PEOPLE FOCUSED
PUBLIC
TRANSPORT
We’re ready. Over the last four years, we’ve been working hard developing our vision for the future of South Australia.

Not just policies, but a series of achievable milestones that have been crafted for the long-term benefit of our state.

Our focus will be

MORE JOBS. LOWER COSTS. BETTER SERVICES.

We’ve got a strong plan for real change.
WHAT WE’LL DO

If elected in March 2018, a Marshall Liberal Government will initiate major reform to public transport service delivery to get many more people onto our buses, trams and trains by ensuring our transport system is customer-focused and planning is open and transparent.

We want a public transport system that ranks with the best in the world for a city of Adelaide’s size.
We will:

- Create a new transit authority to be responsible for delivery of all operational and customer services – the South Australian Public Transport Authority (SAPTA)
- Require SAPTA to provide recommendations to the Government within 12 months on a new public transport fare structure with the aim of significantly increasing patronage
- Review and update the public transport strategy in the Integrated Transport and Land Use Plan (ITLUP) to remove projects that are not practical and establish new priorities for infrastructure and service improvements
- Immediately initiate work to provide a right-hand turn for trams at the intersection of King William Street and North Terrace and for the long term, plan to establish additional tram services within the CBD that maximise connections between focal points in the city including the new Royal Adelaide Hospital, the North Terrace cultural institutions, the East End, Hutt Street and Gouger Street/Chinatown restaurant districts and the Central Market
- Not proceed with extension of tram services to Norwood, Unley, Prospect and Adelaide Airport via Henley Beach Road
- Investigate the use of high capacity electric buses and a more efficient city-centre bus interchange network
- Establish a set of public transport planning guidelines for a simpler, more understandable bus network that is fully integrated with train and tram services and is focused on quality customer outcomes including increased convenience, frequency, comfort and reliability
- Establish a bus, tram and train network hierarchy with frequent, regular and tailored routes to simplify and enhance the Go Zone concept
- Ensure much more regular and effective community consultation about service delivery
SOUTH AUSTRALIAN PUBLIC TRANSPORT AUTHORITY

Functions relating to the operation of our public transport services are currently undertaken within the Department of Planning, Transport and Infrastructure (DPTI). This is one of the largest government departments with many other functions.

Public transport needs a strong advocate within government for its customers and DPTI is not providing that.

We will remove public transport operations from DPTI by creating the South Australian Public Transport Authority. DPTI will continue to be responsible for infrastructure delivery, while major public transport infrastructure planning will be the responsibility of the new Infrastructure South Australia agency to be created by a Marshall Liberal Government. This separation of the planning, services and infrastructure delivery functions is essential for a customer-centric public transport system.

SAPTA will be dedicated to delivering efficient public transport services for all areas of metropolitan Adelaide and, where feasible, providing innovative public transport options in the regions.

SAPTA will have a Chief Executive reporting directly to the Minister as an advocate for existing and new public transport customers who is not compromised by other departmental or political priorities. A Customer Value Proposition will be prepared based on customer needs and evidence from best practice research to grow patronage for the long term, and not for short-term political agendas.

The new authority will have a ‘customer first focus’ in all its operations.

SAPTA’s mission will be to provide public transport services which are:

- Affordable;
- Safe and secure;
- Frequent along the key corridors;
- Clean and comfortable;
- Easy to understand and use;
- Friendly with helpful drivers and staff; and
- Inclusive, including accessible to people with mobility challenges.

We need a public transport system which:

- Provides value for money;
- Increases the number of people who can get around our city and suburbs more efficiently;
- Creates a greater sense of community through more opportunities for social interaction;
- Encourages the development of more homes and businesses along major routes;
- Provides transportation for people who cannot drive or do not have access to a car; and
- Ensures that the bus system, tram and rail services are integrated with passenger growth and on-time running targets as key drivers.

The functions of SAPTA will include:

- A complete review of the public transport fare structure within 12 months with the aim of significantly increasing patronage;
- Submitting annual operational plans for ministerial approval;
- Specifying annual business and service performance targets and other measures by which to judge service performance;
- Publicly reporting annually against the authority’s business and performance targets;
- Positive promotion of public transport as an alternative to the car;
- Providing a single contact point for customers wanting information about public transport services, fares and tickets or wishing to raise complaints or suggestions about service delivery; and
- Undertaking regular consultation with the public about existing public transport services and future needs through creation of an online advisory panel and other advanced online engagement tools.
The current government has announced new fare arrangements to apply from 3 April 2018.

