



Fixing Melbourne's Transport Now – Putting Customer Service First

Transport for Melbourne

Friday 9<sup>th</sup> August 2019; 1:00p.m.-4:30p.m.

60 Leicester Street Carlton Near Queen Victoria Market  
Melbourne VIC 3000

# Improving Public Transport (Buses) in Melbourne – a customer focus

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MONASH  
INSTITUTE OF  
TRANSPORT  
STUDIES

**Institute of Transport Studies (Monash)**

The Australian Research Council Key Centre in Transport Management



## Introduction

What customers want

Buses in Melbourne

Progress

Opportunities



# This presentation suggests ways to improve PT (buses) in Melbourne with a focus on customer perspectives ...

## Issues Covered

- What do customers want?
- Whats the context for buses
- Whats our progress in improving services
- Opportunities for improvement



...and is structured as follows

**What customers  
want**

**Buses in  
Melbourne**

**Progress?**

**Opportunities**

Introduction

What customers want

Buses in Melbourne

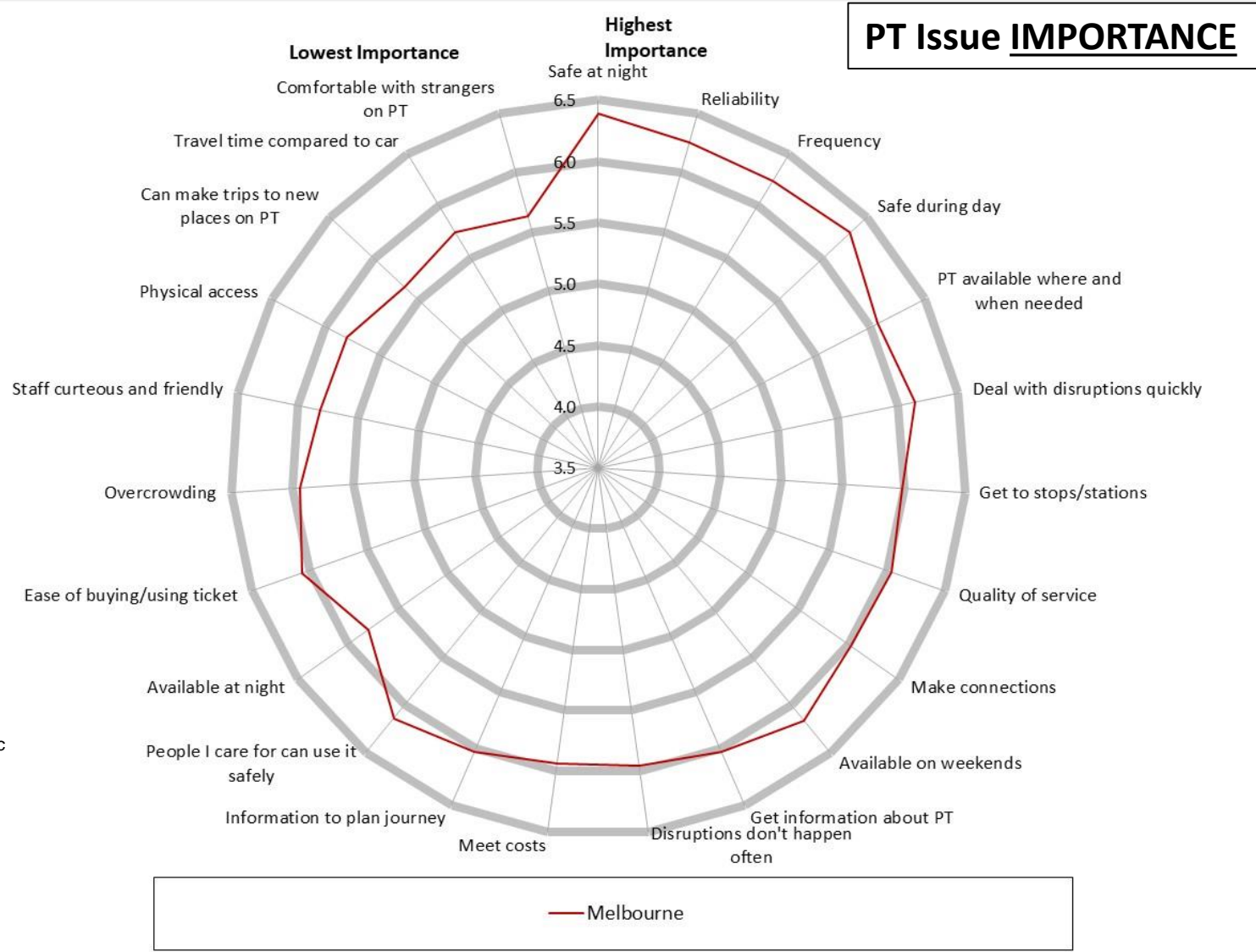
Progress

Opportunities



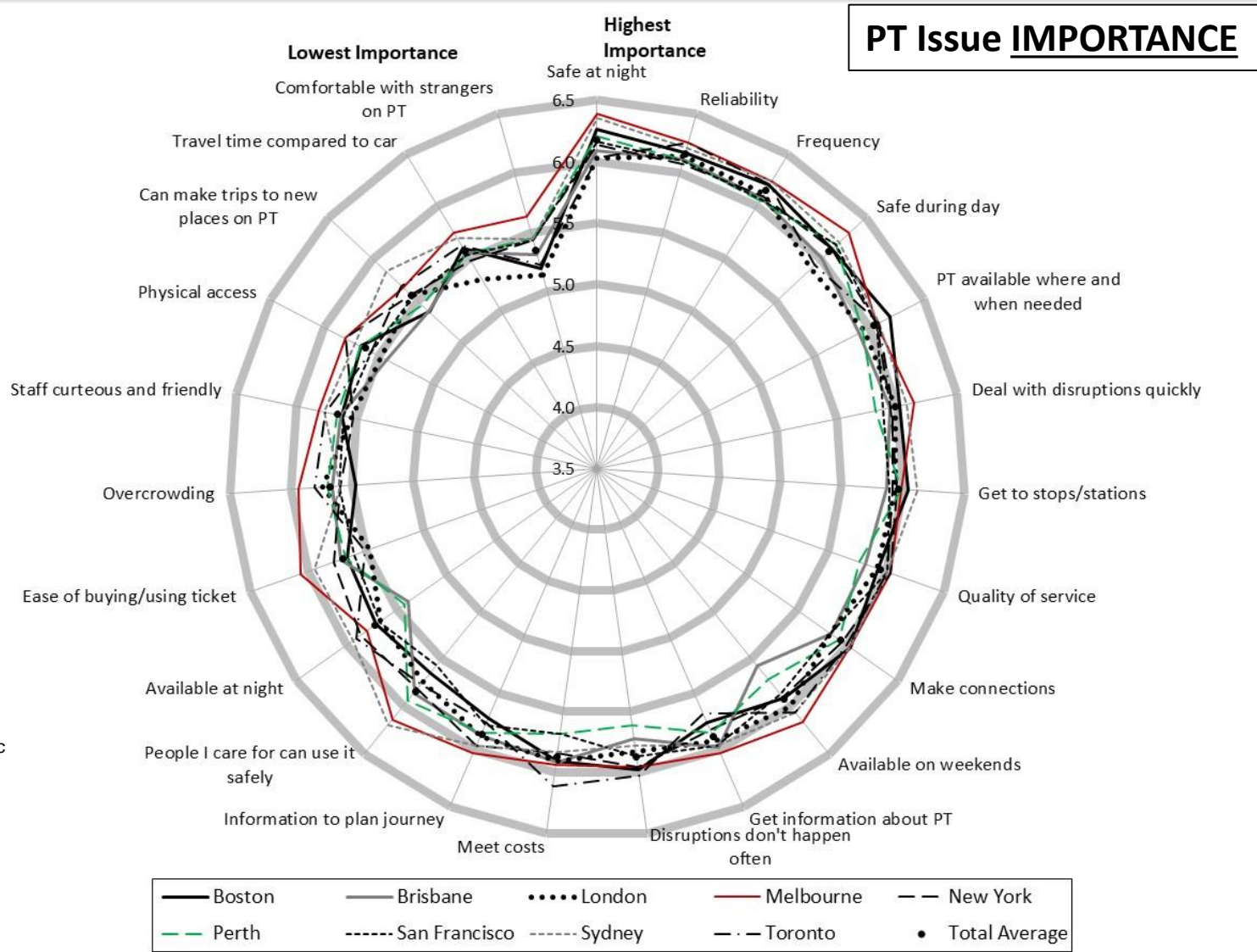


# Melbourne thinks Night Safety, Reliability and Frequency are the most IMPORTANT issues in PT...



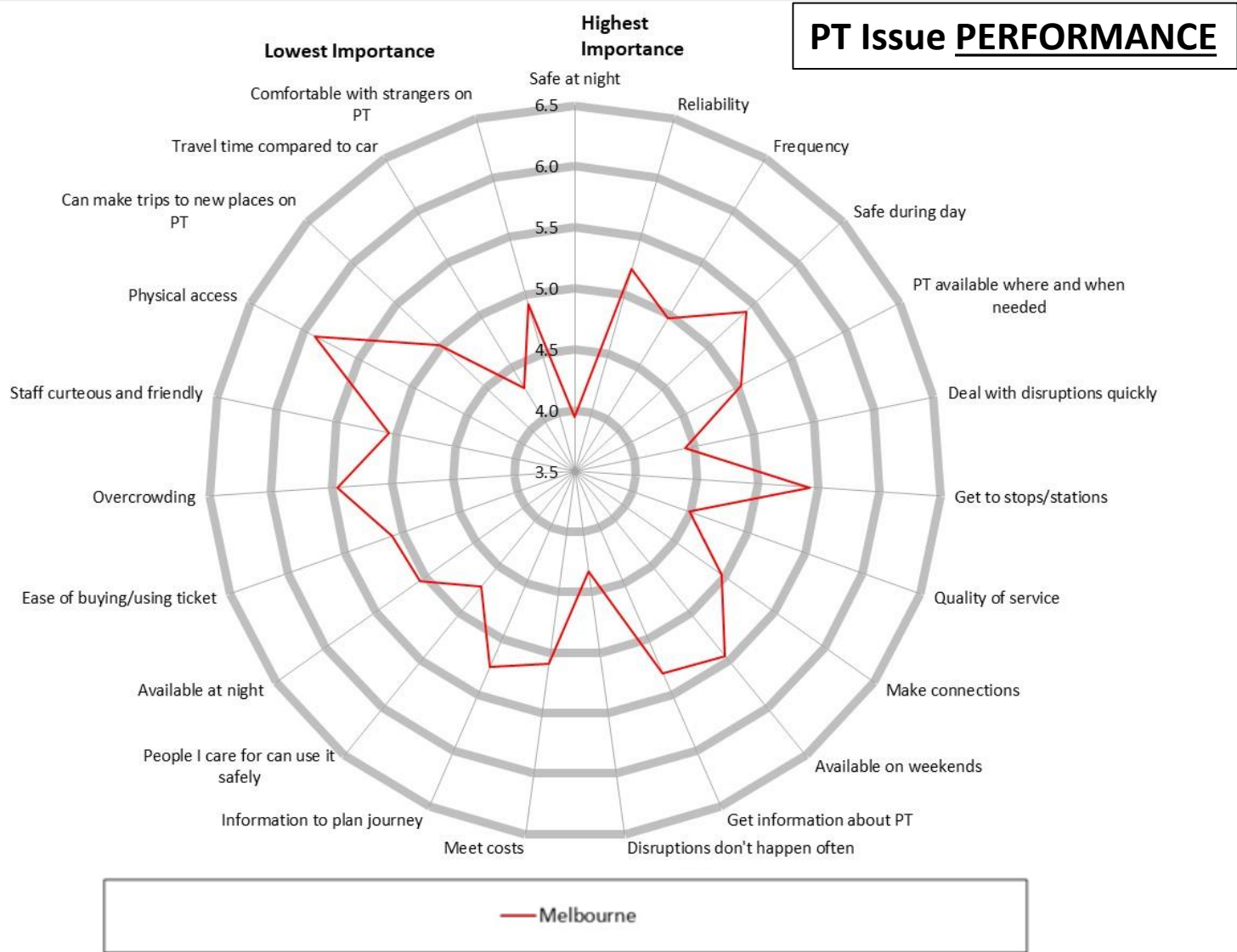
Source: Currie G Delbosc A (2015) Variation in Perceptions of Urban Public Transport Performance Between International Cities Using Spiral Plot Analysis' TRANSPORTATION RESEARCH RECORD No. 2538 on pages 54-64

# ...a view common to most international cities



Source: Currie G Delbosc A (2015) Variation in Perceptions of Urban Public Transport Performance Between International Cities Using Spiral Plot Analysis' TRANSPORTATION RESEARCH RECORD No. 2538 on pages 54-64

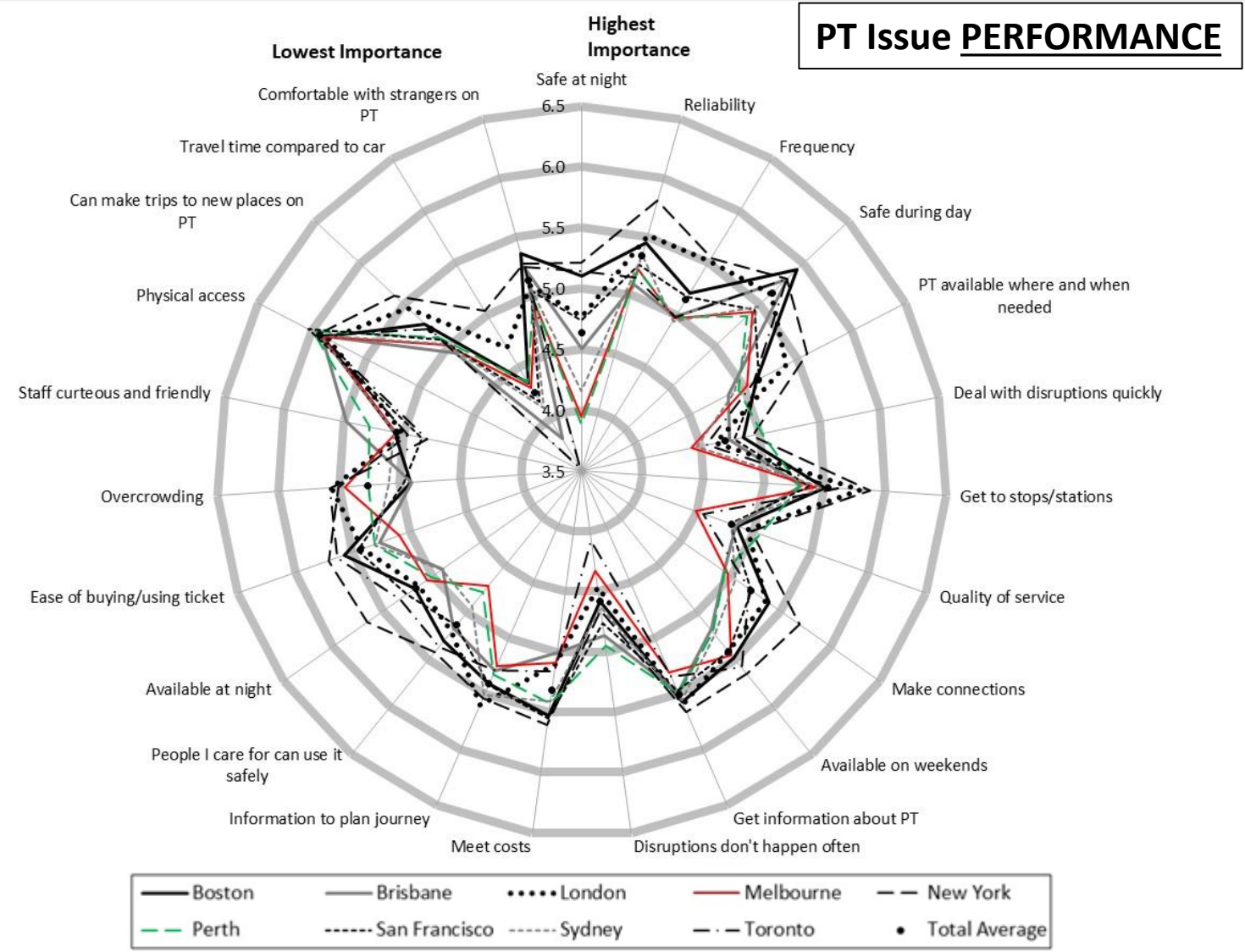
