



Public Transport Users Association

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Mulder's public transport renaissance, one year on

It's been a year since the Baillieu government came ing directed at the rail system by his government. But to power, on the back of dissatisfaction on public transport. Indeed, both the Coalition and Labor said publicly that problems—particularly on the rail system, and particularly on the Frankston linewere responsible for the swing of at least five pivotal seats. So how have the Baillieu government, and **Public Transport Minister Terry Mulder, performed** in their first year?

It's fair to say that the government has put in the effort required to fund its election pledges, with dollars delivered in the first Baillieu budget for numerous initiatives promised at the polls.

These included funding for the seven new trains promised initially, and feasibility studies for rail services to Doncaster and Rowville. These set the government on the way to fulfilling vital pledges around the extension of the heavy rail network. The real test, however, will be to see funding for actual construction.

Planning work has likewise commenced on Southland station, and for the reintroduction of services from Geelong via Ballarat to Bendigo. Train services have just returned to the town of Clunes-though only one train a day in each direction (and after a construction bungle that led to the scrapping of a heritage station verandah).

Unfortunately Premium Station upgrades funded previously under Labor have been cancelled by the Coalition, despite assurances before the election that they would go ahead.

Instead, the first railway station Protective Service Officers have commenced training. This is proceeding in spite of fears that officers will be standing idle for hours at some stations, and overwhelmed at others. We still hope that as the programme rolls out, it will be tweaked to ensure PSOs are directed to the times and locations they are most needed, and supplemented with regular staff to assist passengers.

At the PTUA's member meeting in August, Minister Mulder noted the substantial attention (and money) be-

bus and tram services are also under stress, with crowding increasingly common, low frequencies on most bus routes, and a lack of traffic priority continuing to slow down services.

Of course, money is not the real problem. Despite spending more on our public transport system than ever, our system performs poorly compared to other cities that spend far less per passenger. Minister Mulder has also just proceeded with a Brumby-era fare rise that will keep public transport uncompetitive in cost with private car travel for many trips.

And what of the key promise of an independent public transport authority? As we note on page 3, legislation for the Public Transport Development Authority has been passed, but it is not likely to start operations until next year, and will be significantly watered down from what was originally anticipated.

While we must remain hopeful, it remains unclear whether the PTDA will have the independence, responsibility and expertise required to do its job effectively, or the level of openness and consultation the travelling public requires.

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PTUA Office

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Membership Enquiries Call or email the office (see above).

Commuter Club

PTUA members can obtain cheap yearly Myki Passes. See www.ptua. org.au/members/offers.

Internet

Our website is at www.ptua.org.au. The PTUA runs email lists for member discussions, and to stay up to date with PTUA events. Members can also view archived newsletters online. See: www.ptua.org.au/members/ resources.

AGM report

The PTUA Annual General Meeting took place on 8 December at Ross House.

President Daniel Bowen reviewed the first year of Baillieu Government responsibility for transport. Unfortunately the action promised by the new government has been slow and the failures of the system remain as obvious as ever, as highlighted by our 'Problem of the Day' online campaign.

Secretary Tony Morton summed up the Association's activities, noting that membership numbers remain stable and giving a vote of thanks for the work of our volunteers, especially Margaret Pullar who has been vital to keeping our office in order and ensuring our newsletter gets mailed out on time. Our regular members' meetings have been valuable and this year members were treated to an informative Q&A session with the new Transport Minister, Terry Mulder.

Treasurer Kerryn Wilmot noted that the Association's financial situation remains healthy. The 2010 election in-

Committee

Daniel Bowen—President Tony Morton—Secretary Kerryn Wilmot—Treasurer Matthew Ferrantino Tim Hoffmann Ian Hundley Terry Konstandelis Tim Long Tim Petersen Charles Pick David Robertson Malcolm Simister

Branch convenors

Paul Westcott—Geelong Jeremy Lunn—Eastern Suburbs

Contact

All committee members can be emailed using the format firstname. lastname@ptua.org.au.

volved some significant campaign expenditure, which was covered from our accumulated savings. As always, the PTUA continues to rely on members' contributions to fund its activities, keeping us strongly independent of government and business interests.

