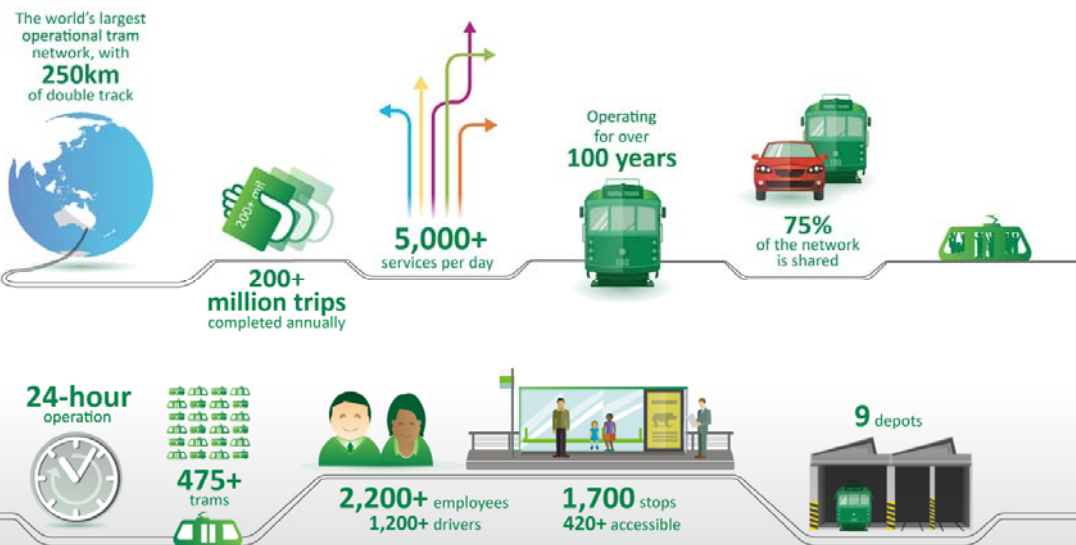


Inquiry into expanding the Free Tram Zone

Jeroen Weimar
Head of Transport Services



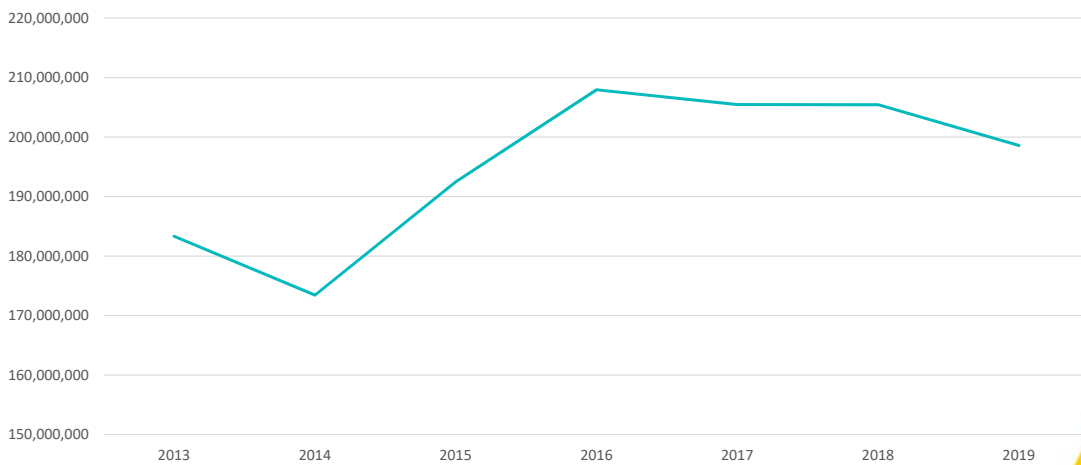
Melbourne's tram network



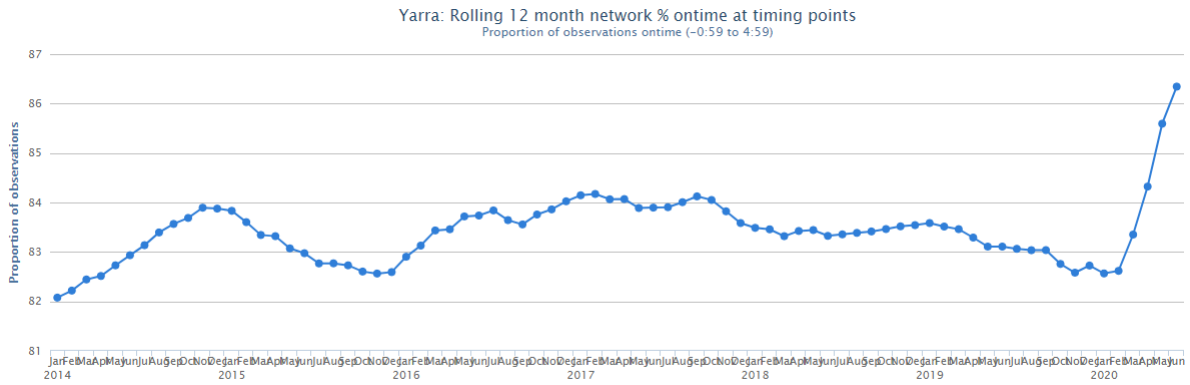
Priorities for the tram network



Tram patronage



Tram performance



5

Transport's proactive response



1. Operating regular timetable to allow for safe distancing of passengers
2. Enhanced daily cleaning regime
3. Onboard high touch cleaning for trains, trams and buses
4. Overnight deep cleaning
5. Hand sanitiser/wipes for operator and DoT staff



1. Removing cash handling
2. Ceasing ticket checking
3. Postponing license testing
4. Closure of regional PT hubs
5. Restricting access to the first row of seats on trams
6. 1.5m exclusion area around bus driver's seat