In PERFORMANCE terms, Melbourne thinks Night Safety is very poor, disruptions, travel time vs car and quality of service are also concerns



Source: Currie G Delbosc A (2015) Variation in Perceptions of Urban Public Transport Performance Between International Cities Using Spiral Plot Analysis' TRANSPORTATION RESEARCH RECORD No. 2538 on pages 54-64



# Compared to international cities; Melbournes concern with performance is generally higher for almost all issues



Source: Currie G Delbosc A (2015) Variation in Perceptions of Urban Public Transport Performance Between International Cities Using Spiral Plot Analysis' TRANSPORTATION RESEARCH RECORD No. 2538 on pages 54-64

# For bus passengers, reliability, coverage and frequency are their biggest concerns

**Bus Passenger Opinions on Bus Improvement Priorities**

	Improvement Options	Individual Score	Average Score
<b>Reliability</b>	Buses arriving and departing on time	6.22	6.16
	Buses connecting well with other transport services	6.10	
<b>Temporal Service Coverage</b>	Weekend services provided	5.93	5.71
	Buses operating until late at night on weekends	5.49	
<b>Frequency</b>	Buses running more often in peak hours	5.23	5.23
<b>Information</b>	Improved bus service information at stops	5.27	4.90
	Customer information buttons at stops	4.52	
<b>Safety</b>	Safer pedestrian crossings at bus stops	4.85	4.64
	Lighting and video surveillance at bus stops	4.43	
<b>Comfort</b>	Improved shelter and seating at stops	5.06	4.55
	Making it easier to get on and off buses	4.04	
<b>Speed/TT</b>	Bus trips take less time	4.11	4.11
<b>Spatial Service Coverage</b>	Bus services operating closer to home	4.14	3.71
	Buses operating to new destinations	3.27	

Notes: Scores range from 1 to 7

Source: Smart Bus project. Passenger and local community research (YCHM, Nov. 1999)

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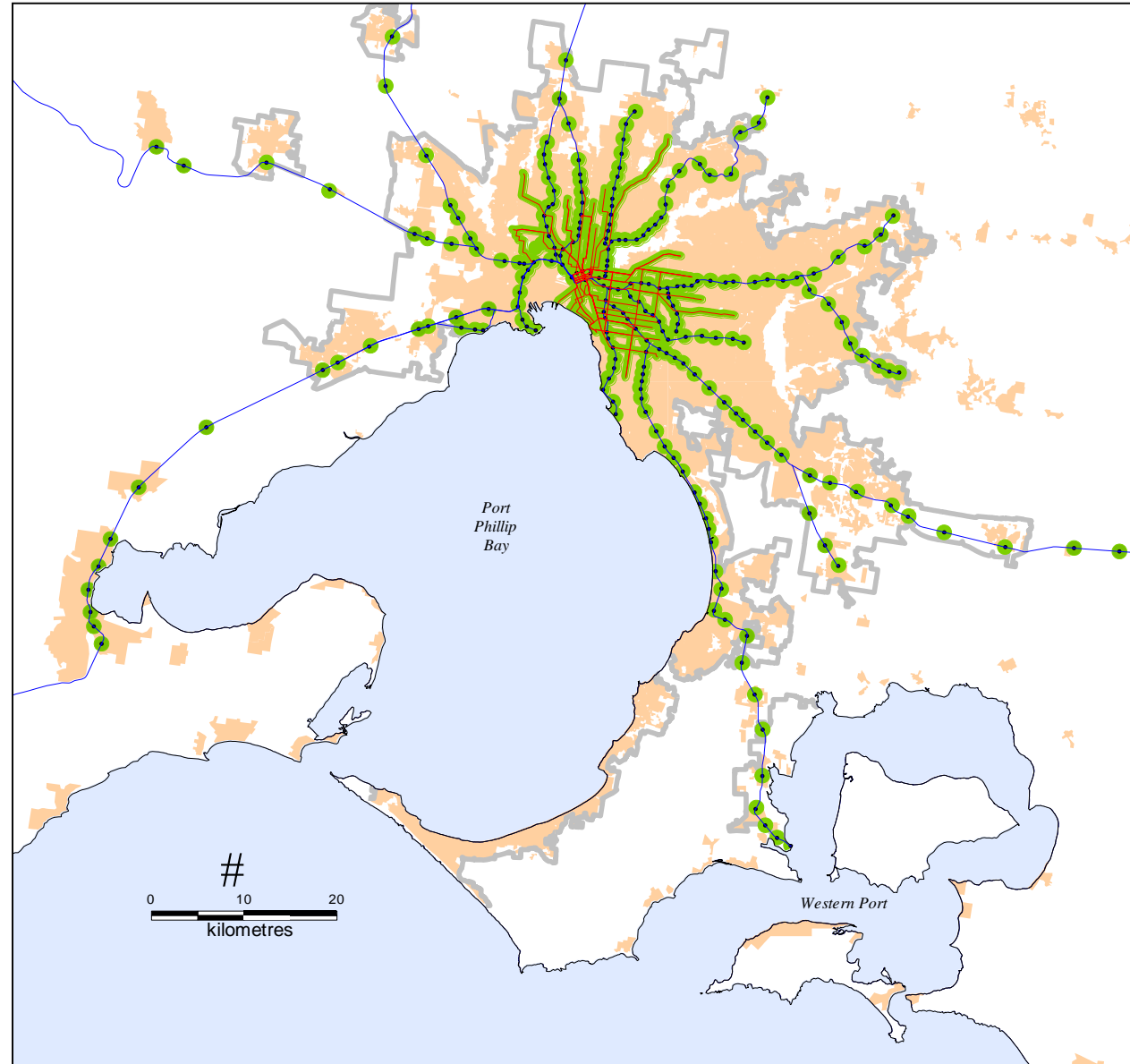
Progress