For 2012 we welcome three new faces onto our Committee. Matt Ferrantino is a Mernda resident and rail extension activist. Terry Konstandelis is an active Outer East branch member and Rowville campaigner. Charles Pick is a former Mayor of Manningham, and an agitator for Doncaster rail and tram extensions.

Retiring from the Committee are Mark Johnson, Jason King and Rob Meredith, who we thank for their contributions and hope to continue seeing on a regular basis.

Members' meetings will continue next year. We hope to have Ian Dobbs, Interim CEO of PTDA and Janine Young, the Public Transport Ombudsman, speak at the first two meetings. We welcome suggestions for other speakers or topics of interest. Look for notifications in coming newsletters.

Member Meetings

Melbourne

Dates / times as advised Ross House 247 Flinders Lane, City

Eastern Suburbs

Third Tuesday of every month, 7pm 'The Barn' (behind Box Hill Baptist Church) 3 Ellingworth Parade (off Station St) Box Hill

Geelong

First Saturday of every month (except Jan), 10:30am Multimedia Room Courthouse Youth Arts Centre Corner Gheringhap and Little Malop Streets, Geelong

Fare hike confirmed

The State Government has confirmed that fares will rise above inflation in 2012.

Most ticket prices will increase by over 8% in the new year. The price of a day's Zone 1 travel on Myki Money (or a multi-trip Metcard) rises from \$6.04 to \$6.56, while a day's travel in both Melbourne zones rises from \$10.20 to \$11.08.

The government has hastened to remind users that the fare hike was budgeted by the previous Brumby Government, but has shied away from noting that its purpose was to fund the flawed, and now abandoned, 2008 Victorian Transport Plan. It remains to be seen whether this government proceeds with a second above-inflation fare rise, similarly budgeted for 2013.

The last opportunity to purchase Commuter Club tickets at 2011 rates passed as we went to press; members have been contacted via other channels (with overwhelming response!).

Where's our public transport authority?

Legislation has been enacted and an interim CEO appointed, but the Public Transport Development Authority (PTDA) does not appear to be 'just the ticket' for planning reform yet.

Planning experts, such as Prof Vukan Vuchic in his definitive text *Urban Transit: Operations, Planning and Economics*, emphasise that governance reform in public transport has three aspects: structures, processes and people.

As we reported in the last *PTUA News*, the government's new PTDA gets the 'structure' part about right. The enabling legislation has now passed through Parliament, in essentially the same form we described in September. The PTDA will be an independent statutory corporation with its own Board, and in other respects will be similar to Vicroads in structure and powers.

Unfortunately—as defenders of the bureaucratic *status quo* like to point out—

Bureaucracy owns up on Regional Rail Link

At a conference last month, the Secretary of the Department of Transport, Jim Betts, acknowledged what we have been saying since its inception that the conception and planning of the Regional Rail Link (RRL) was rushed and perfunctory.

"The budget for that project was basically haggled over between the state and the Commonwealth one weekend and we end up with a number written on the back of an envelope," Mr Betts told an infrastructure conference in Melbourne in November, as reported by the *Australian Financial Review*.

It's not surprising, therefore, that the resulting project is so unsound.

After the election of the Rudd Labor government in 2007, closely followed by the Global Financial Crisis, a large amount of money was doled out by the federal government for a number of "stimulus projects", without the opportunity for any real forethought (and getting the structure right is never going to work by itself. And it is in the 'process' and 'people' aspects that the PTDA threatens to fall short.

Amendments to the PTDA legislation were proposed by the State Opposition with the support of the Greens, but ultimately failed, as a consequence of the government's control of both houses of Parliament. The amendments would have guaranteed some of the more vital 'process' elements of a well-functioning transport authority, including a requirement to publish its key planning documents, and freedom from direct political interference by the Minister of the day. Some other important 'process' elements raised in the debate include the Vancouver practice of meeting in public, and lifting the veil of secrecy that surrounds timetable planning.

Equally disappointing is the government's apparent failure to pursue the 'people' aspect of reform, something

leaving aside that much spending would occur long after any 'stimulus' was required).

The Regional Rail Link was one of those projects, attracting the massive amount of \$3.2 billion from the Rudd Government. It will eventually cost more than \$5 billion.

The urgency of getting bids in for the offered money was such that, as Mr Betts has now revealed, the costing was done on the proverbial "back of an envelope" over a single weekend.