7. Additional security measures for critical staff and sites
8. Skybus transfer of international travellers
9. Social distancing measures in place at customer service centres and projects
10. COVID testing regime for operational staff
11. Protocol for managing cases of COVID on network



1. Enhanced customer messaging – essential travel and transactions only
2. Posters on services advising distancing
3. Social media and other digital campaigns
4. On board and at-stop announcements
5. Engagement with key employee unions

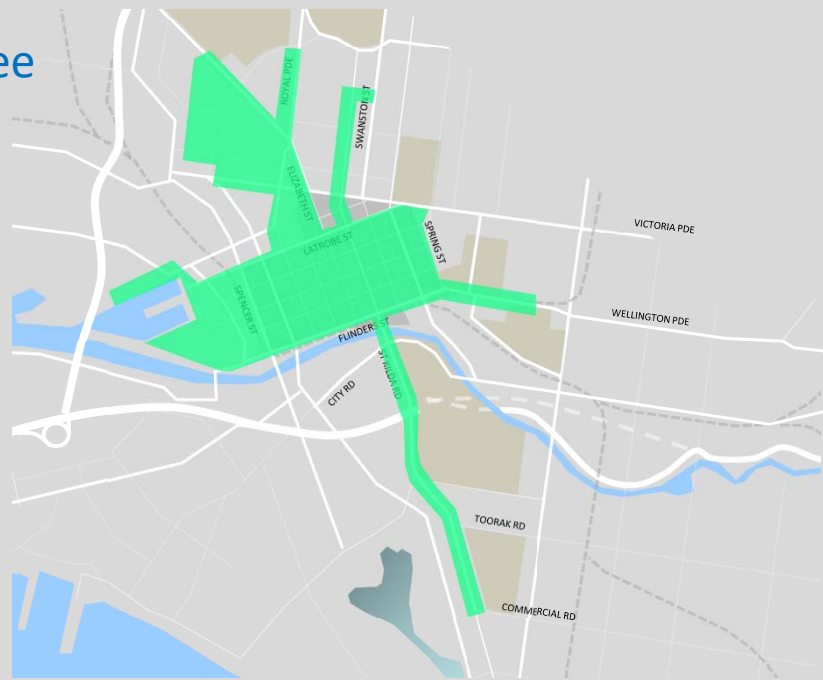


1. Forecasting patronage demand
2. Network simulations to identify potential impacts and hotspots
3. Enhanced daily monitoring of network operations
4. Rapid problem identification and response
5. Forecasting recovery of R&L customer interactions