Opportunities



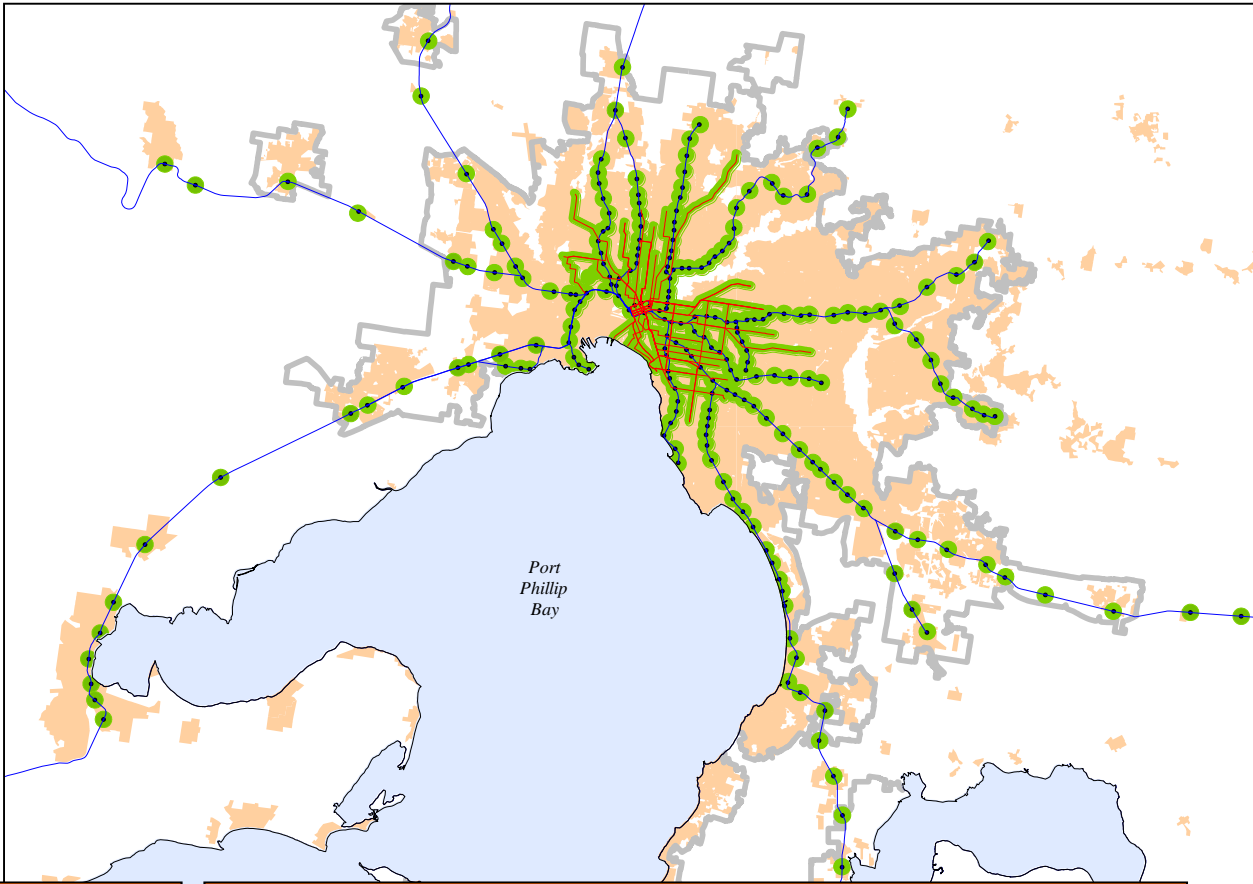
# Buses **ARE** Melbourne's public transport for most residents, which is a problem....

- Over two thirds of Melbourne can only be serviced by bus services since rail and tram services lie considerable distances from where people live or where they want to travel to
- In 1996 the Metropolitan strategy team identified that 2.16M Melbournians lived in areas where buses were the only means of access to public transport. 0.98M lived within access distance of rail services



...because there arent many

- Over two thirds of Melbourne can only be serviced by bus services since rail and tram services lie considerable distances from where people live or where they want to travel to
- In 1996 the Metropolitan strategy team identified that 2.16M Melbournians lived in areas where buses were the only means of access to public transport. 0.98M



