

Coalition **for People's Transport**

***‘The Place to be on
PT’ - A Vision for
Greater Melbourne’s
Transport***

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1. Introduction

An accessible, safe and effective transport system – of trains, trams, buses, roads, cars and footpaths– is essential to community life. Transport brings us together, enabling social activities, work, shopping, recreation and civic and religious participation to occur.

In 2004, Victoria sits at a crossroad for transport planning. In recognition that our decisions now will determine our State’s future livability, the Coalition for People’s Transport has formed to create and promote a transport vision that is sustainable and responsive to community needs.

The Coalition brings together community and social justice organisations, environment groups, trade unions, disability advocates and transport users.

This document explores the community’s transport options and proposes a vision for an effective and sustainable transport system.

1.1 Transport access a right of all Victorians

Safe, accessible and affordable transport is essential to enable people to exercise their human rights to work, education and wellbeing: if you can’t *get to* school, a job, services or friends and family your right of access is denied. Transport is as fundamental to our rights as the provision of schools and hospitals.

These rights are specified in the 1948 *Universal Declaration of Human Rights*, which states:

“Everyone has the right to work.” (Article 23)

“Everyone has the right to a standard of living adequate for the health and well-being of himself (sic) and of his family, including food, clothing, housing and medical care and necessary social services” (Article 25)

“Everyone has the right to education.” (Article 26)

At least one in three Melbournians are not able to drive, and seven per cent of households own no motorised vehicles.¹ Non-drivers include many people with disabilities, young people under the legal driving age, those who cannot afford car ownership and senior Victorians.

These Victorians must be able to use public transport if their rights to access employment, education, services and community life are to be fulfilled.

1.2 Melbourne 2030: Planning for Sustainable Growth

Victorians are passionate about public transport.’

– Minister for Transport, Peter Bachelor in *The Sunday Age*, 23 February 2003

“The single most powerful issue to emerge from the public consultation [for Melbourne 2030] was that of public transport.”²

Melbourne 2030: Planning for Sustainable Growth is the Victorian State Government’s strategic plan for Melbourne to 2030. Thousands of Melbournians attended the consultations held to inform *Melbourne 2030* and called for public transport to be improved.

People want public transport that is accessible, safer, more frequent and affordable and is available in Melbourne’s outer suburbs. People also want vibrant local communities in which walking and cycling are safe and easy and children are safe to walk to school.

The *Melbourne 2030* consultations highlighted that many people feel Melbourne is losing the great qualities that have earned the city international acclaim.³ The community consultation directly linked growing pollution and congestion to growth in car use.

The State Government’s strategic vision documents, *Growing Victoria Together* and *Melbourne 2030*, commit the Government to increase public transport from nine to 20 per cent of motorised trips within Melbourne by 2020, and to implementing a radical expansion of the network of roads and freeways.⁴

However, while an action plan to achieve the ‘20 per cent by 2020’ public transport goal is yet to be released, the blueprint for roads and freeways is already represented in State budgets and the Department of Infrastructure’s forward plans.

Rural Victoria is the subject of even less forward planning for public transport improvements. No comparable plan to *Melbourne 2030* has been developed for the whole State. Nonetheless, rural Victoria also faces important choices about priorities for transport spending. While rural concerns are touched on in this paper, a fuller consideration of the issues of rural and regional transport will be the subject of a subsequent document.

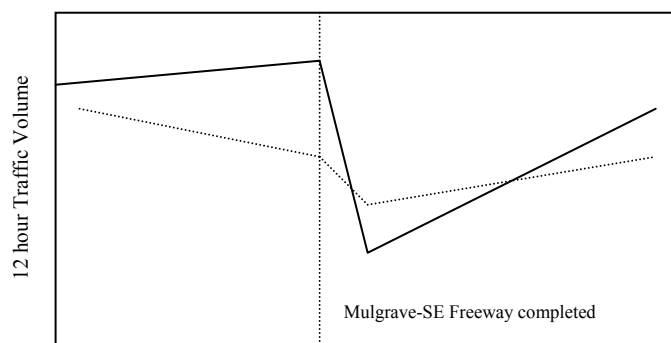
1.3 Local experience

‘Widening roads to ease traffic congestion is like trying to cure obesity by loosening your belt.’⁵

Melbourne 2030 proposes both a radical expansion of roads and freeways and public transport improvements, but fails to articulate an integrated vision for a whole transport system. Evidence suggests that the two plans – one for roads and one for public transport – are contradictory. Expansion of roads and freeways undermine the effectiveness of public transport by diverting potential public transport users and by increasing congestion.

According to the OECD, “Building more roads has not noticeably reduced congestion – new road space is quickly filled.”⁶ This experience is true of new roads developed in Melbourne. The chart below illustrates how congestion quickly reasserted itself on roads parallel to Monash Freeway after the freeway’s construction.

Chart 1: Traffic Levels on Roads Parallel to Monash Freeway⁷



(Rough outline of actual graph – include accurate original)

While new roads may initially speed trips from outer suburbs to the city centre, once there, increased traffic volumes become snarled in streets around the city, slowing other cars as well as trams and buses.

1.4 Transport choices and social costs and benefits

How cars are managed is critical to public health – and much more important than we previously realised – we need to repopulate the streets.

– Dr Rob Moodie, Chief Executive Officer, VicHealth

Streets with few cars make far healthier and more enjoyable places to walk and socialise than streets with fast cars creating noise, pollution and danger to pedestrians. According to VicHealth, Victoria's health promotion body, car centred suburbs are 'obesogenic' (fattening) and foster depression and isolation by discouraging social interaction, walking and cycling.⁸

By contrast, public transport use encourages walking and local community interaction. Public transport users must generally walk to and from the train, tram or bus and consequently spend 20 to 30 minutes gently exercising every day – the recommended amount to maintain good health.

In 2003, only 25 per cent of children in Melbourne walked to primary school and 68 per cent went in 'mum's taxi'. Paradoxically, the mass chauffeuring of children to school has increased accidents involving children and cars around schools.⁹

'Mum's taxi' has become the fastest growing type of trip in Melbourne as women do most chauffeuring of children and elderly relatives.¹⁰ This task places an extra burden on time-poor mothers. Chauffeuring also denies children and adolescents the independence and confidence gained by independent travel.

Public transport that lets workers sit and relax as they commute and guarantees reliable arrival times minimises households' need of second cars, freeing up household resources for other expenditures.

The Royal Automobile Club of Victoria (RACV) estimate it costs \$172 per week to run a new medium sized car, including vehicle financing, servicing, registration, insurance and fuel costs.¹¹ Ironically, it is low-income households who most need second or third cars as high housing costs in inner Melbourne mean they are most likely to be living in outer suburbs where public transport is limited or non-existent and cars are essential for getting around. Car ownership costs consume 13 per cent of average incomes, but 28 per cent of the income of low-income earners.¹²

Public transport enables people who cannot drive to engage socially and go about their business. The State Government's Review of *Women's Health and Wellbeing* (2002) identified that transport is the most critical issue for the health of older women. The Review identified that many older women experience social isolation because they are unable to drive and do not use public transport because of safety and accessibility concerns, or simply because there is none available near their home. In 2001, women over 60 represented one in 10 of the Victorian population.¹³

Increasing numbers of Melbournians are also choosing to ride to work and use bicycles for short local trips. Cars pose a real danger to riders, and less people will feel safe to cycle the more cars are speeding past them.

Road trauma costs the Victorian community around \$1.8bn each year, plus unquantifiable social costs.

– Victorian Minister for Transport, The Hon. Peter Batchelor, MP¹⁴

During the past five years, more than 30,000 people in Victoria were seriously injured in road crashes and sent to hospital¹⁵. In 2002 alone, 397 people were killed in road crashes.¹⁶ While the urban road toll in terms of fatalities is falling (allow though still at unacceptable levels) the number of serious injuries is rising.

1.5 Transport choices and economic cost and benefit

It is a common assumption that car use is a private cost whereas public transport requires taxpayer-funded subsidies. In reality, both public and private transport are subsidised by taxes and car dependence is substantially more expensive when the external cost imposed on others is counted.

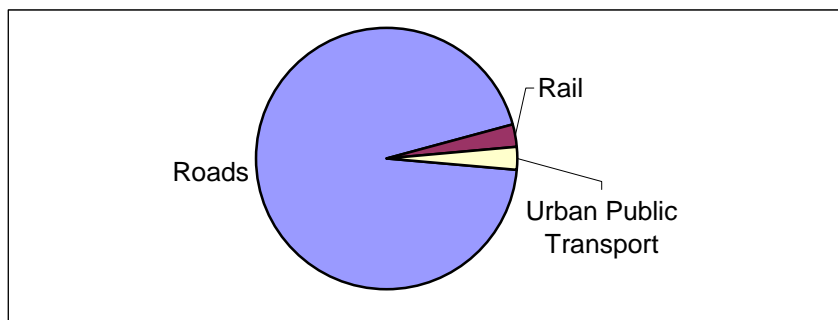
Research by Australian academics, Newman and Kenworthy, shows ‘the total costs of the car transport system exceed transit system costs by 30 to 40 per cent and are not paid for by users’.¹⁷ The costs of car use include the direct costs of road building and maintenance and the many external costs, including the road toll and illness and deaths as a result of asthma and other respiratory conditions connected to traffic-generated air pollution.

Australian Governments consistently provide higher subsidies to car use than to public transport. Included in the Victorian Labor Government’s 2002 pre-election commitments was a promise for \$461 million in capital spending for roads and only \$5.6 million in capital and \$20 million (over four years) in recurrent spending for public transport – a ratio of 82:1 in new capital spending.¹⁸

The 2004-05 State Budget included a \$422.7 million funding boost for new and upgraded roads, mainly in outer growth suburbs and rural and regional Victoria and no funding for new public transport infrastructure.¹⁹

Between 1975-98, the Australian Federal Government spent \$43 billion on roads, \$1.2 billion on rail and \$1.3 billion on urban public transport – a car to public transport capital subsidy ratio of over 28:1.²⁰ In recent years the Federal expenditure has being almost entirely directed to roads.

