



Coordinating Public Transport

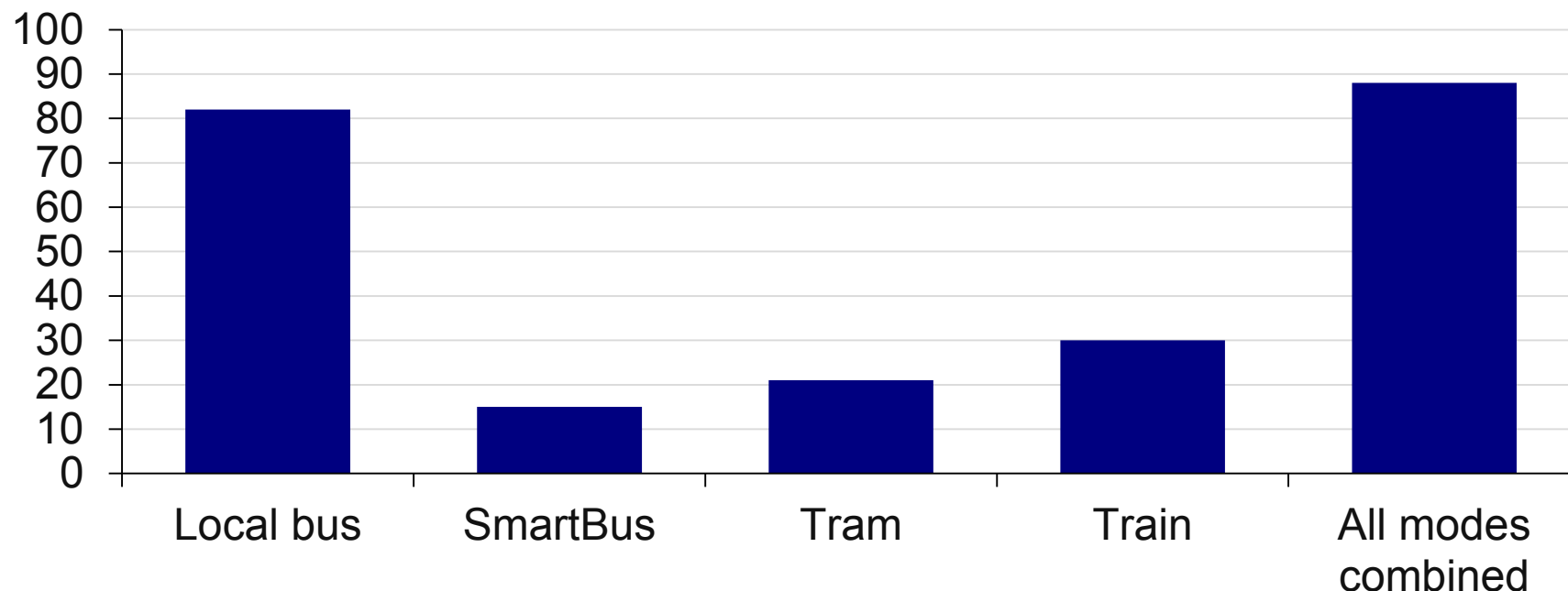
Tabled 6 August 2014



Background

- The *Transport Integration Act 2010* establishes a strong imperative for achieving a coordinated public transport system.
- While around 85 per cent of people live near a bus, only 30 per cent live within walking distance of a train.

Dwellings (Per cent)





Background – *continued*

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1–8

- Public Transport Victoria (PTV) was created with a particular focus on:
 - increasing the share of public transport trips
 - expanding the network
 - ensuring public transport services are properly coordinated.
- PTV oversees public transport operators who are responsible for the day-to-day operation of services.
- Department of Transport, Planning and Local Infrastructure (DTPLI) is responsible for leading strategic policy, planning and improvements relating to the transport system.



Audit objective and scope

Objective

To assess PTV's progress and effectiveness in coordinating public transport services.

Scope

The audit examined:

- whether institutional arrangements support effective strategic planning for, and governance of, coordination initiatives
- effectiveness of key strategies and initiatives for managing coordination
- how well PTV is managing the coordination of trams, trains and buses
- DTPLI's role in strategic planning.