**Weekday Service Frequency (2006)**

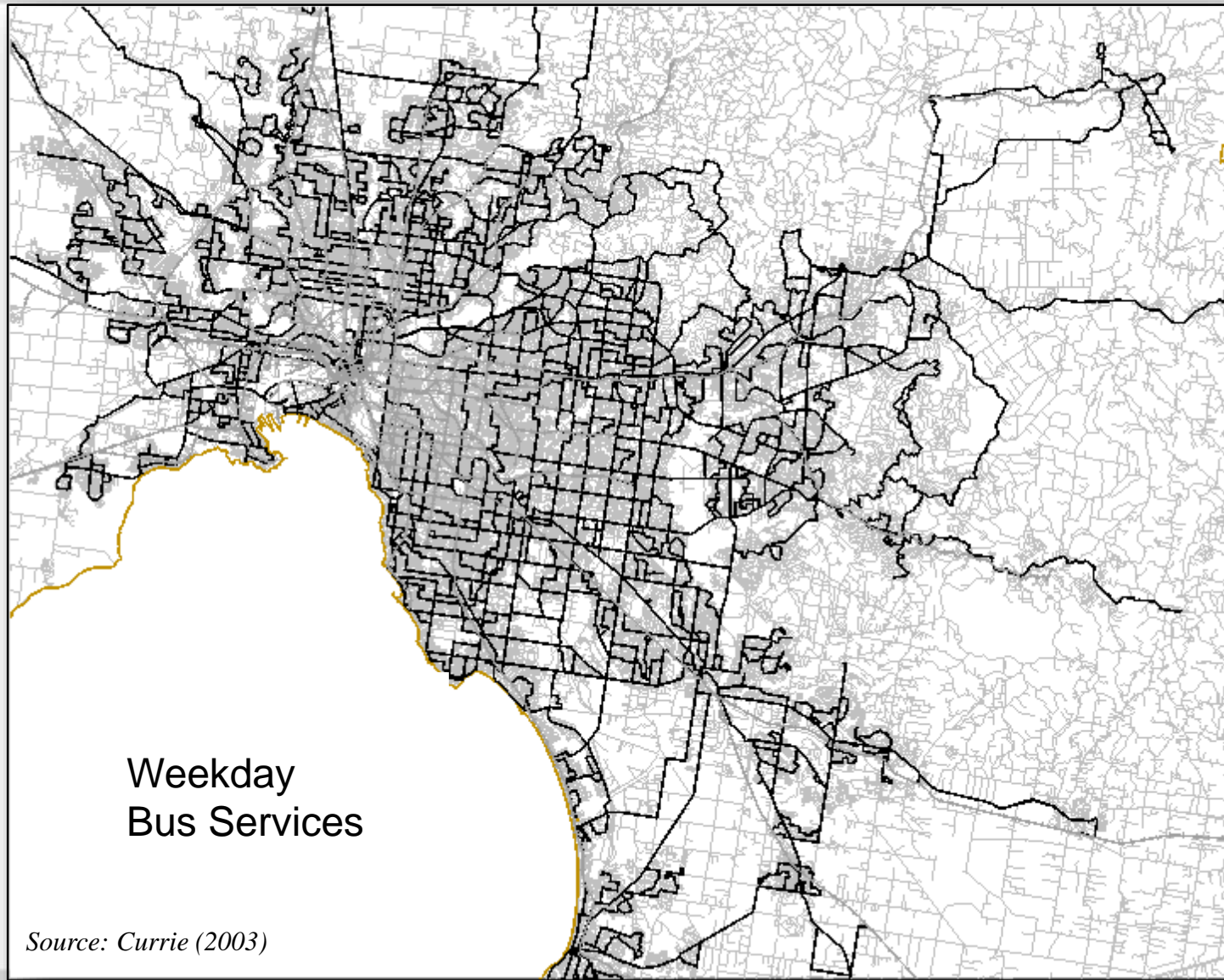
	Peak	Off Peak
AV. MELBOURNE	40m	50m

**Weekday Service Span**

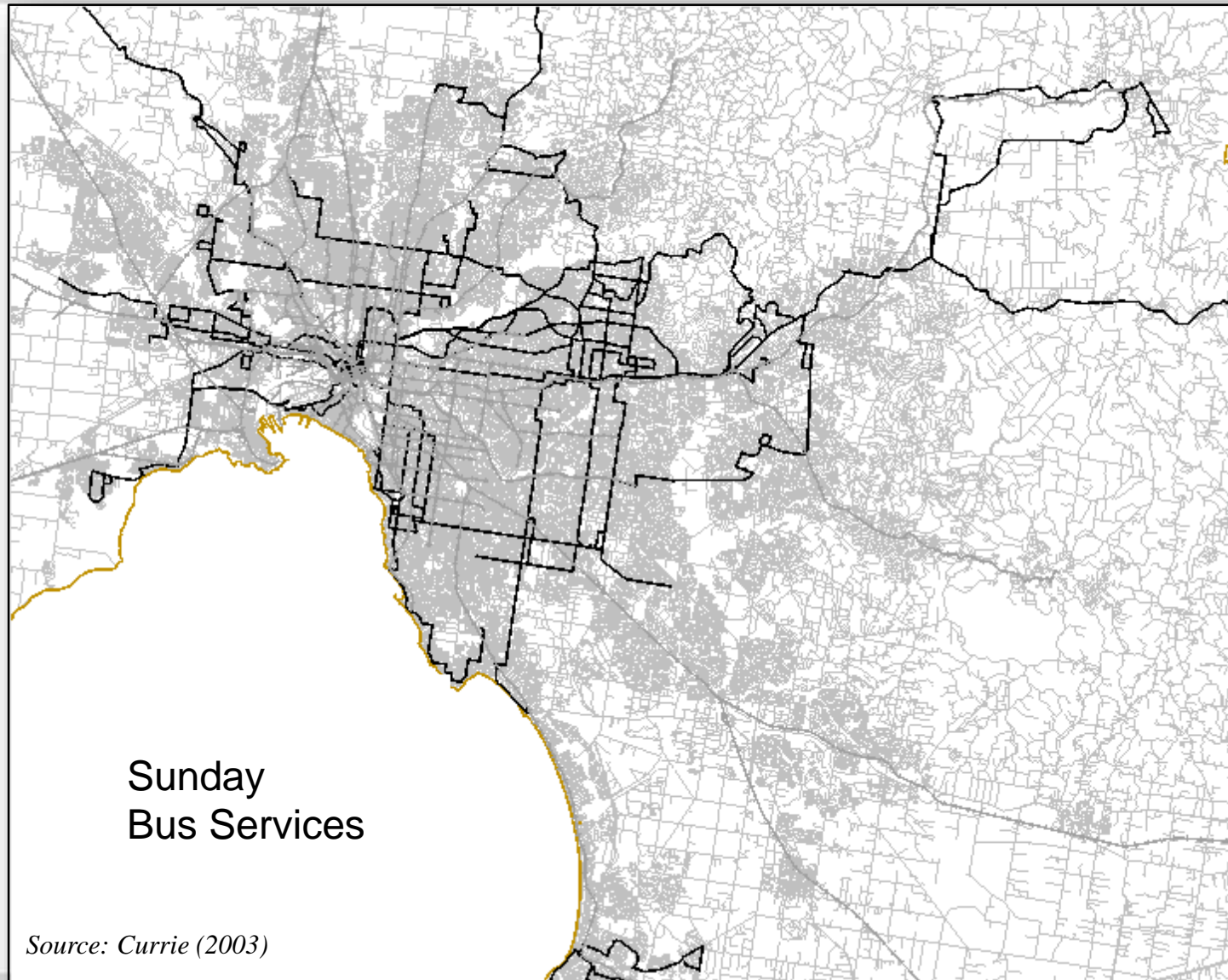
Weekday
AV. MELBOURNE 06:46-18:53



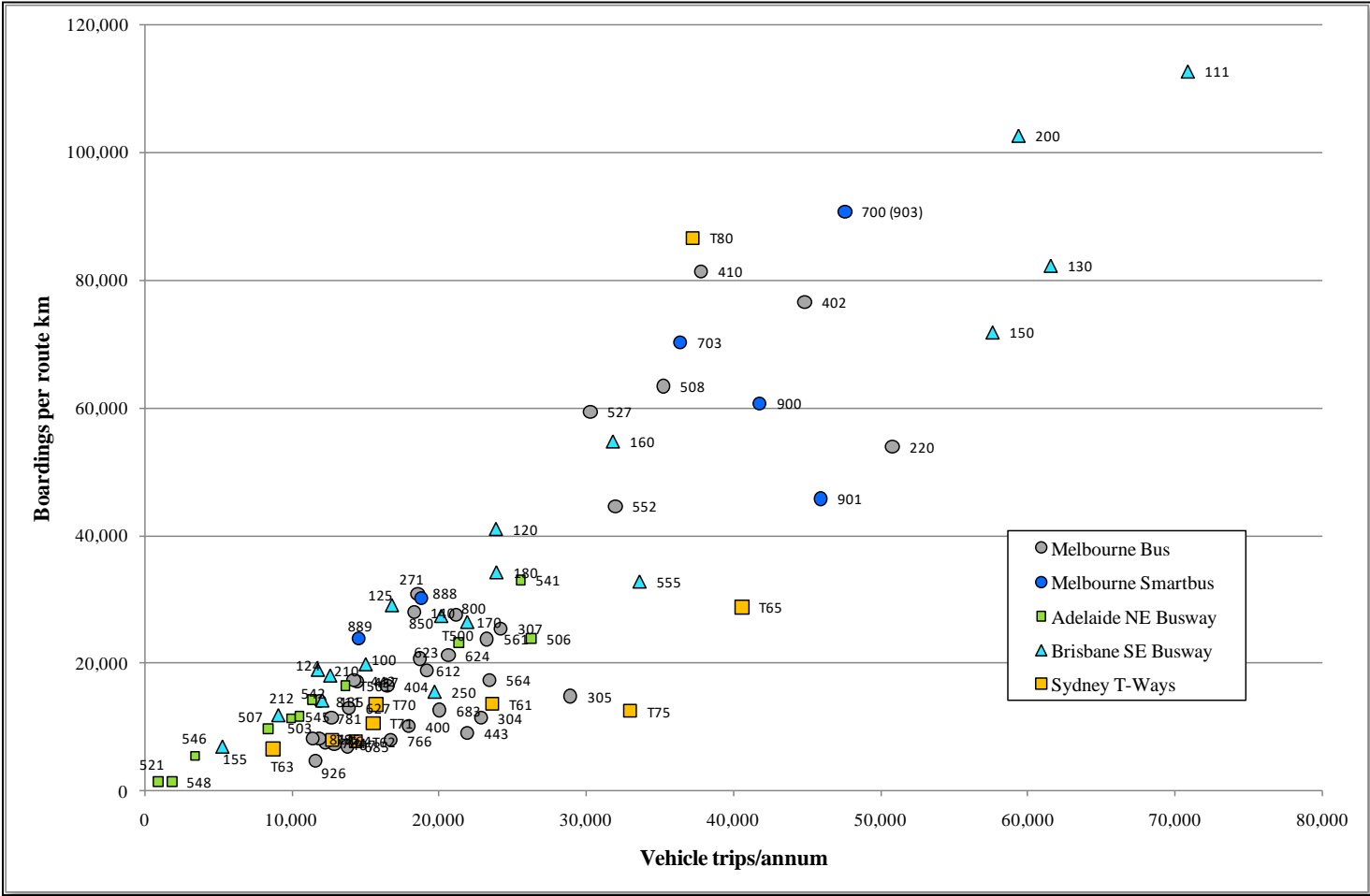
# The bus network on weekdays...