Chart 2: Proportional spending allocations on transport by the Federal Government, 1975-98



If present trends in population growth and transport use continue, by 2015 urban car travel will have increased by 30 per cent and the cost of congestion in Australia's major cities will have risen from around \$13 billion to \$30 billion a year.²¹

THE TOTAL COSTS OF ROAD TRANSPORT TO THE COMMUNITY²²	
Road related expenditure in Australia 1999	
Road construction and maintenance	\$7 billion
Road accidents	\$15 billion
Pollution and other health costs	\$1.75 billion
Congestion costs	\$12.75 billion
Road damage	\$1.3 billion
TOTAL	\$37.8 billion
Income to government (State and Federal)	
Fuel excise and registration	\$15 billion
TOTAL	\$15 billion
ROAD DEFICIT	\$22.8 billion

1.6 Transport choices and environmental cost and benefit

Motor vehicles are the major source of urban air pollutants. In Melbourne, their emissions contribute 83 per cent of the carbon monoxide, 41 per cent of hydrocarbons and 63 per cent of nitrogen oxide levels in the air.

– Environmental Protection Agency (Victoria)²³

The problems of air pollution and global warming are made worse by increasing car use. Air pollution is also a major contributor to the growing number of asthma admissions in our hospitals. As many as two in five primary aged children in Victoria now have asthma and its prevalence among children is growing at one per cent each year.²⁴

Deaths in Melbourne from conditions directly related to air pollution are more than three times the number of annual deaths from road crashes.²⁵

In addition to damaging our health, emissions from motor vehicles also contribute to global warming. One quarter of the total greenhouse gas emissions from Victoria come from the transport sector, of which two thirds is from private cars. In 2002, the State Government called on their Federal counterparts to ratify the Kyoto Protocol limiting greenhouse emissions to only an eight per cent increase on 1990 emissions. Meanwhile, projected growth in car use in Victoria is far in excess of the Kyoto target. Sceptics could argue the State Government is not serious about maximising its own role in limiting emissions.

Car use also threatens Melbourne's remaining green spaces and local beauty spots, including creeks and grasslands, through the construction of roads. Current road plans on VicRoad's blueprint for roads and freeways would cut directly through Melbourne's remaining green spaces. As each park is made smaller or lost, Victorians have less local spaces to relax and play with friends and family.

1.7 International experience

If car use and congestion continue to grow unimpeded, Melbourne's future transport options will be reduced. In London, a tax of £5 on cars accessing London's central business area has been levied to reduce congestion. In Bangkok, toll roads have been constructed above congested street level roads to provide swift transit for toll road users. In both instances, separate grades of road congestion have been created for wealthier road users compared to road users unable to afford tolls.

Crudely applied congestion taxes or increased fuel costs in Melbourne would particularly disadvantage low-income residents, doubly penalising people for being excluded from the public transport net. Low income residents in urban fringe suburbs with poor transport services have little or no choice but to rely on cars to get around. They also have least capacity to pay tolls.

Failure to provide adequate public transport alters how cities grow and develop. In cities like Los Angeles, which has very poor public transport and an extensive freeway system, most shopping and employment centres are found off freeways. To service these centres, buses must take long and winding routes on and off the freeway. Developments of this kind are becoming established in some areas of Melbourne. However, better planning decisions made now could halt the growth of this kind of unsustainable development.

Successful transport networks with high usage and swift and predictable travel times have been achieved in cities with comparable densities to metropolitan Melbourne, including Vancouver and Toronto in Canada and Zurich in Switzerland. These success stories have been achieved by Governments who made visionary investments and tough decisions so public transport became a *more* efficient travel option than car use for most trips. This is a challenge for Melbourne, where the State Government has articulated this visionary goal, but is yet to demonstrate a commitment to the investment needed to realise it.

Voting for space to move – a story from Colombia²⁶

After frustration at a rising road toll, choked streets, and unbearable pollution, the citizens of Bogota, Colombia voted in a referendum to switch resources away from road building to an intensive programme of building cycling and pedestrian-only routes, including a car-free route, 17 kilometres long. Parks were built on derelict land, canals cleaned up and car-free days implemented.

More than 125 kilometres of main roads are now closed for seven hours every Sunday. As a result, each Sunday up to two million people come out to enjoy the clean air, the freedom and the safe environment. In 2002, a car-free day was set up and seven million people went to work without a car. In a subsequent poll 82 per cent supported the concept.

2. ‘The Place to be on PT’ - A Vision for Greater Melbourne’s Transport

In order for public transport to be effective in playing a pivotal role in mass transit, it needs to be improved to be SAFER and FASTER.

S afe	Public transport that can be used without injury or harassment.
A ffordable	Public transport that is affordable to all.
F riendly	Public transport with helpful and friendly staff that facilitate spontaneous conversation between strangers and a friendly, safe environment.
E asy	Public transport that is simple and easy to use, with the provision of clear, understandable and relevant information.
R esponsive	Public transport operators that meet the needs of the communities in which they operate, reply promptly to queries and resolve complaints.

&

F requent	Public transport that operates at high frequency, 20 hours a day, 7 days a week.
F ast	Public transport that gets you to your destination quicker than a car.
A ccessible	Public transport that is accessible to all, including people with disabilities, the elderly and people with prams, shopping or small children.
S ustainable	Public transport that is economically and environmentally sustainable beyond the term of the government in power.
T here	Public transport that is near your home and gets you to where you want to go.
E xcellent	Public transport with high standards of cleanliness and comfort.
R eliable	Public transport that is consistently punctual and travel times that are predictable.

Victoria’s present public transport system falls short of the SAFER and FASTER transport standards. To improve the system to a standard that ensures people will want to use it in preference to their car, we need to take the following actions.

3. Actions to ensure Melbourne’s future as a livable and sustainable city

3.1 Access to public transport across all of Melbourne

Most days there are people hitching because there’s no bus – often to TAFE or university.

– Marcia Leonard on commuting by car to Kinglake

Public transport across metropolitan Melbourne is not distributed evenly, with many suburbs -- particularly in growth corridors -- having very poor services.

People travelling into and out of these suburbs must rely on cars, causing local congestion and multiplying the congestion in areas better served by public transport. An effective whole of city public transport system would make it viable for all residents to use public transport.

Melbourne’s suburbs that are poorly serviced by public transport are also those that are the most economically disadvantaged. This has created an anomaly in which households that can least afford multiple car ownership, are most reliant on cars.²⁷

Relative car and public transport use in inner and outer suburbs of Melbourne

	Core	Outer Fringe
Percentage Households with incomes over \$70,000	12	6
Car use	2.12	3.92
Public transport use	0.66	0.21

Professor Peter Newman, Presentation at Yarra Public Transport Forum, 19 November 2003

Melbourne 2030 acknowledges that ‘many people cannot afford a place to live that is close to transport, employment, education and other services [and that] emerging pockets of disadvantage have the potential to weaken the fabric of our community.’

The delineation of a growth boundary for Melbourne provides an opportunity for planners to get public transport infrastructure provision right. Putting in place the appropriate heavy infrastructure in a timely way will avoid the entrenchment of car dependent growth corridors, and the associated costs of road construction and maintenance. It will also enable the State Government to achieve its *Melbourne 2030* vision to ‘concentrate urban expansion into growth areas that are served by high capacity public transport.’²⁸

To achieve this vision *Melbourne 2030* needs to move beyond being a statement of intent to include effective planning with an explicitly funded investment strategy.

3.1.1 Integrated planning

a Planning processes

To achieve the type of city we want with destinations and housing accessible by public transport, land use and transport must be planned as an integrated system. In 2003, Australian Ministers for Transport and Ministers for Planning endorsed the *National Charter for Integrated Land-use and Transport Planning*.²⁹ This committed them to planning destinations and neighbourhoods and then building the required infrastructure, rather than designing neighbourhoods around roads and ever increasing traffic. It also set the framework for planning to ensure neighbourhoods make traffic subservient to the needs of pedestrians, bicycles and public transport. In 2003, the Victorian Minister for Planning, The Hon.

Mary Delahunty reinforced this commitment by promising “to build new communities with transport and community facilities built into development, rather than as afterthoughts to bare subdivisions”.³⁰

Currently, the Public Transport Division of the Department of Infrastructure (DOI) plans public transport in Victoria and VicRoads plans roads, and both are separate from urban planning in the Department of Sustainability and Environment. This has resulted in VicRoad’s traffic priorities taking precedence over land-use, pedestrian and public transport objectives.

Transport planning processes could be better streamlined if transport planning was directed from a single Government planning unit with responsibility for land-use and transport planning.

To achieve this, VicRoads would need to be absorbed into a transport division of DOI, with a single transport budget for all transport modes directed by land-use planning functions in the same department. This would assist government and the community to make optimal social, economic and environmental transport choices.³¹ The New South Wales Department of Infrastructure, Planning and Natural Resources and Western Australian Department of Planning and Infrastructure are examples of more integrated planning approaches.

In order for a planning process to deliver outcomes that meet the needs of our changing communities, local communities must also be involved in the planning cycle through community forums and consultations.

There must also be opportunity for independent review of road and transport proposals. Reviews should consider plans according to triple bottom line outcomes, including community benefits, environment, land-use planning, travel demand management, and sustainable transport alternatives. This could be achieved by extending the mandate of the Victorian Planning system of independent panels reviewing land-use decisions to transport decisions.

1. The Coalition for People’s Transport calls on the Government to develop a single integrated land use and transport planning process incorporating planning for land-use, development, roads, public transport, cycling and walking. This process should:

- **Involve local communities in decision-making, in accordance with a strategic Melbourne-wide land use and transport plan.**
- **Be lead by the land use planning agency guiding a Transport Division with control over planning and budgets across transport modes, and apply land-use planning provisions to transport and roads.**
- **Be ongoing to enable community evaluation and review every five years.**
- **Independently review transport proposals, including roads, to more fully consider the social, economic and environment issues and more sustainable alternatives.**

b An integrated land use and transport plan

The land use and transport planning process outlined above should be guided by a whole of city vision for transport that meets social, environmental, economic and cultural objectives. While, some elements of such a vision for transport are articulated in *Melbourne 2030*, the plan includes two competing and potentially contradictory plans for roads and public transport. Much of *Melbourne 2030* continues to assume the city will be based around the car and car based shopping centres such as Chadstone.

Melbourne’s plan should progressively ensure that most Melbournians have seven-day access to frequent public transport 400-500 metres from their home, and no Melbournians are more than one kilometre from public transport. This is consistent with the *Melbourne 2030* plan for activity centres.

2. The Coalition for People’s Transport calls on the State Government to develop a Melbourne-wide integrated land use and transport plan including roads, public transport, cycling and walking in close consultation with local communities.

