller buses with a flexible timetable that merely indicates a bus will arrive approx every 15/20/30 minute's is more appropriate.
- Far too many times the drivers are taking passengers free of charge. This is fraudulent behaviour. This seems to be something predominantly offered to locals i.e. known Island residents. Or on many occasions, if the driver is running late or in a generous mood. What this does is creates a false baseline for the business case around the bus services on the Island. The State Govt would receive ticketing data from Sunbus/Translink that is incorrect (fraudulent) that would also be subject to subsidies. The entire service should be audited, and the behaviours of the drivers be reported to the State Govt.

END OF SURVEY RESULTS