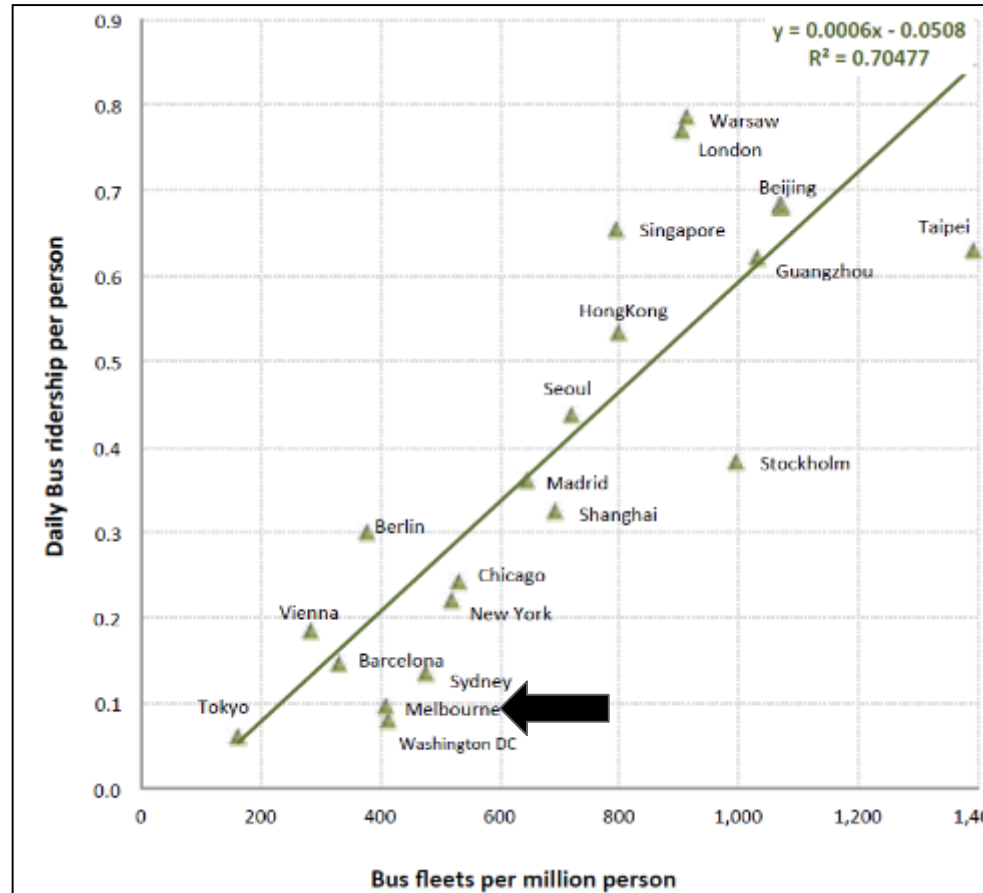
...contrasts somewhat with weekends



# Frequency drives Australian ridership performance



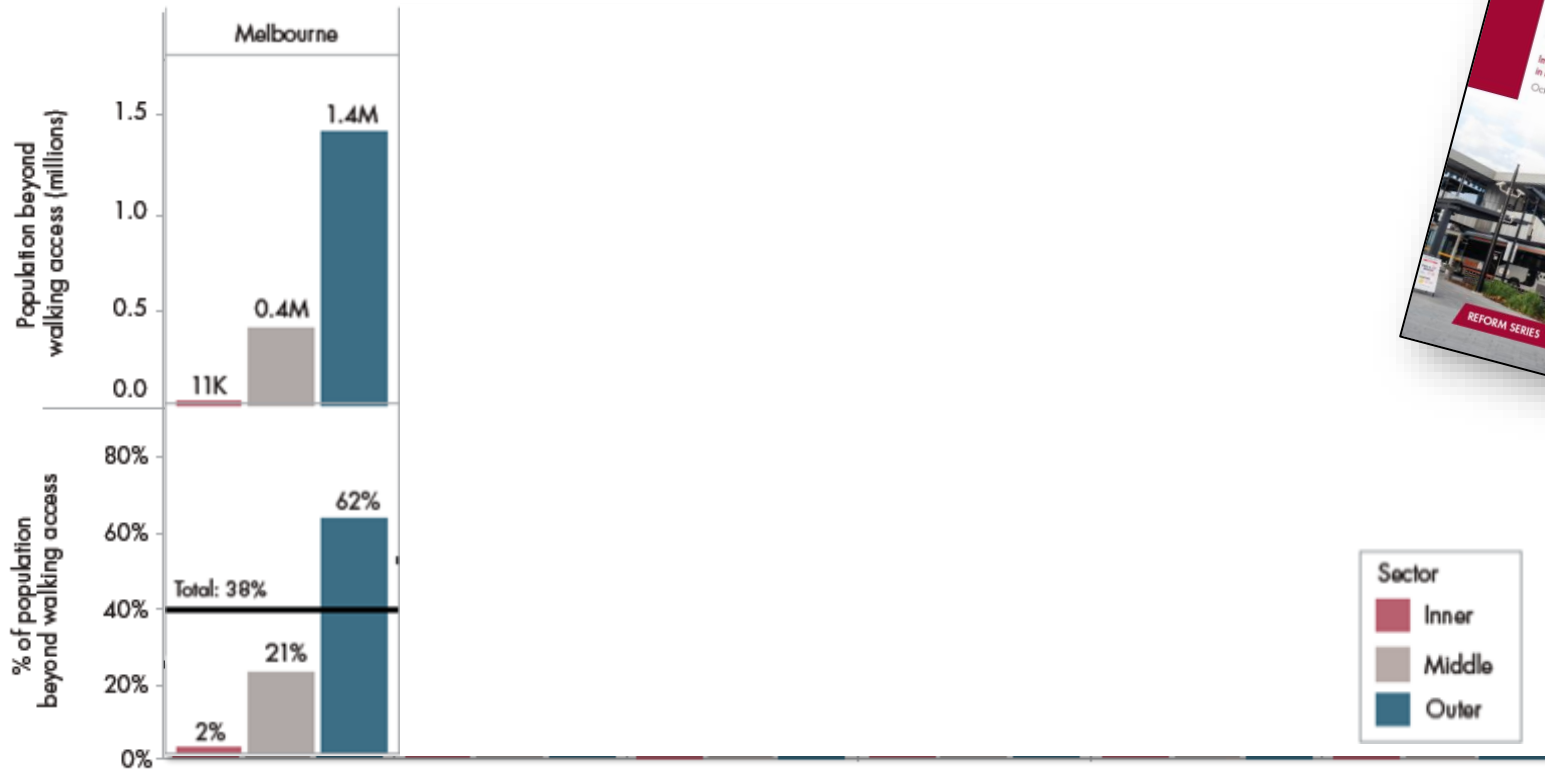
# In general our bus service level is poor compared to world practice



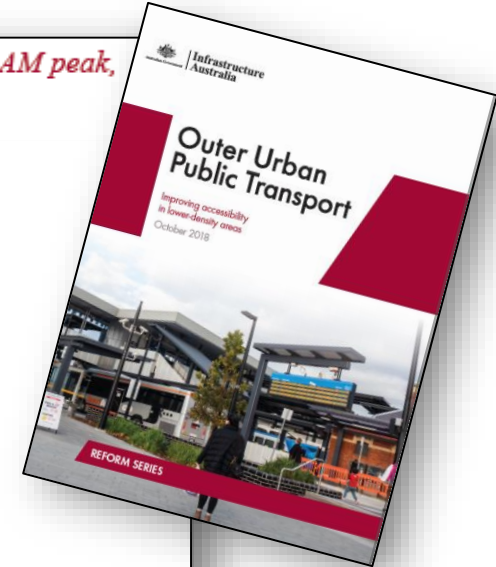
Source: Pan D (2013) 'Key Transport Statistics of World Cities' Journeys Sept 2013

# New Data – 1.8M Melbourne residents have no access to high frequency public transport' ; 38% of residents, 62% in the outer suburbs

*Figure 9: Walking access to medium- to high-frequency public transport by city and by sector during weekday AM peak, as count and proportion of city population, all five cities, 2017*



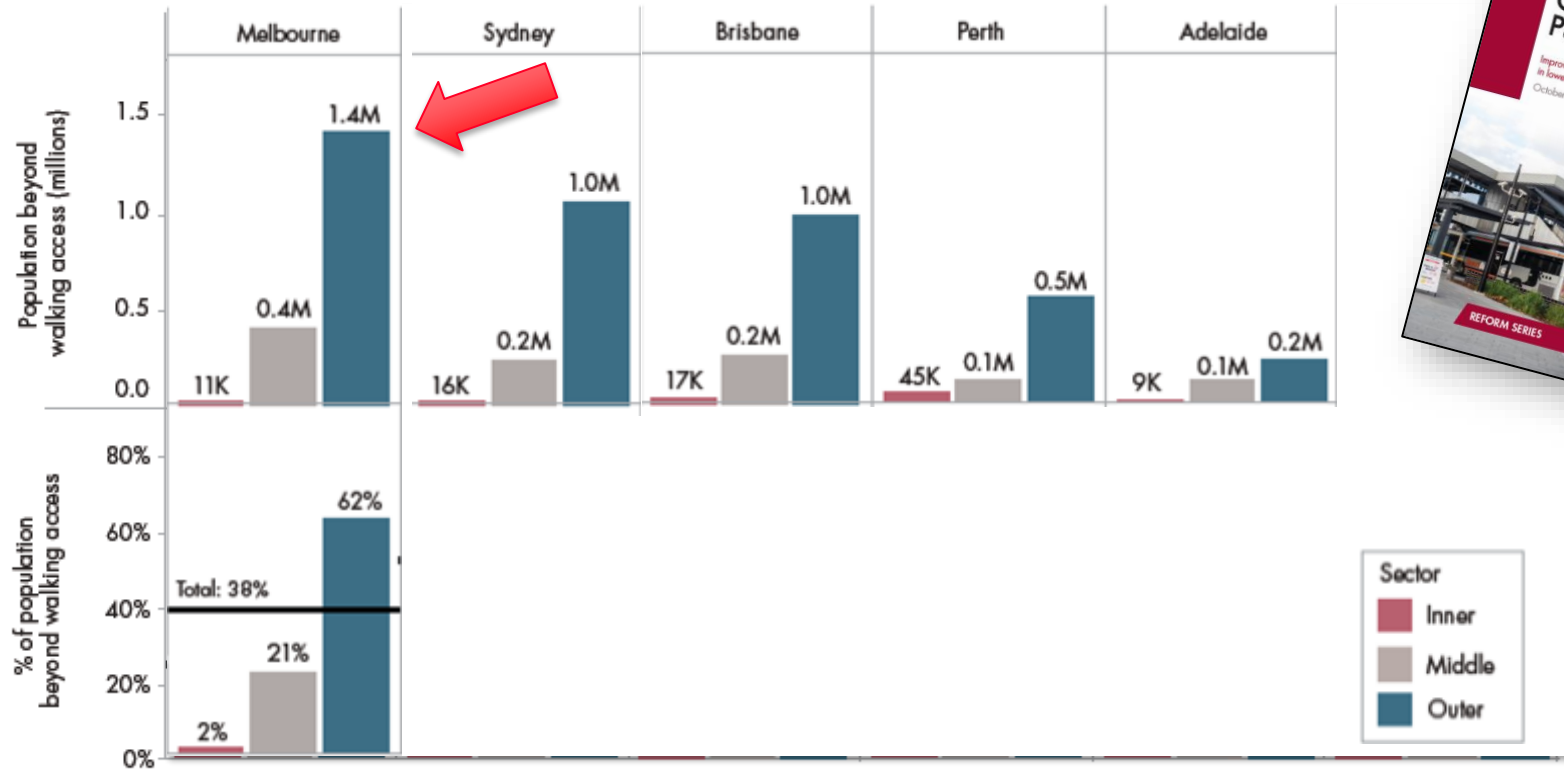
*Note: A medium- to high-frequency service is defined as four or more services during weekday AM peak, while walking distance is defined as 800 metres for heavy rail stations and 400 metres for all other services.*