Yet for all that, it appears the budget figure may have been the most wellstudied aspect of the project's design.

For the past two years we have been tracking the RRL's planning failures. Geelong passengers could face longer journey times, and Werribee and Newport stations will be bypassed. Every regional passenger will be disadvantaged by the fact that no platforms will be we and others have emphasised (not least in last year's Legislative Council inquiry into train services). When the PTDA officially commences in mid-2012, it is likely that Department of Transport staff will simply move *en masse* into the new Authority, with just one or two outside appointments to senior positions.

We have yet to see any move to appoint personnel with direct experience in 'world's best' transport administrations, such as that in Perth, or the citybased authorities of Europe or North America. Much will be up to Ian Dobbs, the former PTC chief executive, to bring about a culture more closely associated with his distant predecessor, 1920s Railways Commissioner Harold Clapp—who it is said managed to run every single train on time. It is a daunting task, which would be made easier with a stronger dose of outside talent, from places where it's done properly.

built at North Melbourne for trains using the new regional rail line.

North Melbourne station is a vital interchange point for regional passengers, providing convenient connections to City Loop services and other suburban rail lines, as well as the recentlyintroduced 401 shuttle bus from North Melbourne to the university and hospital precincts in Parkville. The 401 was established in part to assist regional travellers.

What the sorry saga reveals is the lack of major long-term planning of public transport in Victoria. As a consequence, projects like the RRL appear seemingly from nowhere, and do not form part of any coherent overall strategy.

We need a properly planned and managed system, including community input into planning decisions, and peer reviews of expensive projects, so that they are not the result of political whims or economic crises.

Altona passengers shunted to oblivion

Early in December, PTUA Secretary Tony Morton and planning expert Paul Mees addressed a public meeting in Altona, called to explore ways to fix the crippled train service.

The timetable overhaul in March contained many improvements to release capacity in the train network, and gave the lie to the bureaucratic assertion a few years ago that the system had little room for additional peak-hour trains.

But it appears our managers are incapable of making things better without leaving some people a lot *worse* off and none more so than the users of the so-called 'Altona loop' between Newport and Laverton.

Altona's service operates to a confusing 22 minute frequency in peak hour. Outside the peaks, this goes to 20 minutes—but the trains only go as far as Newport. Passengers must then transfer to Werribee and Williamstown services. And because neither of these serve the City Loop stations, passengers for these stations must change twice: the first time this has been necessary for points within 20km of the city. (Even Alamein passengers transferring at Camberwell have access to City Loop services.)

Worse still, there are no proper connections. Through trains at Newport run at 10 minute intervals, but the timetable imposes waiting time of 7 minutes inbound and 6 minutes outbound: worse than if trains simply operated at random. At Laverton, the transfer time to Werribee trains is an excruciating 16 minutes, and there are no ramps connecting platforms. The poor service has been further compounded by signalling failures at Newport that have caused many trains to be delayed or cancelled.

It is not surprising that many Altona residents report that they and their fellow train users have given up on the service and started driving to Newport or Werribee instead. Indeed, Metro has helped make this option more attractive by expanding the Newport station car park. As both Dr Mees and the PTUA's Tony Morton explained, the off-peak shuttling at Newport is in no way due to a capacity problem, and residents should not believe anything they are told to the contrary. Indeed, shunting Altona trains in and out of sidings across the 'flat junction' at Newport is a manoeuvre that wastes capacity. Mees pointed to the Paris RER, a heavy rail system that schedules up to 30 trains an hour on its busiest two-track lines all day, despite an abundance of flat junctions.

A compromise more like the 2010 offpeak timetable—with the Altona shuttles altered to travel the entire line between Werribee and the city, and other services running as now—would not be perfect. But it would be vastly preferable to the present situation, which appears to be motivated by cost-cutting rather than any compelling operational requirement. The task of devising a long-term solution, meanwhile, should be given to independent planners in the new PT Authority.

Why our trams are the slowest in the world, and how to fix it

Melbourne's trams have long been rated among the world's slowest, and getting slower. Recently, Yarra Trams started looking at new priority measures on route 96. Here's what they should be considering.