- **The plan should ensure that by 2009, 75% of Melbourne residents have seven-day access to frequent public transport within 500 metres of their home, and 90% have access within one kilometre, and**
- **By 2014, 90% of Melbournians have access to frequent public transport within 500 metres of their home, and 100% have access within one kilometre.**

c Planning for new subdivisions

Many of Melbourne's urban fringe sub-divisions have been built outside the public transport network, with no timeframe for the delivery of public transport or other services. Unless public transport is immediately available, residents who can afford to, will purchase cars. They will then most likely make only limited use of public transport when it arrives.

Better planning for new subdivisions should ensure that local communities and local councils are empowered to play a central role in planning and prioritising new public transport services. DOI then needs to ensure the prioritised services are delivered.

Developers should also play a role resourcing the cost of new infrastructure provided to subdivisions, including the cost of public transport.

3. **The Coalition for People's Transport calls on the State Government to work with local councils and developers to ensure public transport is made available to new developments as soon as the first stage of development is occupied.**
 - **Developers of sites without access to public transport should contribute to the public transport cost. Contributions should be made in both new fringe and infill housing estates and for major new facilities like shopping malls or extensions, large offices, business parks and community facilities attracting more than 100 visitors each day.**
 - **In consultation with local communities, local councils and developers, the State Government should develop integrated plans for public transport services and bicycle and pedestrian access in and around new developments.**
 - **The State Government should commit to ongoing provision of the public transport according to these plans and begin services as soon as the first stages of developments are occupied.**

3.1.2 Strategic transport investments

A program of investment to expand the reach of Melbourne's public transport into growth areas is urgently needed to enable these communities to fully participate in community life. Without a substantial program of investment, the *Melbourne 2030* vision will quickly become redundant.

In some areas of Melbourne, public transport plans have already been developed with local community involvement, but to date these have not resulted in transport infrastructure to meet the identified community needs. The projects outlined below have all been identified in these community-based processes and represent core infrastructure that is essential to a Melbourne wide integrated plan.³²

a Train investments

Electrified heavy rail is the most effective means to connect suburbs to the city. This connectivity is critical to the efficiency of Melbourne's labour market and to the distribution of opportunities. The train extensions and upgrades recommended below are important additions to the existing network that will bring outer suburban residents and job opportunities closer together.

4. **The Coalition for People's Transport calls on the State Government to invest in the following urgent priority capital improvements to the train network**

TRAINS PHASE 1 (2004/5-2010)

Northern Corridor

- **EPPING LINE EXTENSIONS:** Extension of the Epping line to Epping North and Mernda.
- **UPFIELD LINE ELECTRIFICATION TO CRAIGIEBURN:** Extension of electrified services on the Upfield line to Craigieburn.

Eastern Corridor

- **EAST DONCASTER TRAIN LINE:** Track extension from Victoria Park to East Doncaster along the Eastern Freeway median. This service would fill the gap between the Eltham and Ringwood Lines and avert further congestion on the Eastern Freeway.
- **ROWVILLE TRAIN LINE:** Track extension from Huntingdale station to Stud Park Shopping Centre in Rowville. This service would fill the public transport gap through Wheelers Hill and Knox and incorporate major trip generators into the train system that are currently poorly served by public transport, including Monash University and the Wellington Business Park.
- **CRANBOURNE TO CRANBOURNE EAST ELECTRIFICATION:** This would service the Cranbourne urban growth corridor.

Western Corridor

- **SYDENHAM TO SUNBURY ELECTRIFICATION** (Continuation of existing electrification program).
- **SUNSHINE TO MELTON LINE DUPLICATION AND ELECTRIFICATION:** These services would draw the Western Growth Corridors and satellite suburbs of Melton and Sunbury that are very poorly served by public transport into the train network and would improve fast rail services to Ballarat.
- **WERRIBEE TO BROWNS ROAD ELECTRIFICATION:** This would improve access to the urban growth corridor to the west of Werribee.

Southern Corridor

- **ELECTRIFICATION FROM FRANKSTON TO BAXTER:** This would increase train usage along the existing diesel line, now heavily urbanised.

5. The Coalition for People's Transport calls on the State Government to invest in the following mid-term priority capital improvements to the train network:

TRAINS PHASE 2 (2010-2015)

Northern Corridor

- **EPPING LINE EXTENSIONS:** Extension of the Epping line from Mernda to Whittlesea

Eastern Corridor

- **LILYDALE EXTENSION:** Track extension to Coldstream.

Southern Corridor

- **MORNINGTON SERVICE:** Duplicate and electrify Frankston Line to Mornington via Leawarra (Monash University).

Western Corridor

- **WYNDHAM EXTENSION:** Track extension along the Wyndham Train Link to fill the gap between the Melton and Werribee lines.

While trains are the backbones of Melbourne's transport system, trams and buses form the essential skeletal linking service.

b Smart Bus

Two successful *Smart Bus* pilot projects have been in operation on Springvale and Blackburn Roads in Melbourne's East.³³ These services have increased patronage by 30 per cent by providing accessibility, short waiting times between buses, speed of travel and improved linkages to trains. One in six *Smart Bus* passengers are travelling between train stations.³⁴ An even greater number are likely to be travelling between an origin or destination and a train station.

The lessons from the *Smart Bus* pilot should be used to inform the development of Melbourne's bus network. In particular, that buses should be linked with trains to support integration of the whole transport network.

6. The Coalition for People's Transport calls on the State Government to expand the *Smart Bus* pilots to include:

- **An orbital route from the East along Warrigal Road, north to Station Street and Manningham Road, west along Bell Street through Sunshine and South to Millers Road in Altona.**
- **A North-South route in the East along Stud Road connecting Dandenong in the South to Ringwood in the North.**
- **A North-South route in the West connecting Highpoint to Williamstown along Rosamond Road, Williamstown Road and Melbourne Road.**
- **Forward commitments for subsequent budgets should also be made to deliver Smart Bus to key inner, middle, outer and fringe routes.**

c Local buses

The majority of local bus services throughout Melbourne have poor service standards, including:

- Long waiting times between services.
- Services that stop at 7pm and don't operate on Sundays.
- Poorly signposted bus stops without shelters or information.
- Services that are not integrated with train services.
- Services with out-dated or undesirable routes.
- Timetables that are only available in small print.
- Timetables that do not indicate when low floor buses are scheduled.

An overhaul and improvement of local bus services is well overdue. While additional resources are undoubtedly required to improve waiting times and upgrade bus infrastructure, the Government should also pay attention to the structure of bus contracts and its own oversight of State Government funded bus routes to ensure buses are routed where they are most needed, and services are integrated with train services.

VicRoads has developed guidelines for bus stop design with input from users, operators, government and drivers. These guidelines should be adopted immediately for construction of all new bus stops and progressive upgrades of older bus stops.

Melbourne's bus network is notoriously difficult to use for new or infrequent users as timetable information is only provided on every third bus stop, and even fewer stops provide route maps. Many bus stops do not even clearly indicate the routes using the stop. Large format route maps and timetable information for buses should be available at all bus stops, at shopping centres and libraries, on community information boards and at all transport interchanges such as train stations or tram stops that connect train with bus or tram with bus. Bus companies should also be encouraged to frequently advertise their services in local papers.

“Left work 7 pm, waited for bus till 7.30pm, it came along with steps so could not board it. Waited till eight. Another bus came I couldn't get on. I finally got a taxi and got home at 8.30pm.”

– Brenda Rawlins, City worker and Bulleen resident

In 2003, approximately one third of Melbourne's buses were accessible low floor vehicles. However, most bus companies provide no information on their timetables to indicate when low floor buses are scheduled. Consequently people must simply wait and hope for a bus.³⁵

A survey of bus services in April 2003 identified that out of 286 bus timetables across 31 different operators, 11 routes had low floor buses timetabled; 69 routes planned to have low floor buses timetabled by the end of 2003; 18 out of 31 bus companies required people to call on the day, or the night before – or in some cases the night before and again on the day, to find out when low floor buses are running; and two bus companies offered the option of requesting a low floor bus at a specific time.

Requiring people to call to identify when a low floor bus is scheduled is only useful for trips planned in advance. Many trips are spontaneous or begin at an indeterminate time. The DDA requires that access for people with disabilities be provided on the same basis as for other persons. Consequently, not providing a timetable for low floor buses when a general timetable is available is discriminatory. It also means bus companies are missing out on patronage from potential users.

In some areas with lower population densities, bus services may be more effective if they provide a mixed fixed route and demand responsive service. An example of this is in place in some new estates in the Eastern suburbs of Melbourne where small, low floor buses operate a fixed route service at normal MET fares but also pick people up from their home for a small extra surcharge.³⁶

7. The Coalition for People's Transport calls on the State Government to fundamentally redesign the bus network in consultation with local communities to ensure that:

- **Buses are routed where they are most needed.**
- **Bus service standards improve.**
- **Bus services are integrated with train services.**
- **Bus stops are progressively upgraded to meet the VicRoads guidelines.**
- **Bus information is available at all bus stops and transport interchanges and at community locations, such as shopping centres, libraries and local papers.**
- **Bus companies are required to indicate the schedule of low floor buses on all timetables.**

d Trams

Trams are a well-loved feature of Melbourne's public transport system. The State Government is to be commended for maintaining the existing tram network and the extensions initiated on some routes. However, Melbourne has untapped potential to use tram and light rail services as an alternative to bus services in newer suburbs.

Investment in fixed track infrastructure enhances the viability of suburban hubs as centres for employment, education, shopping and recreation. Currently all Melbourne's trams radiate from the city centre. Trams could also be used in suburban areas to support high patronage routes centred on local activity centres. Suburban trams are successful in European cities with similar population densities to Melbourne.

A model suburban activity centre and transport hub, including a local tram hub should be developed in a growth area like Dandenong to demonstrate *Melbourne 2030's* urban design principles.³⁷ If successful, the model could be extended to replace bus services in appropriate areas feeding Melbourne's other major activity centres.

Further extensions along tram routes are also needed to reach the tram network into growth areas and connect appropriately to the heavy rail network.