Conclusions

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- Public transport services are poorly coordinated and progress to improve this has been slow.
- PTV's establishment and its explicit focus on coordination is a key development.



A bus stop at a Reservoir station with timetable and route information.

A white Melbourne tram is shown from a low angle, moving along a wet street. The tram has a destination sign at the front that reads "East Brighton" in orange LED lights. Above that, a smaller sign shows the number "54". The side of the tram features a large advertisement for "running*bare" with a woman's image. The tram is labeled with the number "218" and "YARRA TRAMS". The background shows green trees and a wet pavement reflecting the tram's lights.

Conclusions

- Public transport services are poorly coordinated and progress to improve this has been slow.
- PTV's establishment and its explicit focus on coordination is a key development.



Conclusions – *continued*

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However, PTV needs to do more, including:

- finalising its draft coordination framework
- developing and reporting on indicators that reliably convey the level of coordination across different modes
- strengthening its monitoring processes
- better incorporating performance incentives within franchise agreements to achieve coordination improvements.

DTPLI also needs to develop statewide coordination objectives and governance arrangements to monitor coordination outcomes.

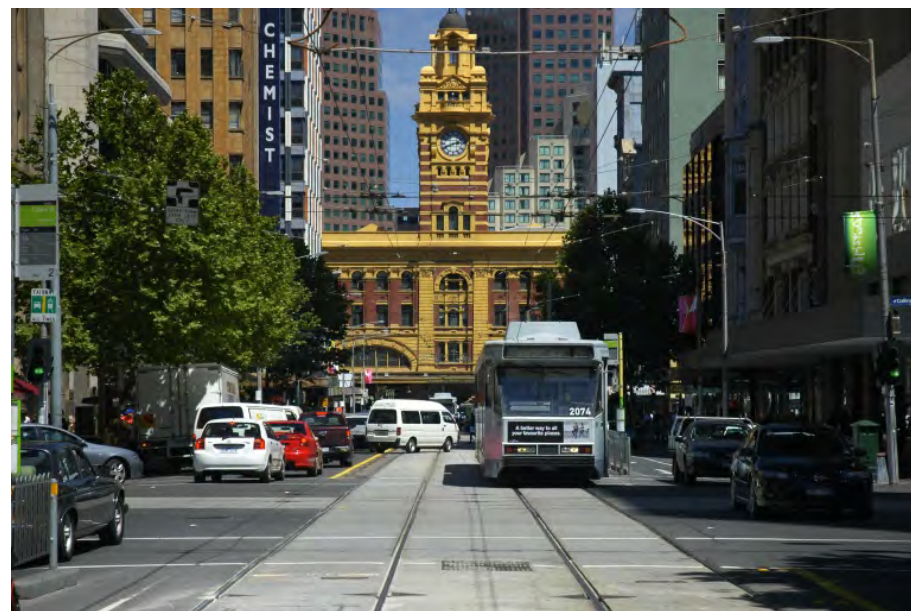


Findings – Coordination planning and management has been deficient

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13–20

- Historically, public transport has been managed as a collection of separate modes rather than an integrated system.
- PTV's planning of the public transport network has been progressing slowly with only its *Network Development Plan—Metropolitan Rail* completed.



Tram leaving from outside Flinders Street Station.
Photo courtesy of Pjessop/Shutterstock.com.

A high-speed train, likely a Shinkansen, is shown in motion, blurred to indicate speed. The train is white with blue and yellow accents. It is traveling on tracks with overhead power lines. The background shows trees and a clear sky. The image is used as a background for the presentation slides.

Findings – Coordination planning and management has been deficient – *continued*

- Franchise agreements are not explicitly focused on achieving coordination objectives.
- DTPLI's governance arrangements do not support effective oversight of coordination initiatives.