The changes being introduced benefit regular users of public transport. An incoming Marshall Liberal Government will proceed with their introduction.

However, we believe the fare structure needs to do more than reduce costs for existing customers. It should also drive significantly increased patronage on our buses, trams and trains.

This can be done by:

- Encouraging more people currently using cars for their regular travel needs to travel by public transport instead; and
- More frequent use of public transport by existing commuters – not just for trips to and from work, but during the evening and on weekends.

We need a fare structure which is simpler and innovative to increase use of public transport travel and secure more new customers. Fares should promote public transport growth.

We will ask the SAPTA to develop a new fare structure that will consider the following:

- Whether periodical tickets, such as the 28-day and weekly Metrocards, are sufficiently flexible when they do not take into account users taking holiday, sick or other leave from work. One option to be investigated is to provide a fare reduction or free travel after a specific number of trips within a certain period;
- The introduction of a daily cap on fares, instead of monthly or weekly period fares so that all extra trips during a weekday are free;
- Discounted fares on Saturdays and capped fares on Sundays and public holidays;
- Discounted fares for university and TAFE students with semester passes; and
- The latest trends in fare payment, such as by credit card or mobile phone which would reduce the operating costs for issuing cards.

We will task the SAPTA to report within 12 months on a new fare structure to ensure that as well as cutting costs to households, the public transport fare structure generates much more patronage.
CUSTOMER FRIENDLY TRANSPORT

Providing better public transport is not only about doing everything possible to keep fares down and planning for and delivering the infrastructure. It is also about efficient service delivery, while maintaining a high level of customer service. It includes simple, customer-friendly ideas like:

- Ticketing improvements, such as the ability to recharge metrocards in real time rather than having to wait for hours or until the next day for the card to be updated;
- Extending the tender and pre-set amounts ticketing machines can accept;
- Providing quiet carriages for commuters on trains;
- Installing mobile phone charging stations at train stops;
- Opening toilets at trains stations where they are available with CCTV surveillance; and
- Installing more bicycle hubs or secure enclosures at the busiest bus stops, bus interchanges and train stations throughout metropolitan Adelaide with metrocard secure access.

A Marshall Liberal Government will require SAPTA to investigate all such ideas.
The introduction of additional tram services in the city centre currently has a fundamental flaw.

No right turn has been provided at the intersection of King William Street and North Terrace for a direct service to the East End.

This doesn’t make sense.

It denies commuters easy access to the North Terrace cultural and educational institutions and the vibrant and growing East End precinct. And in the future, as the Adelaide Botanic High School opens next year and the old Royal Adelaide Hospital site is re-developed, there will be even more passenger movements along North Terrace.

But commuters wanting to connect to these destinations from the south will have to leave the tram at either Rundle Mall or the Adelaide Railway Station and catch another one heading east along North Terrace.

A Marshall Liberal Government will fix the Weatherill Government’s fundamental flaw in the establishment of new city centre tram services.

In our first term, we will fund and complete a right-hand turn from King William Street into North Terrace at an estimated cost of $37 million.

Providing this option is also important to maximise the benefits from extensions of city centre tram services in the future, allowing maximum planning flexibility to provide additional services for special events, such as the festival and fringe season.

For example, a right-hand turn at King William Street provides the future option of creating a loop service to operate during school times and for weekends and special events, connecting the Glenelg tramline to and from the East End without transfers.

A Marshall Government’s focus will be on continuing to extend tram services in the city centre. We will not continue with Labor’s planning for tram services along Norwood Parade, Unley Road, Prospect Road and to Adelaide Airport via Henley Beach Road.