8. The Coalition for People's Transport calls on the State Government to expand the utilisation of trams by:

- **Improving linkages between trams and other transport modes by extending Melbourne’s tram services to connect with trains.**
- **Extending key tram routes to growth corridors.**
- **Evaluating a model suburban activity centre and transport hub, including a local tram hub to demonstrate the urban design principles outlined in *Melbourne 2030*.**

3.2 Active transport

Active forms of transport including walking, cycling and wheelchair use are our most important forms of transport. VicHealth and the Heart Foundation recommend walking as a part of daily life and as a key means of reducing obesity and depression. By walking, cycling or using a wheelchair in local communities, people maintain local social connections and local infrastructure such as shops creating safer, more livable and sustainable communities.³⁸

3.2.1 Walking and wheelchair use

Walking or wheelchair use is also an essential component of public transport trips as all public transport journeys begin or end with walking or wheelchair use. Consequently, enhancing pedestrian access to and from public transport is an important strategy for increasing public transport patronage. Research in the United Kingdom has identified that there is a direct link between bus patronage and the quality of pedestrian access to bus stops.³⁹

Currently 15 to 16 per cent of trips are made on foot, not including trips in which people walk to and from public transport.⁴⁰ More than 60 per cent of Melbourne’s public transport passengers have a walking trip as their main means of getting to the start of their public transport journey. Following from the State Government’s promise to nearly double public transports trips by 2020, the Government should also commit to doubling walking trips.

Melbourne 2030 recognises that attractive walking environments are essential to maintaining active and sustainable local communities and outlines positive design strategies to enhance walking safety and amenity. *Melbourne 2030* also proposes a walking plan for Melbourne. However, these proposals are threatened by *Melbourne 2030*’s general orientation towards increasing car use and lack of clear plans to invest in public transport.

In his report to the Department of Infrastructure (DOI), *Providing for Pedestrians: Principles and guidelines for improving pedestrian access to destinations and urban spaces*, Rodney Tolley outlines five 'C's as a checklist to assess the quality of the walking environment.⁴¹

- Connected** - Are there walking networks to give good access to key destinations?
- Comfortable** - Do local facilities meet design standards for footway width, walking surfaces and planning for disabled people?
- Convenient** - Can streets be crossed easily, safely and without delay?
- Convivial** - Are routes interesting, clean and free from threat?
- Conspicuous** - Are walking routes clearly signposted and are they published in local maps?

Local areas that are safe and enjoyable for walking and wheelchair use should incorporate the five ‘C’s by having:

- Paths or ‘accessways’ that are wide enough for two wheelchairs or prams to pass.⁴²
- Evenly surfaced paths without barriers.
- Streets characterised by people and not dominated by cars.
- Traffic free areas.
- Local destinations, including shops, local parks and beauty spots within 800 metres of homes.
- Public transport stops placed for easy access to shops.
- Safe crossings at roads and train level crossings.
- Passive supervision from ‘people spaces’ near to paths such as shops.
- Clear lines of sight to destinations and with paths that take a direct route.

These five 'C's are principles that should be incorporated into design standards for all paths or access ways. Currently a proliferation of bodies have responsibility for different paths, including VicRoads and/or local councils for street side footpaths, Parks Victoria for paths through parks and shopping centre management for paths through shopping centres and centre parking areas. While no single design standard exists for all paths, the Municipal Association of Victoria is developing access way guidelines.

Improved guidelines and maintenance standards are also needed for pedestrian railway crossings. In 2001, Christopher Jones and Irena Gilewski were both killed by trains at level crossings after their wheelchairs became stuck at the crossing. The State Coroner's recommendations included that the State Government should:⁴³

- Improve railway crossing design to be consistent with Universal Design Principles.⁴⁴
- Involve the disabled community at all levels of work on the issue of safety at pedestrian crossings.
- Develop a universal maintenance and audit standard for the identification and repair of safety problems associated with the surface surrounding level crossings.
- Develop standardised incident and near miss reporting and investigation systems.

To improve Melbourne's walkability, reform of road and land-use planning is needed as well as improved design and orientation of pedestrian access ways. Current road management practices often fail to meet the needs of pedestrians as they compromise the connectivity, convenience and safety of walking. High vehicle speeds and traffic volumes are alienating and disruptive, as well as being exceptionally dangerous. Lower urban vehicle speeds improve urban amenity and quality of life and encourage walking and cycling.

9. The Coalition for People's Transport calls on the State Government to develop a walking and wheelchair use plan for Melbourne in collaboration with local communities and local councils that is integrated with motorised transport plans. The plan should include strategies to:

- **Encourage street design that is safe and amenable for walking and cycling with:**
 - **Safe crossings of streets and railway lines.**
 - **Adequate lighting and passive surveillance of street areas from active 'people spaces' such as shops, especially close to public transport stops and access routes.**
 - **Paths or 'accessways' that are free of barriers, have even surfaces and are wide enough for two wheelchairs or prams to pass.**
 - **Road space designs that reduce traffic volumes and speeds around schools, shopping areas and other busy pedestrian zones.**
 - **Entrances to train stations and other areas such as shops that prioritise direct access by pedestrians by locating car parks away from pedestrian accessways.**
- **Encourage local destinations, including shops, local parks and schools to be sited within 800 metres of homes.**
- **Create longer distance walking routes for healthy exercise and tourism.**
- **Fund local councils to undertake local pedestrian audits and develop local walking strategies.**
- **Implement all of the State Coroner's findings into the Wheelchair Pedestrian Railway Crossing Inquests.**

3.2.2 Cycling

Many parts of Melbourne are relatively flat, creating an easy environment for bicycle riding. With appropriate investment to make cyclists safer on the roads more short car trips could be taken by

bicycle. Currently car trips less than three kilometres in length represent 40 per cent of total car trips in Melbourne.⁴⁵

Melbourne 2030 limits the State Government's commitment to cycling to completion of the Principal Bicycle Network by 2015 'funds permitting', despite that the funds needed to complete the bicycle network are negligible relative to the costs of road building. Given the importance of the network to improving Melbourne's bicycle environment and overall livability, a more solid and urgent commitment is needed from the State Government.

In addition to improving on-road safety for cycling, initiatives are also needed to improve the connectivity between cycling and public transport. With only a small outlay, the State Government could implement pilot connectivity projects immediately and expand them across the network if they are successful. Such pilots could include building secure bike lockers at train stations, and fitting bike racks to public transport vehicles.

10. The Coalition for People's Transport calls on the State Government to set a target of 10% of metropolitan trips being made by bicycle by 2020 and to achieve this target by:

- **Increasing the amenity of cycling for recreational and commuter use by completing the Principle Bicycle Network by 2015.**
- **Providing bike lanes on roads or cycle friendly slow speed roads and off road paths to all activity centres and train stations.**
- **Providing 80% of Melburnians with access to an off road path within 100 metres of their home.**
- **Installing secure bicycle parking and lockers at stations and end of trip facilities at destinations like workplaces, education, community and recreation centres.**
- **Immediately implementing pilot projects to improve bicycle to public transport connectivity.**

4. Actions to increase the accessibility and improve the safety of public transport

Labor believes that all Victorians should have access to safe, reliable and affordable transport services. These transport services are vital to our economy, environment and quality of life.

- Listens then Acts: Labor's Plan for Building a Stronger and Fairer Community in Victoria (Victorian ALP Election Policy 2002)

Many Victorians are unable to drive a car or to access any form of public transport. People in this situation must rely on family and friends to drive them around (where available) or become socially isolated. The groups who are at particular risk of transport disadvantage include:⁴⁶

- Ethnic groups and newly arrived migrants** without the knowledge of how to use the public transport system or the language skills to negotiate their way around it.
- Young people** living beyond the reach of public transport services that operate in evenings and weekends. Much employment available to young people, such as apprenticeships or hospitality work, requires travel when public transport services are not available – in the early morning, evening or on weekends. Young people also experience difficulty getting safely to and from social and recreational activities – and are at greater risk of getting into a car with a drunk driver when there are no other transport options.
- Older people without licences or cars.** Many older people unable to drive because of failing health are also unable to – or do not feel safe – to use public transport.
- Economically disadvantaged people and families** who cannot afford to operate a car, whose car has broken down or who operate only one car that is used primarily by the worker and is mostly

unavailable to the rest of the family. The high cost of public transport excludes many people who are economically disadvantaged, particularly where trips involve travelling with multiple children and/or across public transport zones.

- ❑ **Very low income people**, such as those on Temporary Protection Visas who have no incomes or concession benefits, people who've been breached and had their income cut off by Centrelink, or people living in hostel accommodation where their entire benefit is handed over and they have no money to spend at all.
- ❑ **People with disabilities or chronic illnesses** who cannot drive or access public transport. Ten to 20 per cent of Victorians have permanent disabilities, including physical, psychiatric and intellectual disabilities, all of which can impact on people's capacity to use public transport. People with prams or accompanied by small children, people with temporary disabilities, such as broken legs or sprained ankles, and people carrying heavy shopping or other luggage also experience many similar difficulties accessing public transport services as people with physical disabilities. People who are blind or vision impaired find that the lack of accessible information and way finding provisions creates barriers to their use of public transport.
- ❑ **People living in areas without public transport services.** In rural and regional or outer metropolitan areas, there is usually very little or no public transport and the transport that is in place is mostly unavailable in the evenings or on weekends.

People who are most at risk of missing out on life opportunities because of lack of access to transport are those with multiple forms of disadvantage.

People on low incomes living on the urban fringe - Increasingly low-income households are living where housing is cheaper, which are also the areas with the scarcest public transport. Many urban fringe locations also have scarce services. People in these areas may be unable to get to critical services such as health care, shops, government offices such as Centrelink, or to education or employment if they do not have access to a car. They are therefore more likely to not address health problems, to be unemployed, to miss out on further education and to be breached by Centrelink. They are also more likely to be socially isolated.

Koori community – The Koori community is particularly vulnerable to transport disadvantage because of the high prevalence of low-income households, the young age profile of the community and high proportion of people with disabilities and large families. Over half of the Victorian Koori community live outside Metropolitan Melbourne and those living in Melbourne are tending to move out of the gentrifying inner city areas where most Koori services are located.⁴⁷ Koori people living away from their ancestral lands also often travel home to attend funerals or other cultural events.

These factors combined mean that relative to the rest of the community, Kooris are more likely to need to travel long distances to get to cultural events, services, employment or education, are more likely to be travelling with children, are less likely to be able to afford to drive or be old enough to have a licence, and are more likely to have access problems related to having a disability. While the persistence of social and economic disadvantage in the Koori community is related to a broad set of factors, poor access to transport exacerbates Koori disadvantage and lack of access to life opportunities.

Single mothers – Single mother headed households are more likely to have low incomes than other household types and to be pushed to the urban fringe in search of low cost housing.⁴⁸ Single parents, the majority of whom are women, also have high transport needs, particularly when engaged in paid employment. It is not uncommon for a mother to travel in one day: to take one child to child care, another to school or kindergarten, to visit the shops, go to work, and then collect children on the return journey. Undertaking this degree and complexity of travel in suburbs with no public transport services, or services that run hourly and involve a walk of several kilometres from the nearest transport service to the home, is mostly impossible without access to a car. Women who are single mothers are vulnerable to being trapped in a cycle where they cannot afford better located housing for their family because of their low income, but they cannot increase their income because they cannot work.