# Melbourne's gap in PT access, affects 1.4M residents and is the largest problem in Australia

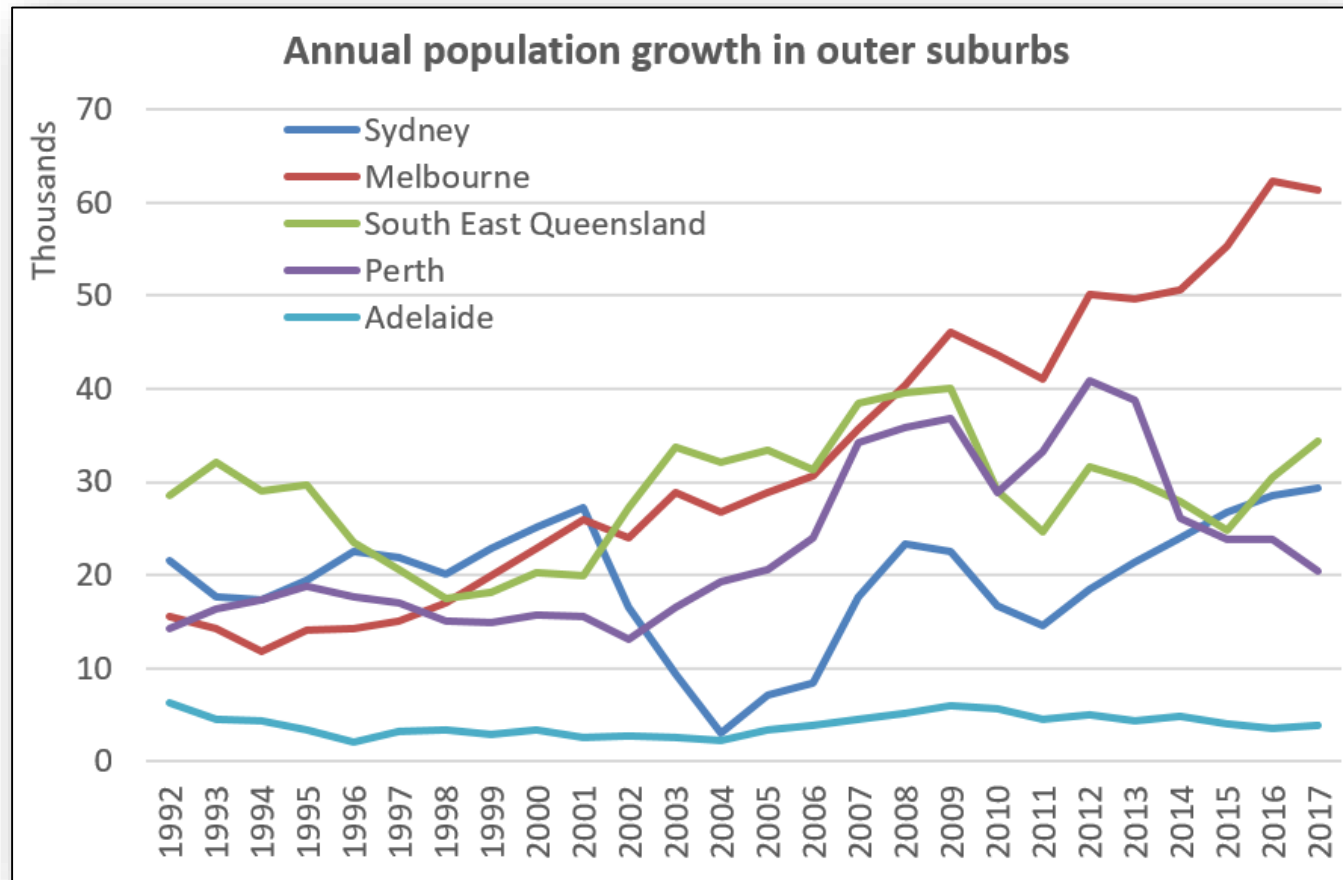
Figure 9: Walking access to medium- to high-frequency public transport by city and by sector during weekday AM peak, as count and proportion of city population, all five cities, 2017



Note: A medium- to high-frequency service is defined as four or more services during weekday AM peak, while walking distance is defined as 800 metres for heavy rail stations and 400 metres for all other services.



# Yet Melbourne outer suburban areas have the highest population growth rate in Australia



Source : Charting Transport ([www.chartingtransport.com](http://www.chartingtransport.com))

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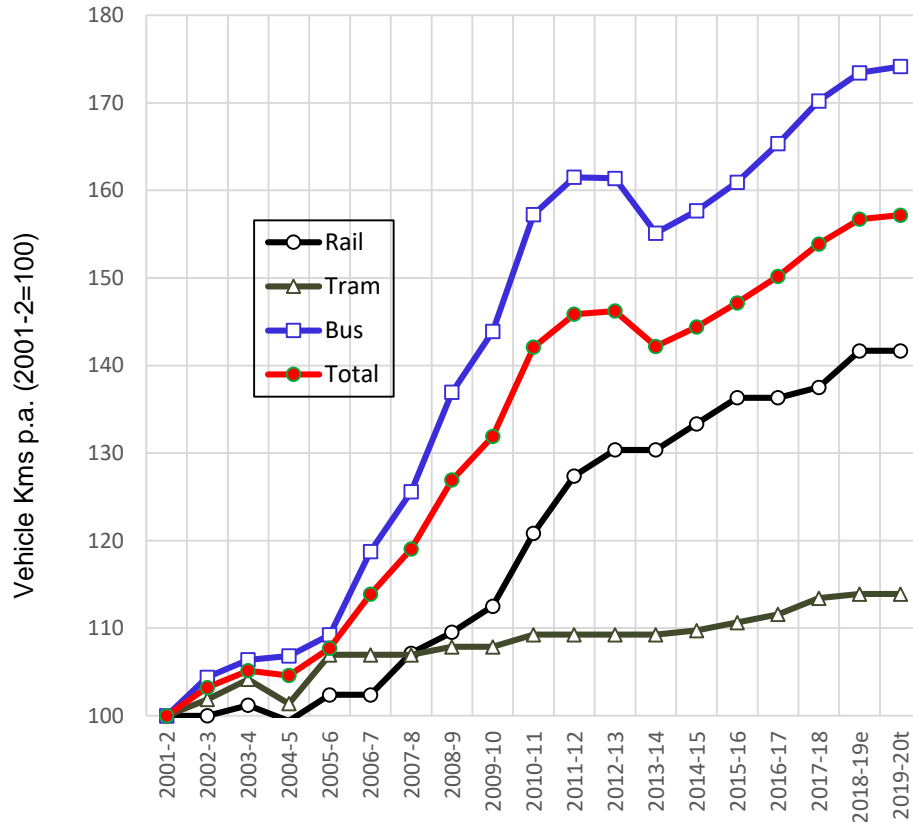
Progress

Opportunities



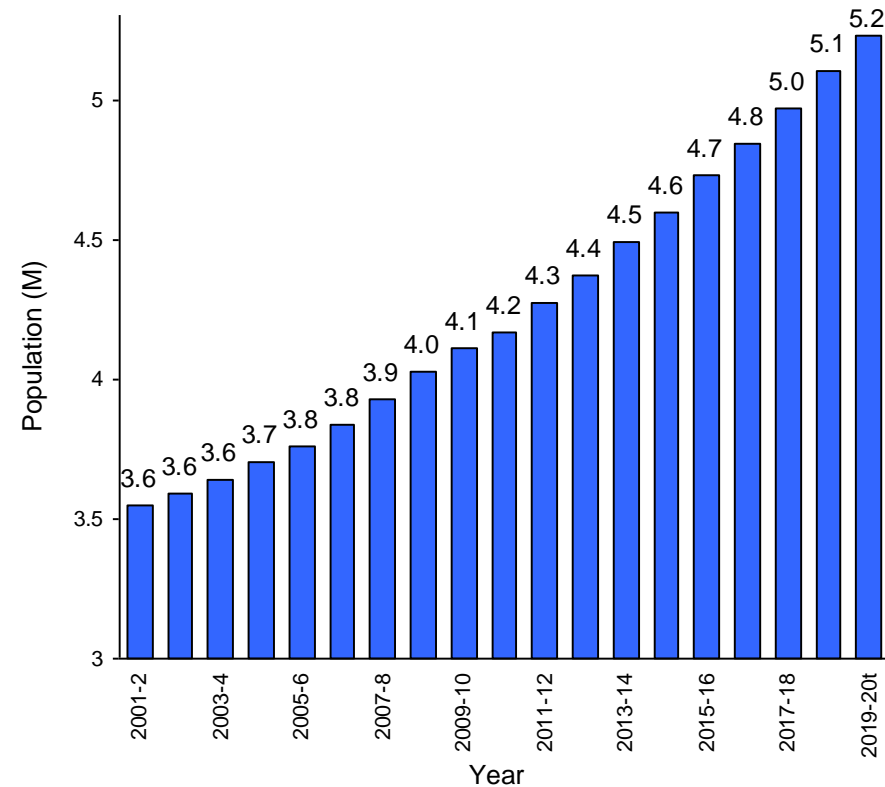
Since 2001 PT service increased 57% (74% bus/ 42% rail, 14% tram) but - but population growth continues as well...

Index of Public Transport Service Kms p.a (2001-2=100)



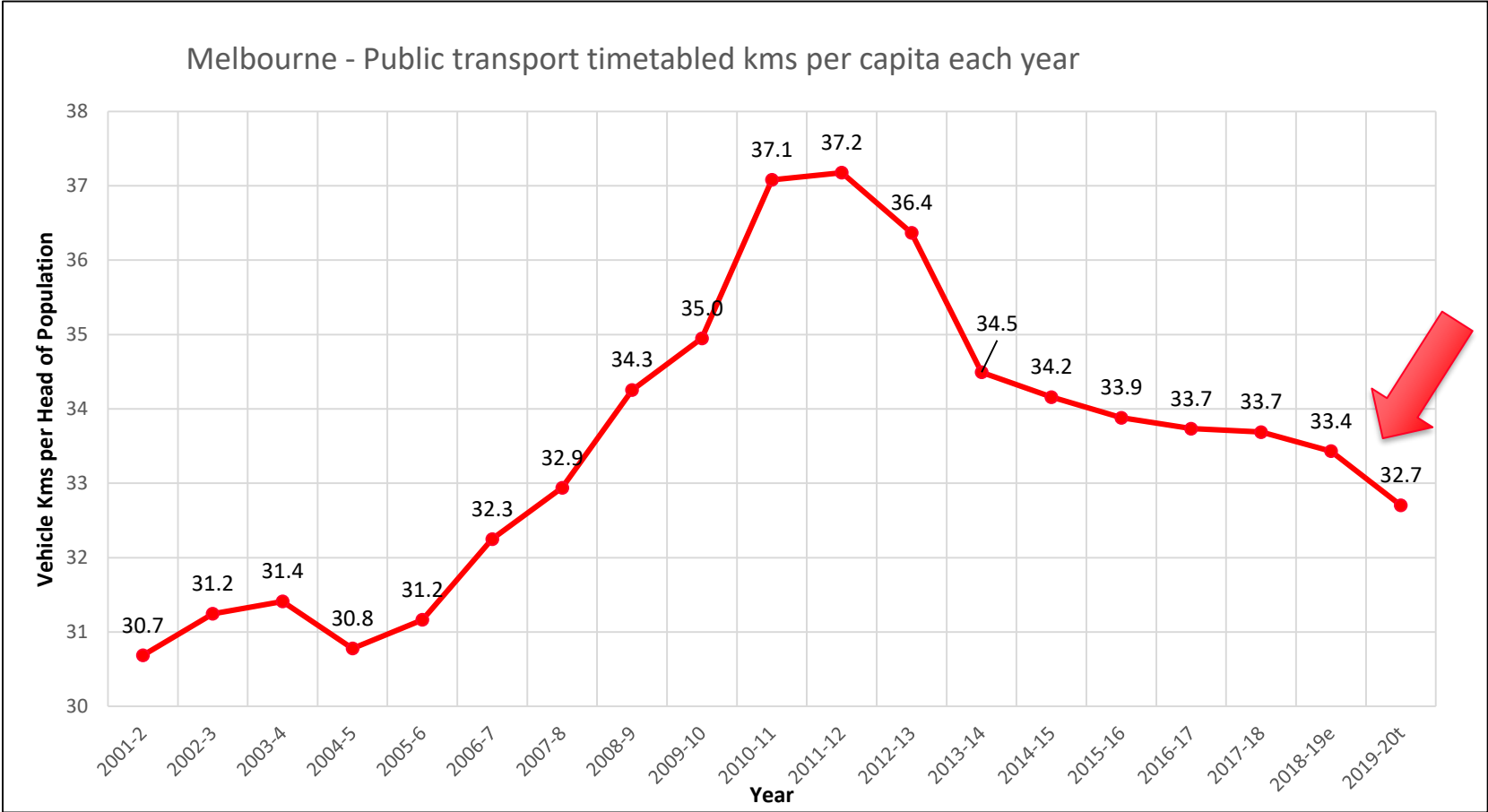
Source: Department of Transport/ Public Transport Victoria Annual Reports