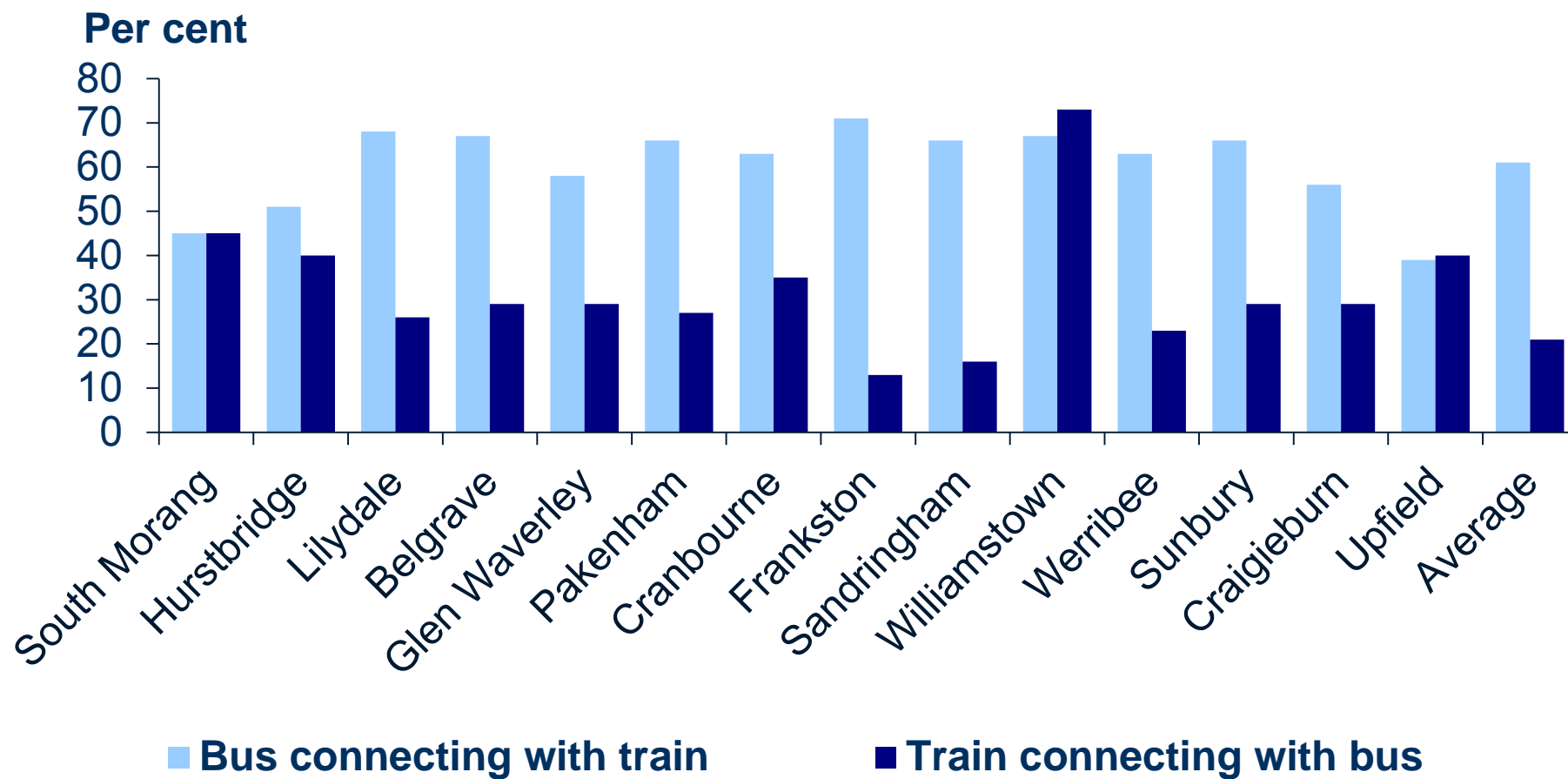


Findings – Public transport services are poorly coordinated

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22–39

While 61 per cent of buses connect with a train, only 21 per cent of all train arrivals connect with a bus.