According to VicHealth, Victoria's health promotion body, there is growing evidence that social isolation is damaging to people's health and wellbeing.⁴⁹ Conversely the evidence shows that social and community participation is one of the most important elements to an individual's health and wellbeing and to the strength of the community generally. VicHealth reaffirms what is common sense to people in the community⁵⁰ – that “well-connected communities with strong social networks are more likely to

benefit from lower crime figures, better health, higher educational achievement and better economic growth.”⁵¹

The importance of community participation and transport services that can be used by all Victorians was acknowledged in the Labor Party’s election policy quoted above. These principles are repeated in many of the current State Government’s policies, including the Department of Victorian Communities Statement of Objectives, *Growing Victoria Together*, *Ageing in Place, Melbourne 2030*, *Respect – the Government’s vision for Young People* and the *State Disability Plan 2002-12*. The State Government also has an obligation, implicit in the Universal Declaration on Human Rights Article 25 (1948), to provide accessible transport options.

For the State Government to fulfil these commitments they need to:

- Improve the availability of public transport.
- Improve the affordability of public transport.
- Improve the accessibility of public transport.
- Improve the safety of public transport.
- Recognise the importance of ready access to public transport when locating public and assisted housing.
- Improve complementary transport options, including community transport.

4.1 Affordability

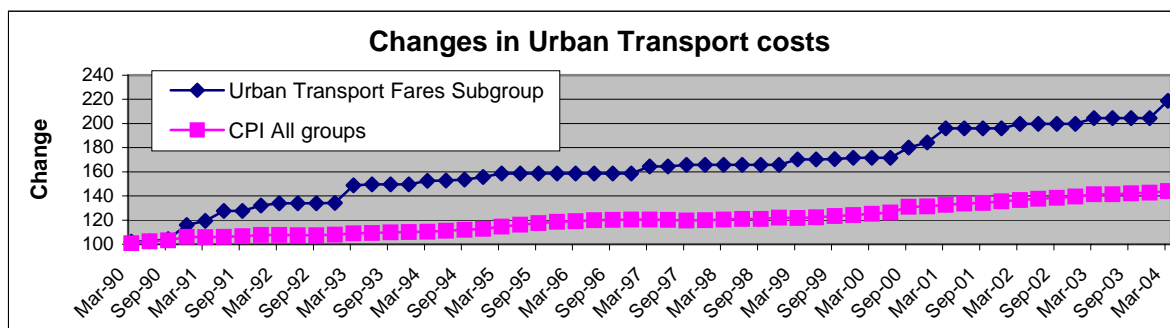
“If you can’t afford transport, you can’t do anything can ya . . .”

– Sam, Coburg (2002)⁵²

In 2002, VCOSS research identified that public transport is unaffordable for many low income Victorians.⁵³ In December 2003, public transport fares in Melbourne were increased by over 11 per cent for many tickets and 76 per cent for short trip travellers.⁵⁴ These large price increases breach the State Government commitment, made at the time of public transport privatisation, to not increase fares by more than inflation.⁵⁵

The 2003 fare increase took the percentage of disposable income needed for five days travel to over 15 per cent of income for an unemployed person travelling in Zones 1, 2 and 3, and to 16 per cent of income for the same travel for a full-time worker on the federal minimum wage.

The increase in fares in 2004 continues a trend of public transport fares increasing at almost three times the rate of inflation. The Chart below shows that urban transport fares, including trains, trams, buses and taxis increased by 118 per cent between 1990 and 2004⁵⁶, while inflation rose by only 44 per cent.⁵⁷



In the 2004-05 State Budget, the State Government improved the affordability of transport to many users by widening eligibility for concession fares to all Health Care Card holders. This addressed a long standing anomaly by which many Health Care Cardholders were not eligible for concession fares, despite being by definition low-income earners.⁵⁸ The Budget also reduced the cost of access to transport concessions for tertiary students.

While welcome, these initiatives do not address the growing cost of transport fares. VCOSS research has revealed that transport costs prevent many people being able to participate in community life. Recent research demonstrates that problems affording students' transport costs impact negatively on school attendance.⁵⁹ Ironically, the present system of student concessions privilege families who can most afford the upfront cost of yearly or six-month tickets. Families who cannot purchase these tickets must pay the more expensive daily fare.

Unless public transport is made more affordable, improved public transport networks and services will be no more accessible to many members of the community.

11. The Coalition for People's Transport calls on the State Government to improve the affordability of public transport by:

- **Renewing its commitment to not increase public transport fares in excess of inflation.**
- **Providing free travel on public transport to students with Health Care Cards and to the student dependants of Health Care Card holders.**

4.2 Disability access

4.2.1 Acceleration of Action Plan targets

Around 18 per cent, or an estimated 834,700 people in Victoria have a disability.⁶⁰ These numbers are expected to increase significantly over the next three to eight years as the population ages.⁶¹

In surveys of people with disabilities and Senior Victorians, access to public transport consistently rates as one of the top issues that prevent people from participating in community life.⁶² This directly affects people's life opportunities as well as physical and mental wellbeing.

In addition to improving the health and wellbeing of Senior Victorians and people with disabilities, accessibility improvements to public transport generally improve services to all users.⁶³ Accessibility improvements also enhance Melbourne's attraction as an international destination. In 2006, Melbourne will be hosting tens of thousands of athletes and visitors of all abilities at the Commonwealth Games. The unparalleled international media attention of this event presents an opportunity to showcase (or shame) Melbourne's public transport globally.

Discrimination against people with disabilities is prohibited by the Federal *Disability Discrimination Act 1992* (DDA). This includes discrimination in the provision of transport because of inaccessibility. A later Federal document, the *Standards for Accessible Public Transport 2002 (the Standards)* outlines what public transport operators need to do over a 30-year timeframe to make public transport DDA compliant.

The Department of Infrastructure (DOI) has responded to these Standards with its *Action Plan for 21st Century Accessibility* (the *Action Plan*). The Action Plan details the progressive improvements to be made to Victorian public transport to achieve accessibility by 2032; 25 per cent of public transport is to be accessible by 2007; 55 per cent by 2012; 90 per cent by 2017 and the full 100 per cent by 2032.⁶⁴ The *Action Plan* meets the minimum achievements outlined in *the Standards*.

However, people with disabilities need to get to work, education, services and social activities now and cannot wait a further 28 years to access public transport. Every year more and more Victorians experience difficulties accessing transport as the population ages. The *Action Plan's* slow progress prevents Senior Victorians and people with disabilities making economic, social and cultural contributions to the community. It also increases budgets in social security, education, health, aged care, and disability services; costs that would be avoided if people had more opportunities to be involved in community life.

In addition to accelerating the timeframe for compliance, immediate improvements to public transport are needed to ensure the accessibility of existing infrastructure is maximised.

Currently, many design and service features of public transport that are intended to enhance accessibility are performing poorly. People with disabilities report that:

- Train drivers sometimes refuse to put out a ramp to enable them to enter the train.⁶⁵
- Passengers get soaked waiting for the train where the first carriage draws level as this area of stations is rarely protected by rain shelters.
- Lifts in city loop train stations frequently break down leaving people stuck.
- The LED screens on new trains indicating the upcoming station are often incorrect or turned off.⁶⁶
- Vision impaired users report that on board audio information is often not operating
- Information about train cancellations and alternative arrangements are not always made in visual as well as audio form,⁶⁷
- They are unable to use buses effectively as bus companies do not indicate on their timetables when low floor buses will arrive.⁶⁸

These examples highlight that achieving accessibility is about more than purchasing infrastructure. Accessible transport infrastructure also needs to be in working order and to be used as was intended.

Trams are currently the least accessible form of public transport in Melbourne. In 2003, only 31 – or less than two per cent - of Melbourne’s 1900 tram stops were accessible and only seven per cent of the tram fleet were low floor trams. While DOI have failed to achieve significant progress on access to trams, other international cities, including Stockholm, Strasbourg, Frankfurt, Linz, Manchester, Sheffield, and South London, have fully accessible tram networks.

Over 2000 low-floor cars have been delivered or ordered for European systems. In Britain all new systems are required by law to offer step-free access to their trams, resulting in new rolling stock being supplied by Belgian, German and Italian manufacturers.

Many of Melbourne’s accessible tram stops and accessible trams are concentrated on Route 109 through Box Hill. These accessible tram stops have been welcomed by users, but may not be cost or space effective options for the accessibility of other routes. All available alternatives for providing fully accessible services across the tram network should be considered as other routes may be more easily made accessible with different tram types or tram stop configurations.

In 2004, the State Government intends to apply to the Human Rights and Equal Opportunity Commission (HREOC) for an exemption to *the Standards* for access to trams.⁶⁹ If granted, this exemption would deny people’s right to access trams even beyond the slow rate outlined in the *Action Plan*.

12. The Coalition for People’s Transport calls on the State Government to improve the accessibility of public transport by:

a) Accelerating the *Action Plan for 21st Century Accessibility*:

- **From 25% compliance by 2007 to 33% compliance by the beginning of the Commonwealth Games in 2006.**
- **From 55% compliance by 2012 to 90% compliance by 2012 (10 years after Disability Standards launched).**
- **From 100% compliance for all transport by 2032 to 100% compliance by 2017 (15 years after Disability Standards launched).**

b) Making immediate improvements including:

- **Requiring bus operators to:**
 - **Indicate the schedule of low floor buses on all timetables.**
 - **Fit early model low floor buses with ramps.**
 - **Identify accessible buses by means of a visible symbol at the front of buses.**

- **Requiring train operators to:**
 - **Modify the gap between carriages to ensure it is distinguishable with a cane from entrances.**
 - **Use contrasting colours to distinguish entrances from gaps between carriages.**
 - **Use the ramp for wheelchairs, prams or people with walking frames on request.**
 - **Provide tactile ground surface indicators as required by the Accessible Public Transport Standards on all platforms.**
- c) **Meeting its existing obligations in relation to access to trams and not applying for a HREOC exemption.**

4.2.2 Reform of accessibility reporting, monitoring and consultation

There is currently no systematic State Government process for reporting to the public on progress against the accessibility achievement targets in the *Action Plan*. Limited information about progress is published in the DOI *Annual Report* and other DOI publications such as the website. In contrast, DOI publishes a quarterly report, *Track Record*, detailing compliance with reliability, customer satisfaction and punctuality benchmarks.⁷⁰ Improved reporting would enable the community to make more use of upgraded services and to more easily monitor progress.