Over two weeks in mid-November, Yarra Trams conducted unspecified experiments aimed at improving tram priority on route 96 in Nicholson Street. This appears to have been something of an information-gathering exercise, to assess tram running times in the absence of traffic signal delays. Passengers were therefore warned that trams would not run to scheduled times.

Delays to trams are frequently blamed on 'traffic', with little analysis of the specific factors involved. The PTUA's own tram travel time studies (some results of which were published in a 2007 transport conference) have drawn some surprising conclusions.

First, while trams do get delayed in queues of cars in the suburbs, most of the cumulative delay is simply through being stopped at red lights. Second, trams in the City of Melbourne area (mostly on reserved track) are even slower than in the suburbs—with red lights the main culprit.

Some of our studies have covered route 96 itself, and made similar findings. The biggest delays occur south of Alexandra Parade (and through the city itself). Therefore, if the focus is to be on Nicholson Street, it should be directed mainly to this southern section about one-third of the total route length. Just five intersections account for most of the delays: those with Alexandra Parade, Johnston Street, Gertrude Street, Victoria Parade and Albert Street. Another important factor is enforcing separation of cars and trams where this occurs—a major reason why police are included on tram priority committees overseas. Every tram user has probably found their way needlessly blocked by a single car on the tram tracks.

For the most part though, the difference between tram priority and non-priority is five seconds, plus the political will to allow it. In the case of Nicholson Street, this may be closer than ever.



Resurgence of the road lobby

With the 2010 election result turning on public transport, new rail initiatives dominating election promises, and statistics showing no overall increase in Melbourne traffic volumes since 2004, it was tempting to think the powerful Melbourne road lobby has been in retreat.

Yet the road lobby's latest pet projects have failed to die with the 2008 Victorian Transport Plan. The East-West motorway, the North East Link, and the Outer Metropolitan Ring Road to the west—each with ready-made plans now sitting on Vicroads file servers—are all being propelled forward seemingly on their own momentum.

Evidence from the 2008 Eddington report shows that the East-West link would be a colossal waste of money, returning just 45 cents in benefits for every \$1 spent on it, and would flood the inner north with CBD-bound traffic overflow from the Eastern Freeway, for no discernable travel time benefit. Yet the project now tops the list on the Victorian Government's submission to Infrastructure Australia in November.



Then there are the road projects currently proceeding, including the Peninsula Link, the Dingley 'bypass' and the Geelong ring road. Ironically, it was a piece of the Peninsula Link which recently caused traffic chaos by blocking the Monash Freeway on 13 December. Public transport users will recall how Eastlink work similarly caused an unscheduled blockage of the Ringwood train line in 2006, affecting a similar number of people. (Though in the latter case, enraged travellers were simply told to complain to Connex.)

Clearly we are still a long way from the much-awaited culture shift, where a public transport 'project pipeline' provides ongoing work for the planners, engineers and contractors who now simply move from one big road project on to the next. The Melbourne road lobby remains active, and continues to distract attention not merely from improvements to rail infrastructure, but also from more modest reform to existing train, tram and bus services.

Mernda's backward bus story

The Mernda–Doreen growth corridor is among the fastest growing areas in Australia, and this is unlikely to change in the coming years with land being cut up at a rate of knots up and down Bridge Inn and Plenty Roads.

Yet there's a crucial difference from all the other major growth areas in Melbourne—Melton, Wyndham, Cranbourne and Craigieburn. For all these regions, plans exist to serve them with fully funded, high capacity train lines. Yet the Mernda–Doreen corridor, which already has a population around 20,000 and an estimated population of 50,000 by 2021, has no such plans.

The lack of infrastructure upgrades across the board in both road and rail has left the area with significant traffic and congestion issues. This has led bus operator Dyson to act to restructure timetables as a result of a barrage of complaints about late-running services. The new timetable agreed with the state bureaucracy represents a significant service downgrade, at a time when public transport use is increasing.

Route 562 is the main direct bus out of the Mernda area. It provides a direct express service down Plenty Road offering connections to the 86 tram and to Greensborough station on the Hurstbridge train line. Of an evening the bus would also run to the Mernda Villages estate, providing an alternative to the slow, 'stopping all stations' route 572.