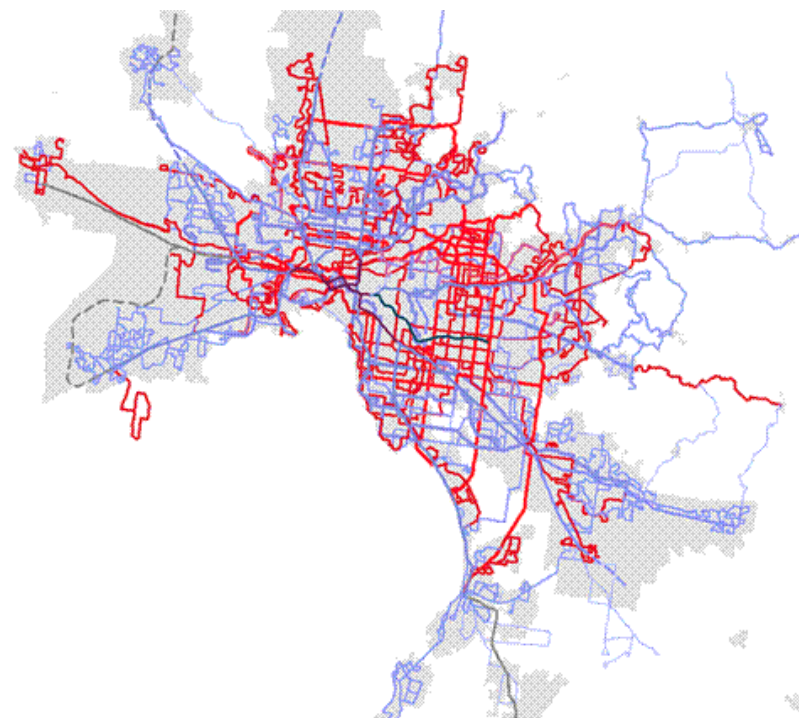


Findings – Public transport services are poorly coordinated – *continued*

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Improving coordination remains a significant challenge given:

- existing levels of disharmonisation of service frequencies across modes
- gaps in the frequency, availability and directness of bus services
- poor interchange design
- inadequate customer information.



Map shows the existing level of harmonisation between services across metropolitan Melbourne. Routes coloured blue currently harmonise well with existing or planned service frequencies on the rail network or other bus routes, whereas those coloured red do not.

Findings – PTV does not adequately monitor coordination initiatives

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40–46

- PTV's bus-train connectivity indicator is limited and inaccurate.
- PTV's capacity to effectively monitor operators and services is compromised.
- Bus tracking system improvements have failed to meet their original objectives.



A bus stopping at Regent station in suburban Melbourne.



Recommendations

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Accept

That Public Transport Victoria:

- | | | |
|----|--|---|
| 1. | expedites efforts to finalise its multi-modal coordination policy, and strategy and plans for buses, trams and rural and regional services | ✓ |
| 2. | develops incentives in future bus contracts focused on achieving defined system-wide coordination objectives | ✓ |
| 5. | requires the operators of all new bus contracts to undertake a full timetable rebuild to support achievement of defined system-wide coordination targets | ✓ |
| 6. | collects and analyses data on the directness of bus routes to assist in service planning. | ✓ |

Recommendations – *continued*

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		Accept
That Public Transport Victoria:		
7.	provides real-time bus service information to public transport users to better support the connectivity of buses with other public transport modes	✓
8.	<ul style="list-style-type: none">develops and reports on indicators that reliably convey the level of intended and actual coordination across different public transport modesstrengthens its monitoring of the on-time running of train and buses and coordination outcomes.	✓



Recommendations – *continued*

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Accept

That the Department of Transport, Planning and Local Infrastructure:

- | | | |
|----|---|---|
| 3. | develops, in consultation with transport agencies, statewide and agency performance measures for transport system coordination | ✓ |
| 4. | reviews its governance arrangements and establishes mechanisms for systematically monitoring the progress and outcome of statewide coordination initiatives | ✓ |
| 9. | develops its proposed performance monitoring and reporting framework to evaluate achievement of defined statewide coordination goals. | ✓ |

Relevant reports

Past reports

- *Melbourne's New Bus Contracts*, tabled June 2009.
- *Public Transport Performance*, tabled February 2012.
- *Developing Transport Infrastructure and Services for Population Growth Areas*, tabled August 2013.

Future reports

- *Managing the Environmental Impacts of Transport*, scheduled for tabling in August 2014.



Contact details

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