The inaccessibility of supposedly ‘accessible’ infrastructure purchased to comply with *the Standards* highlights the need for a strengthened monitoring process to support the *Action Plan*. People with disabilities are best placed to monitor the performance and use of upgraded infrastructure to ensure it is in working order and being used as intended.

At present, consultation in relation to accessible transport primarily occurs via the Public Transport Access Committee.⁷¹ Despite this process, expensive infrastructure decisions have been made that are not DDA compliant. These decisions have denied many people access to public transport, have created risky and unsafe situations for users and expose the State Government to unnecessary expense where infrastructure must be replaced. They also expose the State Government to risk from discrimination complaints and from potential coronial investigations.

Examples of poor infrastructure decisions include:

- Installation of ticketing machines that cannot be reached by people in wheelchairs, or understood by many people with cognitive impairments.
- Purchase of train vehicles in which the gap between carriages is indistinguishable from carriage entries to people who are blind or vision impaired.
- Purchase of trains and trams with emergency buttons that cannot be reached by people in wheelchairs and cannot be located by people who are blind or vision impaired.
- Repairs and maintenance of sections of tram tracks without upgrading these sections to include accessible tram stops.⁷²

Effective consultation is critical to ensuring the impact of spending is maximised and to preventing costly mistakes. While a formal committee is a useful mechanism, it cannot replace broad community consultation involving a wide range of people with disabilities. It also cannot be effective if its advice is ignored. The infrastructure mistakes noted above and high level of dissatisfaction among disabled users of public transport highlight that DOI’s consultation processes need reviewing.

13. The Coalition for People’s Transport calls on the State Government to reform accessibility reporting, monitoring and consultation by:

- **Including a disability access section in *Track Record* to provide information on progress against the *Action Plan* targets.**
- **Employing people with disabilities to undertake regular and systematic monitoring of transport service; and conducting an annual survey of transport users with disabilities that measures their satisfaction and identifies remaining barriers to access.**

- **Involving a broad range of people with disabilities in reviewing DOI's processes for consultation with people with disabilities.**

4.3 Safety

“Using public transport to get to work is something that makes me scared every day.”

- Thanh Rose, Melbourne shift worker on travelling on the first morning trains.⁷³

One of the most effective means to reduce crime is simple. Increase the staff presence on trains, buses, platforms and bus stations.

- Nicholas Cowdery, QC, NSW Director of Public Prosecutions⁷⁴

Melbournians have deserted after-dark public transport in droves because people fear for their safety.⁷⁵ The primary drivers of that fear are the absence of a visible staff presence and small numbers of fellow travellers.

In addition to deterring crime, vandalism and fare evasion, customer service staff improve the physical safety of tram use by eliminating the need for passengers to remain standing to purchase a ticket, ensuring seats are made available for the least mobile passengers and preventing vehicles moving before these passengers are seated.⁷⁶

Customer service staff add value because they:

- Improve safety.
- Provide information about which ticket to purchase, the best routes to reach destinations, and changes to services, as well as general information about Melbourne for tourists and other guests.
- Assist people with prams or luggage, or accompanied by small children.
- Assist passengers with disabilities.
- Encourage a friendly and conversational environment, and discourage anti-social behaviour.
- Help to keep stations clean and safe and with operable and open toilets; and most importantly.
- Sell tickets.

The Public Transport Users Association (PTUA) conservatively estimates that fully staffing Melbourne's public transport would cost \$25 million a year⁷⁷- equivalent to \$5 per Victorian per year.⁷⁸ If increased fare sales from growth in patronage and the decreased costs of vandalism are taken into account in this costing, the total cost would be less than \$25 million.

At present, roving safety staff, ticket inspectors and transit police make occasional appearances on Melbourne's transport services. As the presence of these staff is not guaranteed, they provide little, if any, peace of mind to potential users who fear to use transport services.

Technological quick fixes, such as closed circuit televisions, also provide no protection from harassment or violence, although they may in some cases assist in the identification of offenders.

The Coalition for People's Transport contends that the routine presence of appropriately trained staff is the only means by which safety can be guaranteed. The Coalition for People's Transport calls on the State Government to introduce customer service staff on key tram routes, on after-dark trains and at all train stations during operating hours to make purchasing tickets simpler, reduce fare evasion, and improve the safety, accessibility and usage of public transport.

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operating hours to make purchasing tickets simpler, reduce fare evasion, and improve the safety, accessibility and usage of public transport

4.4 Community transport

Transport options have developed across Victoria to provide transport services to people experiencing transport disadvantage. These options – generally referred to as community transport – are extremely varied.

In any given town or suburb, different vehicles are owned and operated by Councils, local community groups, health services or social service providers to transport a particular group. Some areas have been successful at maximising the use of the available vehicles through sharing schemes. This is made difficult however, by the strict guidelines that are often applied by funding bodies. In a worst case example in Gippsland, three people travel at the same time each day in three different taxis and cannot car pool because different government departments fund each trip. Yet the total weekly cost of over \$2000 could resource a community bus for use by the whole community.

Other costs, including insurance liability, maintenance and depreciation costs, risk of accidents, and administration costs associated with vehicle bookings, complicate vehicle sharing.

In Victoria, this lack of coordination has been exacerbated because no single government department has responsibility for community transport. Recent efforts at inter-departmental cooperation to address these issues include the Transport Connections pilot projects funded jointly by the Department of Human Services, the Department of Infrastructure, and the Department of Education and Training; the Multi-Agency Policy Team project to address access and mobility in rural and regional areas, and the Latrobe Valley Access and Mobility Study. Each of these projects has identified barriers to delivering effective transport solutions to transport disadvantaged groups and regions. Both the Transport Connections and the Latrobe Valley Study have achieved some degree of improvement around local coordination of resources for the limited funding period of the projects. However, the key issues preventing resource sharing have not been addressed at a systemic level.

Many of these issues could be easily resolved if additional resources were committed to cover the insurance, maintenance and purchase costs of vehicles.

Community transport needs to be developed as a complementary service to public and private transport with clear objectives. A report prepared for VicHealth called *Transport Link or Missing Link: An overview of Community Transport and its potential for increasing Community Participation and Food Access*⁷⁹, has identified the following limitations with existing community transport services in Victoria:

- Lack of integration with public transport.
- Restricted access to specific transport disadvantaged groups, such as Seniors and people with disabilities.
- Hours of operation limited to weekdays and daylight hours.
- Transport being used primarily to get people to medical appointments and not made available for social and recreational purposes.
- Lack of information about services.⁸⁰

Community transport has an important role to play delivering universal access to transport services in Victoria. Community transport should:

- Be affordable.
- Maintain the independence and participation in community life of residents who experience difficulty using other available transport resources.
- Supplement public transport by filling in the gaps public transport can't fill. This includes:
 - Transporting people to suitable public transport services who wouldn't otherwise be able to reach them.
 - Providing a service in areas with population densities too low to support fixed route services.

- Providing a demand responsive service after fixed route services have ceased in evenings or on weekends.

Community transport must be planned locally if it is to deliver effective services that respond to local needs, but it must also be integrated with public transport and be subject to minimum standards. People in different parts of Victoria should receive similar levels of service, at least where there are similar population densities. Community transport should actively support the State Government's community strengthening agenda by ensuring transport options are available in the key recreation times of evenings and weekends. To achieve these strategic aims, a single government department should take responsibility for planning and resourcing community transport.

Demand for community transport greatly exceeds its availability. Most services are also limited to particular transport disadvantaged groups, such as Seniors or people with disabilities. If community transport services are to be made more comprehensive and more available to all potential users, the access of the most disadvantaged groups should not be compromised. Neither should services that have allocated scarce resources to provide transport to their clients lose these transport services.

The State Government's efforts at increased coordination of community transport to date have focused on getting more out of existing resources – many of which are provided by local councils or community groups in the absence of state funding. This strategy can only go so far with the very limited resources available. Additional resources are critical if an effective statewide community transport service is to be delivered without compromising the service received by existing users.

In the long run the community-wide benefits of improving access to education, employment, social and recreational activities, health care and shops will exceed the additional costs. The community benefits of stronger communities include decreased incidence of isolation and depression, reduced drug use and crime, reduced child protection issues and improved health. These benefits would all accrue as savings to the State Budget.

15. The Coalition for People's Transport calls on the State Government to enhance the role of community transport by:

- **Providing additional resources, and where necessary legislative reform, to address the issues preventing efficient use of community transport vehicles.**
- **Creating a community transport unit to plan and resource community transport.**
- **Funding community transport to an adequate level to provide services to transport disadvantaged communities statewide. fund community transport to an adequate level to provide services to transport disadvantaged communities statewide.**

5. Actions to increase the efficiency and usage of public transport

5.1 Swift and reliable travel times

Reliable travel times that are comparable to car travel times are essential if public transport is to compete effectively with car travel. To achieve swift and reliable travel times the following issues must be addressed.

5.1.1 Frequency

Waiting times cause frustration for Melbourne travellers on all but a very few premium services. In many middle and outer suburban areas, and on some inner city routes, passengers commonly wait 30-60 minutes for a service, and may wait as long as two hours. For passengers who could use a car, these waiting times prevail against them choosing to use public transport.

In other cities similar to Melbourne, public transport services operate at far greater frequency and have stronger usage per vehicle than Melbourne. In Toronto, Canada for example, buses typically run every ten minutes throughout the suburbs and the subway operates at a six-minute frequency until 1am.⁸¹ Melbourne trials of increasing service frequencies on the Springvale Road Smart Bus route and Sandringham train line have achieved 30 per cent patronage growth.

Frequencies under ten minutes enable passengers to simply turn up to the stop or station when they are ready to travel. As it has been achieved and delivered in other comparable world-class cities, this level of frequency should be the goal for public transport services across Melbourne.

16. The Coalition for People's Transport calls on the State Government to progressively increase the service frequency of all public transport services to ten minutes in order to make public transport a competitive service relative to private car use.

Some services in busy transport corridors will successfully operate at greater than ten-minute frequency, with the most densely used passages maintaining full vehicles every couple of minutes in peak hour. For these services, frequency should be set at a level that maximises usage and minimises vehicle crowding.