Prior to the cuts, there were 28 services to Greensborough and 27 back to Mernda each weekday. But as of 19 December, there will be just 22 services in each direction. The loop through the Mernda Villages estate is cut entirely.

Service cuts ultimately mean increased waiting times and this occasion is no different. Currently the average wait time in Mernda is 32 minutes on a weekday, with the longest wait being 50 minutes and the shortest 15. With the new timetable, waiting times blow out to an average 42 minutes, the longest being 61 and the shortest 29. These changes are a big backward step for the Mernda–Doreen growth corridor which comes on the back of the scrapping of the ALP proposed busway (which had very little local support) and no interest by the Coalition in the only sensible long-term solution, a further rail extension from South Morang.

It is a familiar pattern seen elsewhere: buses are slowed by traffic congestion, the bureaucracy refuses to do anything about it, so the operator reduces the frequency instead. It's the exact opposite of the way the system ought to respond to suburban growth.

Yet there may at least be some positive news around the corner, with Dyson flagging in the local media a major timetable overhaul in April. Given the new South Morang station is due to open around the same time, a 'Train Link' bus service to Mernda would partly remediate this latest downgrade.

⇒ www.ptua.org.au/campaigns/ every10minutes

Geelong Branch report

Bellarine bus review

We have learned that the Department of Transport (DoT) is conducting a review of bus routes on the Bellarine Peninsula. for reasons which remain obscure.

The review is more than somewhat restricted by the Department's rumoured decree that any recommendations arising from it must be 'no cost'.

The Branch has been told we will be consulted but, just in case someone forgets, we have taken the initiative to make a submission before being formally invited. All PTUA members living on the Bellarine were contacted asking for their views (even if they might involve some expense).

Road expansion

After almost five months of deliberation, during which he attempted to find some sort of acceptable alternative, the Planning Minister finally announced in November that Section 4C of the Geelong Bypass, connecting the Anglesea Road with the Surfcoast Highway, will proceed as originally planned. He has, however, restricted the road to four lanes rather than the six originally proposed. What has happened to the previously mooted bus lanes is unclear.

Erratum

Unfortunately, information provided in the last Newsletter was partly incorrect. The two new positions created in the local DoT/VicRoads office do not replace the current DoT Regional Bus Manager and his two assistants. The latter continue to have responsibility for local bus operations. It should have been realised that the bureaucracy invariably grows rather than shrinks!

According to their job descriptions, the roles of the new appointees seem almost impossibly broad. They are supposed to look at the 'big picture'-the integration of roads, freight, ports, and public transport. It is also not clear how these appointments will relate to the emerging Public Transport Development Authority.

The PTUA Geelong Branch meets monthly in Geelong city; see Page 2 for details. Paul Westcott is the branch convenor.

After Durban: Transport's role in our climate future

The latest round of international cient transport is lacking. climate negotiations recently took place in Durban, South Africa. To the surprise of many, the conference concluded with an agreement to work towards an outcome "with legal force" covering not just developed economies, but also the rapidly growing developing economies including China and India.

Although short on specifics, being essentially an 'agreement to agree', and with a timeline that takes the world ever closer to runaway climate change, a major roadblock has been cleared with world's most populous countries now accepting the need for binding targets.

Back in Australia, we are now only months away from the introduction of a carbon price which, perversely, excludes road transport but does include the energy used by passenger rail. While the carbon price and associated support packages for renewable energy will help to initiate a transformation of the electricity sector in readiness for a global agreement, the vital action required to support a shift to more effi-

As public transport users, many of us are already helping to reduce pollution, including emissions of carbon dioxide. Although transport more generally is one of the largest sources of emissions growth in Australia, growing by 40% between 1990 and 2009, switching to efficient public transport can help a typical family slash the 30-50% of their household emissions attributable to transport.

The latest quarterly Transport Opinion Survey, conducted by the University of Sydney's Institute of Transport and Logistics Studies, has shown (again) that around twice as many Australians view public transport as the highest priority issue for transport as compared to roads, with this view strongest in Victoria.

However, the Baillieu Government has just announced an average 8.6% increase in public transport fares, while remaining silent on the possibility of future above-inflation fare hikes which would cement Melbourne public transport as the most expensive in Australia.