Existing Free Tram Zone



Expanded Free Tram Zone



Expected impact of an extended Free Tram Zone

Revenue

- The current revenue for trips within the extended FTZ is approximately \$14.8 million per annum.
- Revenue lost each year due to an existing FTZ is estimated at around \$10 million - \$13 million.



Expected impact of an extended Free Tram Zone

Patronage and mode shift – existing FTZ

- Tram patronage up 13,700 per day or 4.1 million annually
- Offset by a decrease in train (-7,000 per day)



Expected impact of an extended Free Tram Zone

Customer experience

- Some crowding at stops and on trams impacts customer experience
- An extended FTZ would likely decrease tram patronage outside the extended FTZ - along 70 per cent of all routes.
- People may choose not to take longer tram trips if it's hard to get on the tram at the start of their trip within the FTZ.



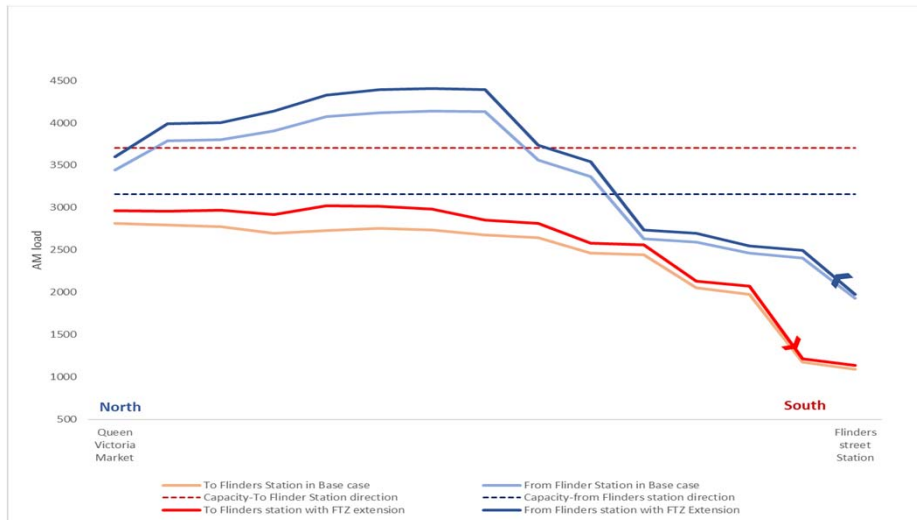
Expected impact of an extended Free Tram Zone

Fewer people walking

- When the FTZ was introduced, many walking trips – as short as 200 metres – were replaced with tram trips.
- Between 2011 and 2016, tram mode share increased by 5-10 per cent in the CBD/Docklands and by 1-3 per cent in adjacent areas, while walking mode share fell by an equivalent amount.



An expanded Free Tram Zone will breach existing capacity



Load and capacity on Elizabeth St corridor in the AM peak

Expanded Free Tram Zone impacts

Other corridors

- Routes within the extended FTZ, particularly on St Kilda Road, will have existing crowding exacerbated by extended FTZ
- Outside the extended FTZ, routes particularly in the south east, experience a drop in patronage outside the FTZ

Network capacity

Current fleet and network

During peak periods all trams in the fleet are fully utilised and frequencies cannot be increased with the current fleet and network configuration.



Impact of expanded free travel

Overcrowding

- Average daily public transport trips would increase by 53,500 (3.4 per cent), comprising 38,000 students and 15,500 seniors.
- Private vehicle trips would decrease by 62,500 (0.3 per cent).



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