5.1.2 Connectivity

The lack of connectivity between different transport services greatly undermines the effectiveness of Melbourne's public transport. Public transport users frequently need to walk long distances from tram to train, or from train to bus and face long delays when changing vehicles. For the State Government to achieve its goal of increasing public transport's share of motorised trips to 20 per cent by 2020 connectivity will need to be improved by 400 per cent.

a Time pulse transfer

One proven method of transport integration is the time pulse transfer used in Zurich, Switzerland. This method uses activity centres such as those outlined in *Melbourne 2030* as transport interchanges. Services are timed to all arrive together at the interchange – people change service and continue on. To work as a system, activity centres need to be evenly spaced according to travel time.

Time pulse enables services to operate less often than a ten or 15-minute frequency while maximising connectivity between intersecting services. It is cheaper to operate because it requires fewer vehicles and drivers. However, compared to a ten or 15-minute frequency service, transport users need to be aware of the timetable to avoid long waiting times.

In a time pulse system, services on densely travelled routes can be maintained at high frequencies without compromising the pulse.

b Adapting time pulse to Melbourne

According to the Australian Bureau of Statistics (ABS), Melbournians make the majority of their trips in large 'wedges', radiating out from the centre of the city – often along the spines of existing train lines. ABS's publication *Travel to Work, School and Shops* reports that

- 64 per cent of people live and work in the same region.
- 25 per cent of all people who live in the outer regions travel to the inner for work.
- Only 14 per cent of travel is between regions.⁸²

These patterns of travel suggest that effective planning for connectivity would focus on improving connections within wedges. In this system local buses and trams would cater for the majority of short trips to local destinations such as shops and schools. These should be scheduled to all arrive at key activity centres at the same time enabling easy transfers to reach other local destinations.

Longer haul trips would be catered for by *Smart Bus* for cross town services and trams and trains for radial services. The local travel services should also be scheduled to feed passengers into the longer haul services.

An example of this adapted time pulse system has been developed for the Hume Corridor linking trains and buses.⁸³

c Improving physical integration

Physical improvements to aid integration are also a priority across Melbourne's transport network. Transport users must often cross a large train station car park to find the bus stop or arrive at a train station and walk a kilometre to the nearest tram. Often no sign guides you to 'connecting' services.

17. The Coalition for People's Transport calls on the State Government to aim to achieve a four fold improvement in connectivity by:

- **Designing public transport timetables to maximise connectivity using the time pulse model illustrated in the Hume Corridor study.**
- **Designing transport interchanges to maximise the ease and safety of transferring between transport modes, such as trains and buses. Transport interchanges should prioritise pedestrian and bicycle safety and accessibility.**
- **Extending tram routes to maximise interchanges between train and tram.**

5.1.3 Priority road access

Increasing congestion on Melbourne roads has slowed road based public transport. In some cases such as Chapel Street, South Yarra, at times trams move at less than walking pace. Often cars (with one or two occupants) block trams with over one hundred passengers. For public transport to be an attractive alternative to cars, travel times must be competitive. Priority road access is strategy that directly improves public transport travel times relative to cars.

Priority road access involves combinations of vehicle separation – where cars and public transport vehicles are physically separated on the road; and traffic light priority – where lights are set to switch to green when public transport vehicles are ready to go.

In February 2004, the State Government announced a \$30 million priority road access project, called 'Tram To It' to improve tram speeds. This is a welcome initiative. However, increasing tram speed options such as the creation of clearways along busy shopping streets risk local amenity and safety. Creating a clearway only encourages cars to speed past people sitting and walking along their local street and attempting to board or dismount from trams.

To add value to local community areas such as shopping strips, priority road access for trams should aim to also enhance the walkability of local shopping and the safety of access to trams and cycling. Options that are preferable to the creation of permanent clearways include:

- Tram priority traffic signal management to provide tram clearway conditions while controlling other traffic speed and access.
- Removing private vehicles from local shopping streets creating wide boulevards or malls with tram lines and cycle lanes in the centre, or
- Widening the footpath and moving tram tracks to the kerb, limiting cars to a single lane in either direction, with turning lanes if space permits.

Local consultation is key to determining preferred options. However where options represent significant change from the status quo and there is significant community uncertainty, it could be advantageous to use pilots, such as car free days, to demonstrate an option's potential.

18. The Coalition for People's Transport calls on the State Government to implement priority road access initiatives for on road public transport vehicles that also enhance the walkability of local shopping and the safety of access to trams and cycling.

5.2 Comfort and cleanliness

No one enjoys travelling on a dirty vehicle, or getting off the train at a drab, rubbish littered station. To attract passengers, the system should be clean and attractive. Melbourne also has the advantage of a vibrant arts community for which public transport spaces are ideal as sites for the presentation and enjoyment of art. Melbourne transport users also need protection from Melbourne's changeable weather, during both hot and rainy spells.

19. The Coalition for People's Transport calls on the State Government to improve passenger comfort by:

- **Requiring tougher maintenance standards of public transport contractors, including replacement of torn seats and swift removal of graffiti.**
- **Upgrading broken or dilapidated station equipment, tram and bus stops.**
- **Expanding the usage of public transport vehicles, stops and stations for cultural purposes.**
- **Constructing bus shelters, tram stops, stations and transport interchanges that enable people to wait protected from the elements.**

5.3 Accurate and easy information

I had no idea which ticket to buy and I couldn't work out where the tram was going – I ended up in the wrong street and missed the film.

– Kate Fisher, Sydney resident on Melbourne trams

Melbourne's transport system is notoriously confusing. Signage to assist users locate bus stops and the correct platform for trains are often small or obscure. Many tram and bus stops have no timetable or clear information about which services are available at that location. The current bus contracts only require every third bus stop to include timetable information.

Finding accurate information about public bus services in rural and regional Victoria is also difficult as many are not listed, or are listed incorrectly, on the transport information site, VicTrip. VicTrip also uses formats that are inaccessible to people who are blind or vision impaired and does not include comprehensive listings identifying which transport services are accessible.

While friendly and informed public transport staff are the simplest source of information, particularly for new and infrequent users, Melbourne's public transport signage, timetables, and audio announcements all need improving. Signage should be accurate, designed for first-time users, and large enough to be read from connecting service disembarking areas. The Bus Signage Improvement Project of Moreland, Darebin and Mooney Valley Councils, Dysons Bus Company and the Department of Infrastructure on bus route 508 provides an excellent model for user-friendly signage. These signs are illustrated below. **(Include image)**

Information must be available in alternate formats for people who are print handicapped.

In June 2003, public transport operators joined together to create Metlink and set in place a strategy to recreate a single look for information and signage across all public transport services. However progress has been slow.

Public transport users must be able to provide feedback about any difficulties with services or infrastructure. Often several transport providers use the same transport interchange and customers do not know who is responsible for the infrastructure.

20. The Coalition for People's Transport calls on the State Government to improve information and signage by:

- **Putting accurate, consistent and user-friendly signage on all modes of public transport using the successful prototype developed for the Route 508 Bus Signage Improvement Project.**
- **Placing visual, tactile and Braille signs at all tram, train and bus stops and transport interchanges advising customers who they can direct feedback to.**
- **Upgrading of the VicTrip website to provide transport information in suitable formats for people who are blind or vision impaired, and to provide information about which routes have accessible vehicles and when these are timetabled.**
- **Distributing printed transport information in suitable formats for people who are blind or vision impaired in the same locations as other information is distributed.**
- **Providing clear and consistent audio announcements at frequent intervals and key stops on all transport services and visual signs to complement audio announcements of variations in service.**

ENDNOTES

- ¹ Australian Bureau Of Statistics (ABS), 2001, *Census of Population and Housing* (Census), Melbourne Basic Community Profile.
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- ⁴ DOI, *Melbourne 2030*, Fig. 35. Enabling efficient freight movement. p. 84.
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- ⁶ Melbourne Metropolitan Strategy Technical Report No. 1, 2001 in (2002) Public Transport Users Association (PTUA). *It's time to MOVE*.
- ⁷ ARRB Transport Research, Report No. 299, Figure 10 in PTUA. Ibid. p.6.
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- ¹² Australian Bureau of Statistics, (2000) *Household Expenditure Survey 6535.0*, 1998-99.
- ¹³ Office of Senior Victorians, DHS (June 2003) Population Ageing in Victoria
- ¹⁴ Batchelor MP, The Hon. Peter (2002) Message from the Minister 20/3/2002 on VicRoads website
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- ¹⁷ Newman, Peter and Kenworthy, Jeff (1999). *Sustainability and Cities*.
- ¹⁸ ALP Victoria. 2002. *Linking Victoria: Labor's plan for safe, efficient and reliable transport*.
- ¹⁹ State Government of Victoria, *Media Release 2a and 2b, State Budget 2004*, 4 May 2004
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- ²¹ Bureau of Transport and Regional Economics quoted in Jacqui Macdonald, 26 August 2002, 'Traffic Congestion', *RACV Website*, June 2003.
- ²² MTF. Ibid. p. 9.
- ²³ <http://www.epa.vic.gov.au/Air/Issues/aq9122.asp>
- ²⁴ Asthma Victoria's website: www.asthma.org.au
- ²⁵ Deaths in Melbourne due to small particles - 460 per year (CSIRO 1998 estimate) Deaths due to road crashes in Melbourne in 2003 – 143 (VicRoads data).
- ²⁶ *The Guardian Weekly*. 11 June 2003, page 24
- ²⁷ The poorest areas of Melbourne, such as Sunshine and Greater Dandenong, have the highest rates of car ownership in Melbourne because they have the worst access to public transport. Seven out of eight people in Greater Dandenong's population of 100,000 own a car. Conversely, Melbourne's richest suburbs of South Yarra and Toorak, which are well serviced by public transport, have comparatively low rates of car ownership. [Cook, Dorothy (2002) 'The truth about cars' in *The Age*, 3 June 2002, Money Manager. P. 8.]
- ²⁸ DOI, 2002. op. cit. P.63. Policy 2.2
- ²⁹ <http://www.atcouncil.gov.au/pubs/National%20Charter%20ATC%20MAY%2003.pdf>
- ³⁰ The Hon. Mary Delahunty, Minister For Planning. Presentation at Planning Institute Conference September 2003.
- ³¹ This was recommended by the Infrastructure Planning Council in the their final report to Government in 2002.
- ³² As reflected in documents such as *Public Transport in Melbourne's North – A Joint Statement of priorities by the Cities of Darebin, Hume, Moreland and Whittlesea*.
- ³³ The Springvale Road 888/889 SmartBus routes have recorded a 30.4% increase in patronage; and the Blackburn Road SmartBus Route 703 has recorded a 19.4% patronage increase.
- ³⁴ Verbal advice from John Stanley, CEO, Bus Association Victoria, 20 November 2003.
- ³⁵ A survey of bus services in April 2003 identified that out of 286 bus timetables (31 different operators), 11 routes have low floor buses timetabled: 564 (Dysons), 605 (Kefford), 700, 701, 703, 704, 733 and 767 (Ventura), 250, 251 and 253 (National); 69 routes planned to have low floor buses timetabled by end of 2003 - 530, 531, 532 (Broadmeadows - all low floor buses), National Bus (41 routes, 3 already low floor timetabled, 38 to come this year), 600, 922, 923 (Melbourne Bus Link), 612 (Driver), Grendas (25 routes); 18 out of 31 bus companies require people to call on the day (or the night before) to find out when low floor buses are running; and 2 bus companies offer the option of requesting a low floor bus at a specific time (Kefford and Ivanhoe). A number of discrimination complaints have been made to the Victorian Equal Opportunity Commission in relation to the failure of bus companies to specify when low floor buses are timetabled. In conciliation, these companies have committed to specifying arrival of low floor buses in their timetables.
- ³⁶ Telebus is run by the Invicta bus company.
- ³⁷ DOI, 2002. op.cit. P.63. Direction 5.
- ³⁸ Living Streets New Zealand, <http://www.livingstreets.org.nz>