Population Growth (M)



...per person service increased 21% then declined since 2011 (we have declined by 15% points); recent trend is an increasing pace of decline

Relative Service Level Per Head

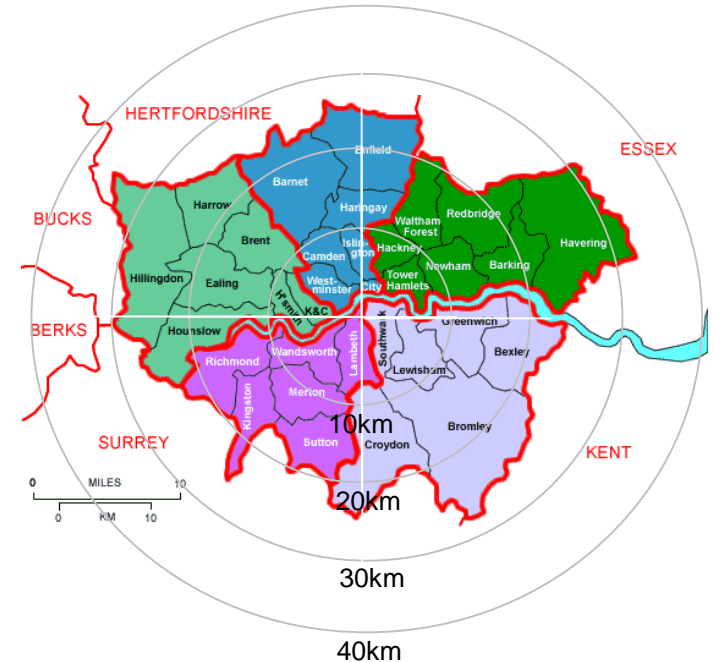
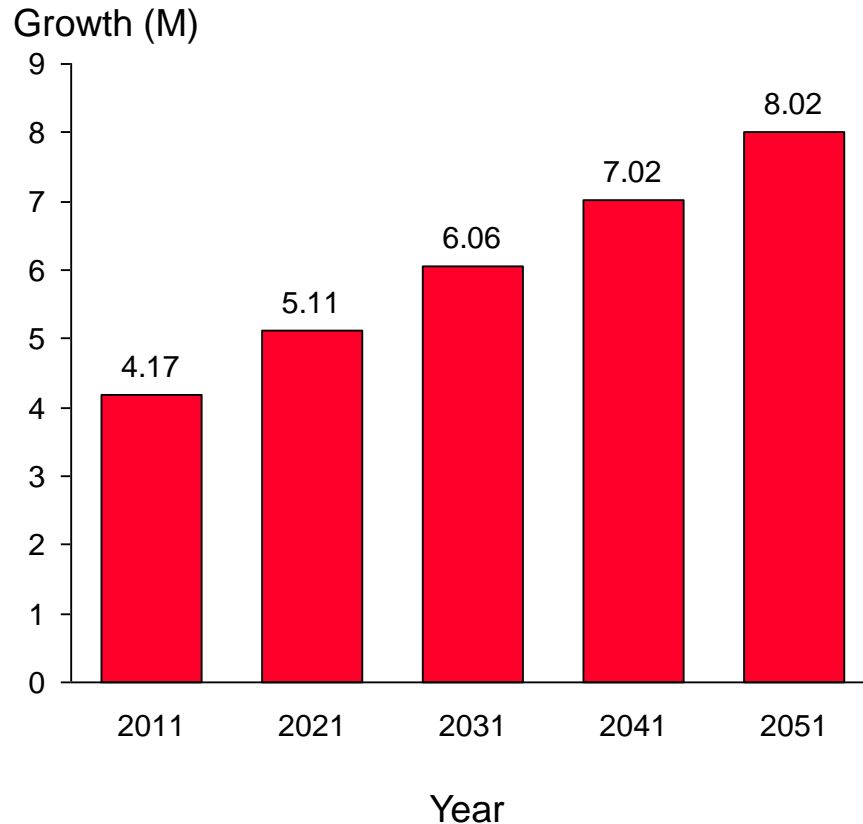


Source: Department of Transport/ Public Transport Victoria Annual Reports



# Melbourne is expected to grow to 8M by ~2050; we will be the size of London today in 30 years

## Forecast Melbourne Population Growth

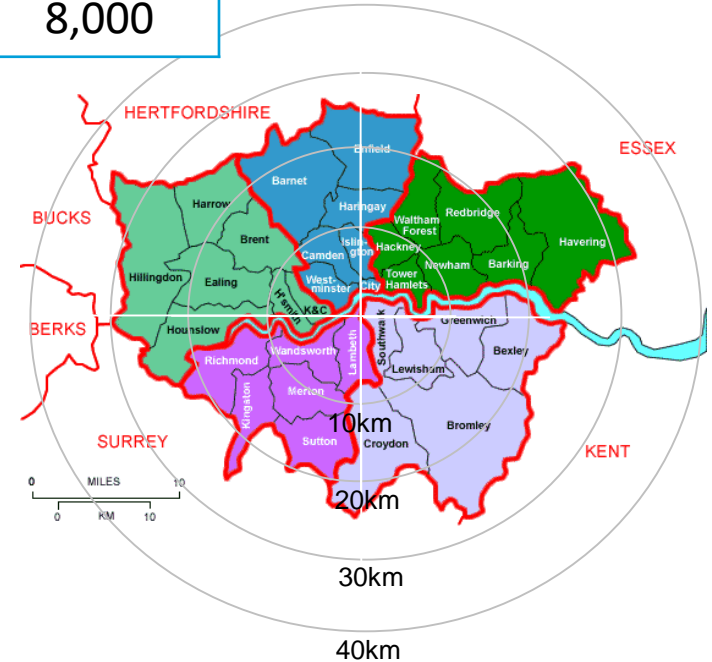
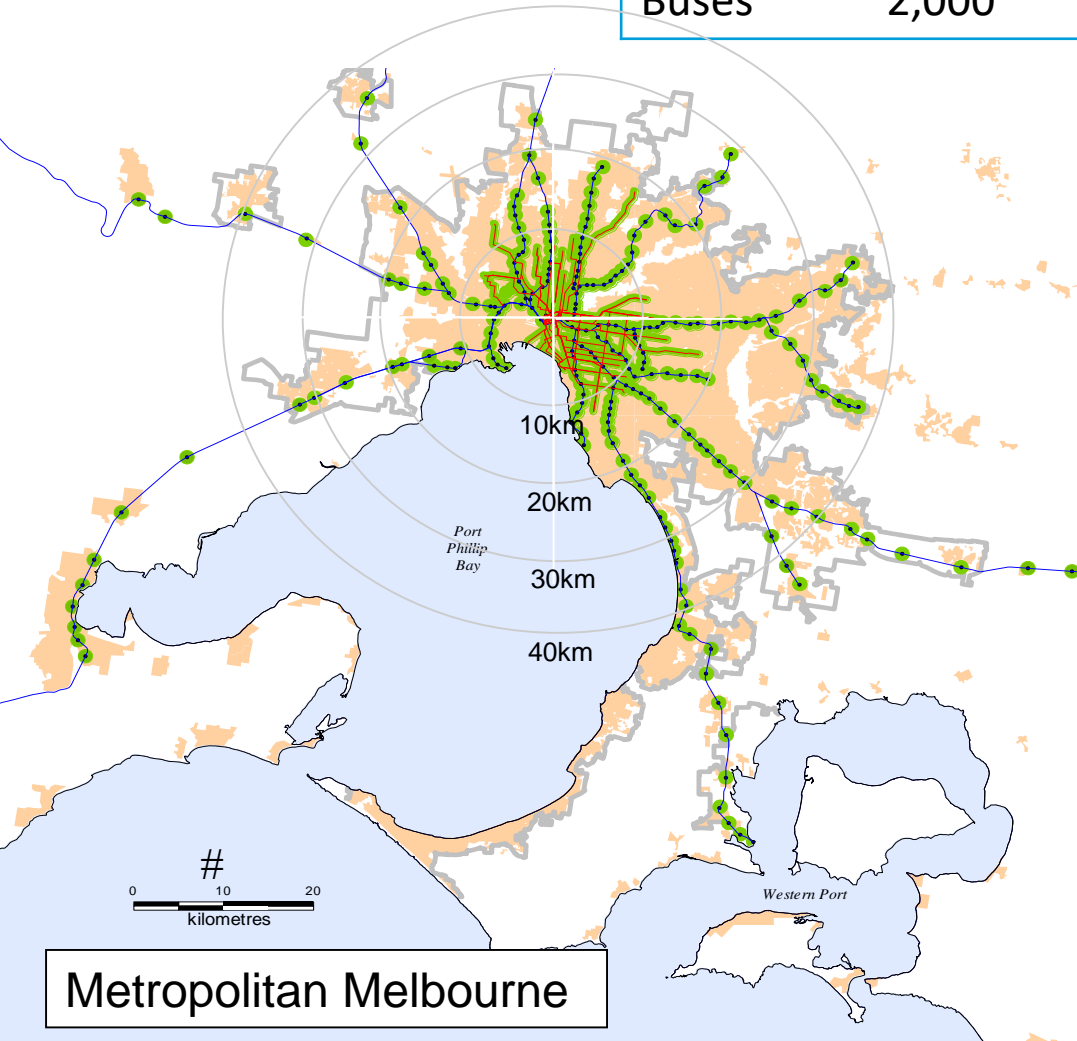


Greater London = 8M pop

Source: *Victoria in Future* (2016)