Both state and federal governments now need to do more to support sustainable transport. The still-coming Public Transport Development Authority will need to be equipped with the skills to transform our slow, infrequent, meandering buses into a network of fast, frequent and well-coordinated services. The Doncaster and Rowville rail studies need to establish the best options, which must then be delivered by government without further delay.

Meanwhile, the Commonwealth government has to make support for public transport investment a standard feature of federal budgets (as roads have been for decades), not just a one-off stimulus measure. Perhaps in the spirit of Durban, the Gillard government could support investment in small but effective energy-saving initiatives, such as regenerative braking across the Melbourne metropolitan rail network, and help to offset a flaw in the treatment of transport under the carbon tax, while at the same time making public transport even better for the environment.

The remaking of Swanston Street

After many months of construction and disruption, the first of the new Swanston Street tram platform stops opened in late November, outside the State Library.

This represents an important step in bringing the first accessible tram stops to Swanston Street within the Hoddle Grid.

During the first few weeks, the new stops were accompanied by actors hired to assist people using the stops be they tram passengers, cyclists and pedestrians.

And there lies the problem: it's obvious that some form of education is needed, as the layout of the stops is not at all intuitive. It's also a unique design: quite unlike other tram stops not just within Melbourne, but also (we

In brief. . .

Station User Panel update

The PTUA continues to participate in the government's Station User Panel as a step toward improving the design of the system on behalf of passengers.

The Panel has had presentations about new and upgraded station designs and has an opportunity to comment and influence changes: particularly around pedestrian access, local area integration and bus-train connections.

As we go to press, the Railway Station Usability Principles document is being finalised and will soon be presented to the Director of Public Transport with a recommendation to adopt them for all station projects. The Panel has requested that the document be made public and we hope to be able to release it to members in the new year.

We thank members for the quality and quantity of responses to our requests for

understand) anywhere in the world. The conflict between cyclists and tram passengers was something we highlighted in 2010 when the design was unveiled. And while regular users may get used to the design, it's unclear whether tourists and other occasional visitors to Swanston Street will know to stay out of the way of cyclists.

Another issue is around the size of the stops. They now present a barrier between Melbourne Central's main exit and the State Library, for example.

More broadly, the rollout of these platform stops will lead to the removal of tram stops at Lonsdale Street which currently provide interchange between trams and Melbourne's busiest bus street.

Despite these issues, construction is

ideas; they have been invaluable.

The Panel will continue next year to develop recommendations about engaging the community in the design of station projects. Stay tuned.

Fry stumped by ticket system

A PTUA member relays how at October's *Q.i. Live* show at Her Majesty's theatre, host Stephen Fry told the audience how a day or so before he had been trying to grab a taxi to the city from St Kilda Rd, but had noticed all the trams going past and decided to catch one of them instead.

With a \$50 note in hand he boarded, considered giving the note to the driver, looked around and couldn't work out how to buy a ticket—eventually resigning himself to a free journey. Rather sheepishly, he confessed to the audience he owed them each a fraction of a cent.

Our informant ponders what might have occurred had he encountered our fa-

likely to push ahead at other locations along Swanston Street.

It is marvellous that Lord Mayor Doyle has got behind making Swanston Street car-free, and prioritising tram passengers, pedestrians and cyclists. But he will need to ensure that necessary adjustments are made to the stop designs so that they work and are safe for all users.



mous Yarra Trams ticket inspectors, and how the resulting worldwide coverage "would have highlighted the heavyhandedness and unreasonableness of the system here in Melbourne." As it turned out Mr Fry—like the vast majority of our ticketless travellers, intentional or otherwise—reached his destination unchallenged.

Myki seeks manager: must be prepared to drive a car

Catching our eye recently was a recruiting ad for a "Myki Operator Support Officer." The position appears to relate to managing and supporting a fresh cohort of 'Myki Mates' to assist users in understanding the new ticket system.

However, we couldn't help noticing that the position's requirements include "a valid Victorian driver's licence." Sure enough, prominently listed among the items offered in remuneration is the "car allowance."

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Inside...

One year on: Mulder's public transport renaissance? Where's our public transport authority? Altona passengers shunted to oblivion Mernda's backward bus story

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Responsibility for electoral comment in PTUA News is taken by Tony Morton, 247 Flinders Lane, Melbourne.