- ³⁹ Tolley, Rodney (2003). Providing for Pedestrians: Principles and guidelines for improving pedestrian access to destinations and urban spaces, Department of Infrastructure, July 2003.
- ⁴⁰ Morrie, Wang and Berry. (2002) Planning for Public Transport in the Future: Challenges of a Changing Metropolitan Melbourne, RMIT University. P. 3.
- ⁴¹ Tolley (2003). Op. Cit.
- ⁴² Accessways are defined in the Building Code of Australia and Australian Standards for pedestrian access as "An uninterrupted path of travel to or within a building, providing access to all required facilities. Note For non-ambulatory people, this accessible path does not incorporate any step, turnstile, revolving door, escalator, or other impediment, which would prevent it being safely negotiated by people with disabilities.
- ⁴³ Johnstone Graeme (2004) *Wheelchair Pedestrian Railway Crossing Inquests*, State Coroner Victoria, 2 April 2004
- ⁴⁴ Centre for Universal Design, Carolina State University, USA, website 2003 - The Principles of Universal Design are:
1. Equitable Use - The design is useful and marketable to people with diverse abilities.
 2. Flexible Use - A wide range of individual preferences and abilities should be accommodated.
 3. Simple and Intuitive Use - The use does not need special experience, knowledge, language skills or close concentration.
 4. Perceptible Information - Necessary information is available to the user regardless of ambient conditions or the user's sensory abilities.
 5. Tolerance for Error - Hazards and adverse consequences of accidental or unintentional actions are minimised.
 6. Low Physical Effort - The design promotes efficiency and comfort and minimises fatigue.
 7. Size & Space for Approach & Use - Appropriate size and space is provided for approach, reach, manipulation and use regardless of user's body size, posture or mobility.
- ⁴⁵ VATS 1999
- ⁴⁶ Carlisle, Rachel (2003), *Transport Link or Missing Link? An overview of Community Transport and its potential for increasing Community Participation and Food Access*, VicHealth, July 2003.
- ⁴⁷ According to *The Victorian Government Indigenous Affairs Report November 1999-October 2002* 57% of Indigenous Victorians are under the age of 25 compared with 34.1% of the total population; 52.1% live outside the Melbourne Metropolitan area in comparison with 27.7% of the non-Indigenous population; and almost 3 times as many Indigenous people under 50 use HACC disability services as non-Indigenous under 50s.
- ⁴⁸ The average weekly income of Australians is \$658 and the average weekly income of couples with children is \$1074. Sole parents' average weekly income when in paid work is \$463, and sole parents on government payments on average receive \$317 per week (*The Age* 6/8/99 p 1)
- ⁴⁹ See Health Facts on the 'Together we do better' site of VicHealth
<http://www.togetherwedobetter.vic.gov.au/healthfacts/default.asp>, April 2004
- ⁵⁰ Many interviewees for VCOSS research, Access to Service for Women on Low-Incomes in Lakes Entrance and Surrounds, cited lack of access to public transport as a problem with direct linkages to community problems including youth crime, high unemployment, drug problems and high incidence of mental illness and suicide.
- ⁵¹ Ibid
- ⁵² Quote from Morabito, D. Ibid.
- ⁵³ Morabito, D. 2001. op. cit.
- ⁵⁴ At the same time that fares were increased the Short Trip Ticket was abolished and replaced with the City Saver that is only valid in the city area. Suburban short trip travellers must now purchase a 2hour ticket costing \$3.00 full fare in Zone 1, compared to the previous \$1.70 Short Trip ticket.
- ⁵⁵ State Government of Victoria, October 1998, *The Passenger's Charter*
- ⁵⁶ Increase of 99.7% based on ABS Catalogue No. 6455.0.40.001 Consumer Price Index Standard Data Report: Capital City Index Numbers by Expenditure Class, reports to March Quarter 2004.
- ⁵⁷ Data from ABS Catalogue No. 6455.0.40.00 (Ibid.) compared with data from ABS Catalogue No. 6401.0 Consumer Price Index Australia to September Quarter 2002.
- ⁵⁸ This applies to people on Sickness Allowance, Newstart Allowance, Widow Allowance, Youth Allowance (YA code only) and Special Benefit (SL). See Victorian State Government, Concessions and Eligibility at
<http://www.dhs.vic.gov.au/concessions/docs/pubtransport.pdf>> Those deemed ineligible under current policy include recipients of the following payment codes: LI (Low Income); PP (Parenting Payment Partnered); PA; FA; CD; FO; MA; DR. Use of codes in the State Government's Concessions and Eligibility document is particularly confusing as many of these codes do not relate to those used by Centrelink in *A Guide to Commonwealth Payments*. Neither can MET Customer Information staff explain the system. We are left to guess which payments are specifically excluded from the concession.
- ⁵⁹ Elanor Marsh & Helen MacDonald, (2002), *Roads less travelled: New pathways for 'at risk' young people in rural and regional TAFEs*. Collingwood: Equity Research Centre
 Rebecca Conwell & Carolyn Atkins, 2003, *An overview of the Victorian Local Learning and Employment Networks' (LLENs) Environmental Scans*. Melbourne: VCOSS
- ⁶⁰ Australian Bureau of Statistics (ABS), 1999, *Disability, Ageing and Carers, Summary Tables, Victoria 1998*, Catalogue No. 4430.2.40.001, p.2: core activities comprise communication, mobility and self care.
- ⁶¹ The Australian Institute of Health and Welfare (AIHW) expects the number of people with severe or profound disability to rise by 11.6% between 2000 and 2006; see AIHW, 2000, *Disability and Ageing, Australian Population Patterns and Implications*, AIHW, Canberra. The Department of Human Services (DHS) estimates the number of Victorians aged 0 to 64 with profound or severe disability will increase by 18.6% between 1996 and 2012, although this figure is not borne out by the information in the accompanying graph, which suggests an increase of 14.1%; see State Government of Victoria, 2002b, *Victorian State Disability Plan Implementation Plan 2002-2005*, DHS, Melbourne, p. 88.
- ⁶² Feldman, S. ,2001, *Hold that bus: Older women, public transport and health*, Presentation to Ministerial Advisory Committee on Women's Health and Wellbeing; State Government of Victoria, 2002, *State Disability Plan*, p. 9.
- ⁶³ Low floor trams present a safer and easier tram entry and exit for all users, particularly passengers with prams, accompanied by small children or with shopping or other luggage. Likewise, improved signage and announcements assist all users.
- ⁶⁴ DOI, 1998, op. cit. P.43.
- ⁶⁵ Travellers Aid report of common complaints from train users, information provided at VCOSS meeting on public transport, October 2003.
- ⁶⁶ Author's observation of trains on the Upfield line 2003.
- ⁶⁷ Advice from hearing impaired train user to Safe Transport Action Group, October 2003.
- ⁶⁸ A survey of bus services in April 2003 identified that out of 286 bus timetables (31 different operators), 11 routes have low floor buses timetabled: 564 (Dysons), 605 (Kefford), 700, 701, 703, 704, 733 and 767 (Ventura), 250, 251 and 253 (National); 69 routes planned to have low floor buses timetabled by end of 2003 - 530, 531, 532 (Broadmeadows - all low floor buses), National Bus (41 routes, 3 already low floor timetabled, 38 to come this year), 600, 922, 923 (Melbourne Bus Link), 612 (Driver), Grendas (25 routes); 18 out of 31 bus companies require people to call on the day (or the night before) to find out when low floor buses are running; and 2 bus companies offer the option of requesting a low floor bus at a specific time (Kefford and Ivanhoe). A number of discrimination

complaints have been made to the Victorian Equal Opportunity Commission in relation to the failure of bus companies to specify when low floor buses are timetabled. In conciliation, these companies have committed to specifying arrival of low floor buses in their timetables.

⁶⁹ Howard Ronaldson, DOI Secretary at Disability Consultation on Franchise Contracts 28 October 2003.

⁷⁰ DOI, *Track Record Victoria's Train, Tram and Bus Services*, Quarterly Performance Bulletin.

⁷¹ Public Transport Access Committee' on DOI Website November 2003.

⁷² In many cases the construction of accessible tram stops necessitates tramlines being pulled up and relaid. Taxpayers will pay twice if expensive repair work is pulled up, and costs minimised if making lines accessible is built into the repairs and maintenance schedule.

⁷³ Thanh Rose, quoted in *The Sunday Age*, 24 February 2003. p.6.

⁷⁴ Cowdery, QC, Nicholas (2002) Presentation at 'Law and Order – Missing Stories in the Tough on Crime Debate' a forum held on 2 October 2002.

⁷⁵ *The Sunday Age*, February 16, 2003.

⁷⁶ Injuries to passengers on board trams are frequent (averaging around 5 falls per week across the network).

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⁷⁸ Department of Sustainability and Environment, (2003) *Victorian Population Bulletin 2003 Edition*.

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⁸¹ PTUA, Ibid. p. 17

⁸² Australian Bureau of Statistics, 1994. *Travel to Work, School and Shops* in Environment Victoria, *Transport and the Environment Policy and research paper No. 5*, 'Connections, frequency and speed: Managing our public transport so more people will use it.

⁸³ Russell, Bergmaier and Kilsby, 2001. *Melbourne's Northern Gateway an Integrated Approach: An Alternative to the Merri Creek (F2) Freeway, based on Highway, Public Transport and Rail Freight Improvements*.