# So how does Melbourne today shape up to London today? – we have a lot of catch up to do

	Melbourne	London
Trains	200	1,000
Buses	2,000	8,000



# Where is tram and bus priority? – SmartBus; downgraded?



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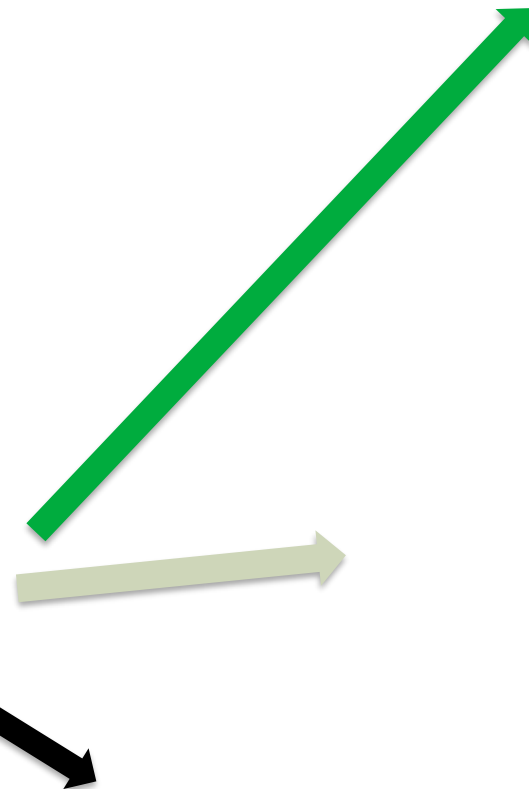
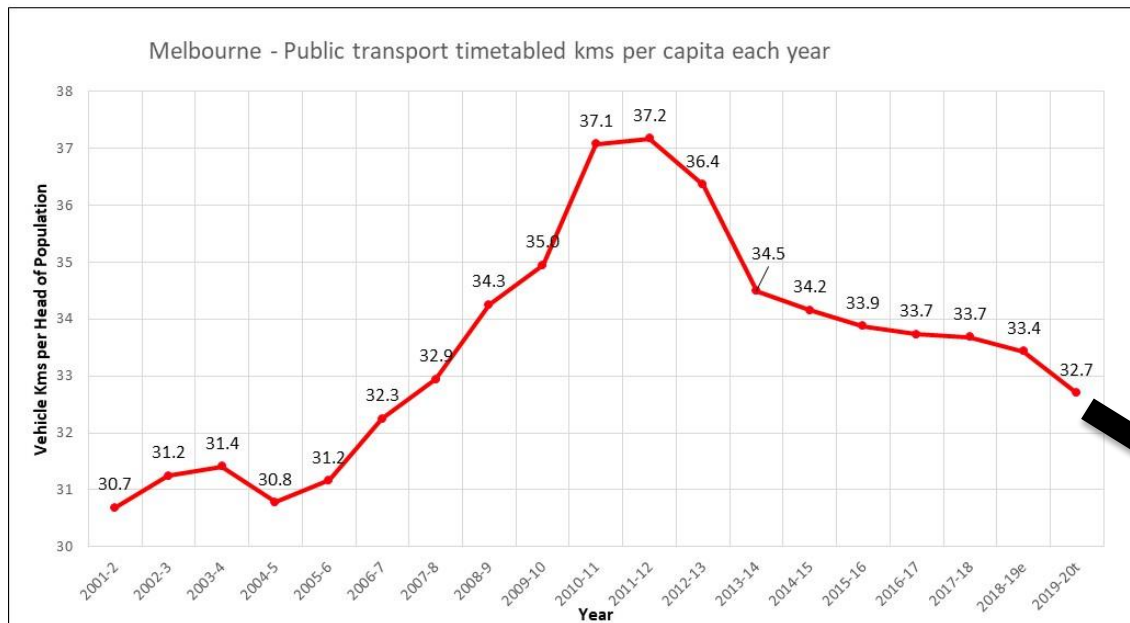
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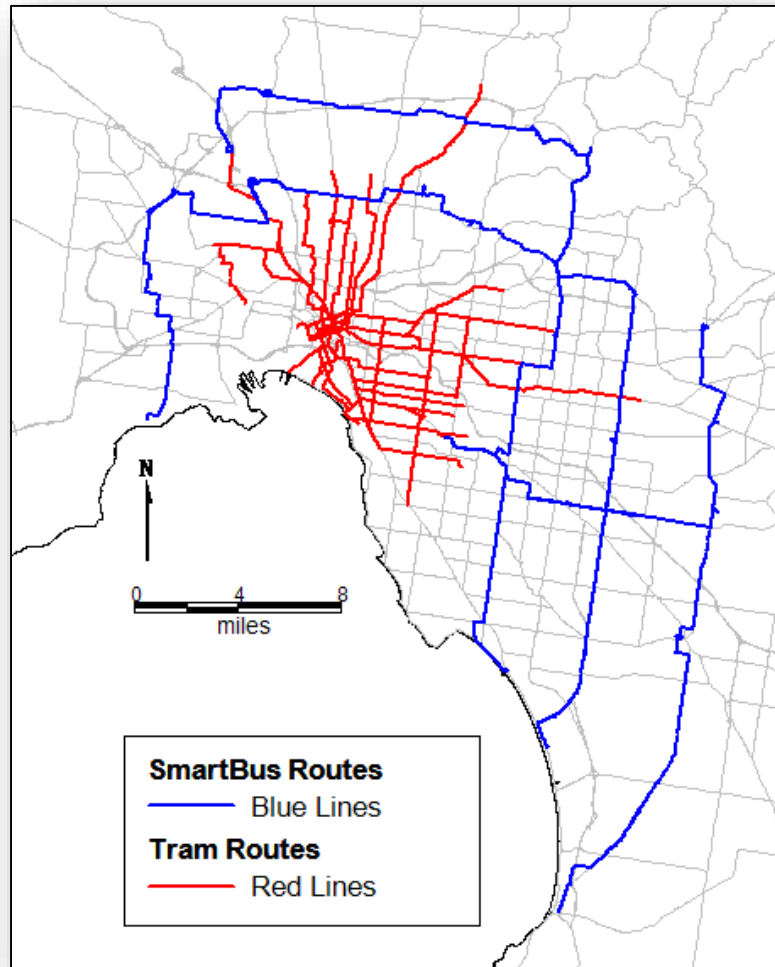
# INVEST, INVEST, INVEST, INVEST – SERVICE LEVELS

Relative Service Level Per Head





# INVEST, INVEST, INVEST, INVEST – TRAM/BUS RAPID TRANSIT



# We need to look out for the Trackless Tram; lots of potential but not yet proven



Source: Prof Graham Currie – July 2019

## The Evidence

- Much less cost than Light Rail
  - No tracks, no removal of below ground utilities
  - No overheads (batteries)
- Lighter than buses of same size
- LRT ride quality, performance & capacity
- 15km range on a 10 min terminus recharge
- \$2-3M per vehicle (LRV=\$6-9M)
- Deliver a new transit system in **3 months**

Source: Prof Peter Newman  
– October 2018

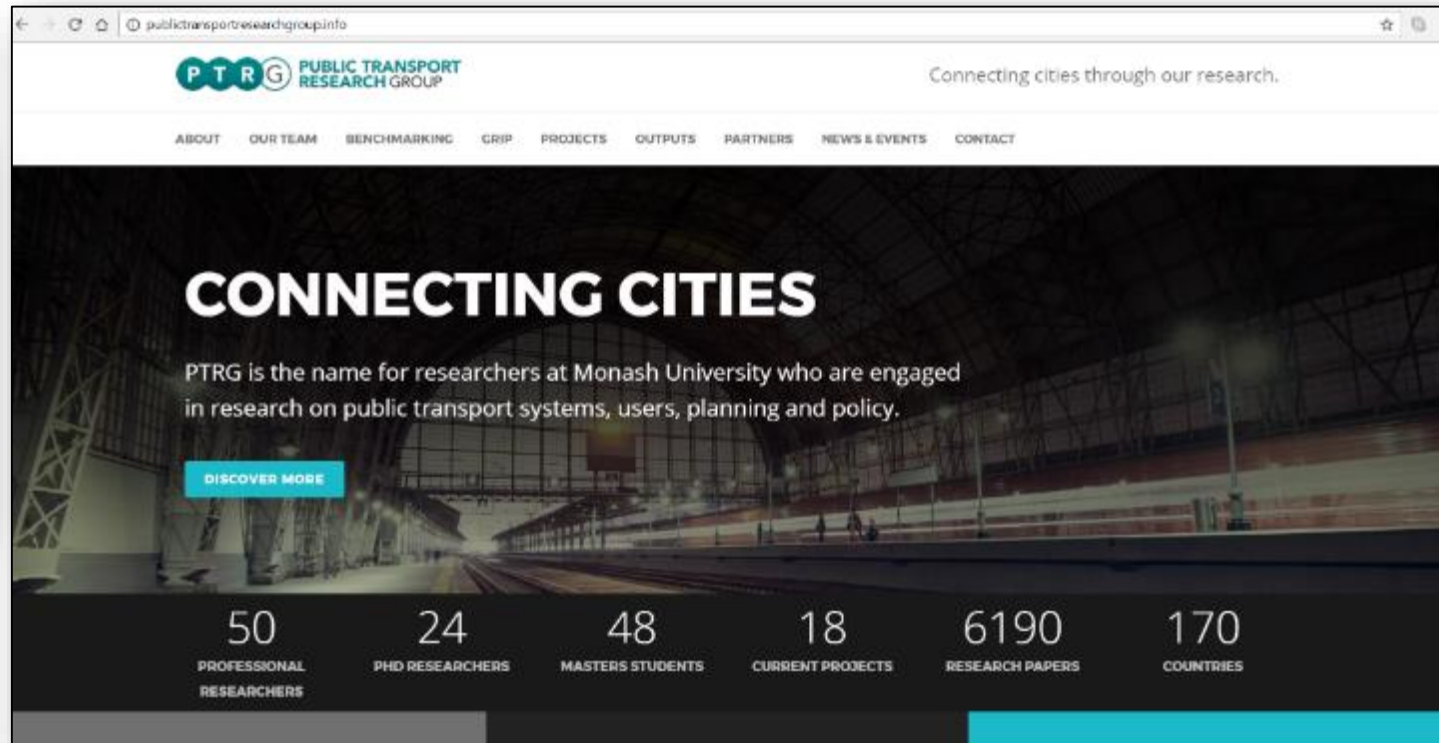


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