We have used best practice transport planning principles in assessing tram services to:

- Minimise infrastructure costs
- Minimise operational costs
- Minimise impacts on traffic, on-street parking, access to businesses and trees and parkland
- Minimise construction disruption to the City Ring Road
- Maximise connections to the key focal points in the city centre including Rundle Mall, North Terrace and the Central Markets and Victoria Square
- Maximise patronage growth for short trips and their tourism potential
- Simplify the tram routes so they are easy to understand for existing customers, tourists and visitors

Based on these principles and expert advice we have sought, a Marshall Liberal Government will submit the following tram service routes for a comprehensive assessment by Infrastructure South Australia:

**Route 1** - An extension of the Glenelg Tramline to O’Connell Street, North Adelaide

**Route 2** – Entertainment Centre to the East End and Central Market via North Terrace, East Terrace, Hutt Street, Angas Street and Gouger Street

**Route 3** - A loop service to connect the Glenelg tramline without transfers to the Adelaide Botanic High School, the old Royal Adelaide Hospital site, the East End and Hutt Street

**Route 4** – A new Royal Adelaide Hospital to South Terrace connector shuttle via Adelaide Railway Station using the existing tram infrastructure

We will also plan for all city centre tram services to be catenary free.
A STRONG PLAN FOR REAL CHANGE

Legend

Red route
- Glenelg to North Adelaide
- All day service
- 10 minute frequency from 6 am to 7 pm
- 15 minute frequency at other times

Blue route
- Hindmarsh to Gouger Street via the East End and Hurt Street
- All day service
- 10 minute frequency from 6 am to 7 pm
- 15 minute frequency at other times

Purple route
- Loop service
- During school peaks and for special events and festivals

Yellow route
- South Terrace to RAH via Adelaide Railway Station
- Weekdays only
- 10 minute frequency from 7 am to 7 pm

Blue route
- Glenelg to North Adelaide
- Loop service
- During school peaks and for special events and festivals

Legend

North

Tram System Map

Adelaide Metro

Hindmarsh to Gouger Street via the East End and Hurt Street

Glenelg to North Adelaide

Glenelg to East End

Glenelg to North Adelaide

Glenelg to East End

South Terrace to RAH via Adelaide Railway Station

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South Terrace to RAH vi
Route 1 – Glenelg Tram Extension to North Adelaide
- 2 km extension north with four new tram stops in North Adelaide
- To operate every 10 minutes from 6 am to 7 pm Mondays to Saturdays; every 15 minutes until midnight every day and on Sundays and public holidays
- Maintains simple straight alignment to connect key attractors including Adelaide Oval and the O’Connell Street commercial and restaurant district

Route 2 – Entertainment Centre to City via East End
- 2.8 km of track extension from North Terrace into East Terrace, Hutt Street, Angas Street and Gouger Street with eight new tram stops connecting with North Terrace cultural institutions, East End, Hutt Street and Gouger Street restaurant areas including China Town, and the Central Market
- To operate every 10 minutes from 6 am to 7 pm Mondays to Saturdays; every 15 minutes until midnight every day and on Sundays and public holidays

Route 3 – Loop service
- Right-turn at King William Street-North Terrace intersection onto Route 2
- Left hand turn at Angas Street onto Route 1
- To operate during school peak times and for weekends and special events to connect the Glenelg Tramline to cultural and educational institutions on North Terrace East, the Adelaide Botanic High School, the old Royal Adelaide Hospital site, the East End and Hutt Street

Route 4 – New Royal Adelaide Hospital to South Terrace Shuttle
- Transfer connections with Route 1 at Victoria Square and Rundle Mall tram stops and with Route 2 at Adelaide Railway Station tram stop
- To operate weekdays every 10 minutes from 7 am to 7 pm

We have had discussions with the Federal Government which have confirmed that an extension of city centre tram services would be eligible for support from its $10 billion National Rail Program for urban and regional passenger rail projects which will commence in 2019.

Based on expert advice, we have concluded that trams are not viable, workable or needed beyond the Adelaide Parklands and North Adelaide, except for the existing Glenelg line which is effectively light rail in a segregated tramway corridor.

The Glenelg tram line is viable because it has major destinations at either end and it operates directly to the city centre. It is one of the key principles of good tram planning to have two-way patronage on the route throughout the day.

Best practice from around Australia and the rest of the world shows that trams or light rail lines are most viable where:

- The transport corridor supports the demand for an intermediate capacity public transport mode that is more than standard buses and less than heavy rail. The patronage demand to support tram or light rail typically ranges from 3,000 to 8,000 passengers per hour per direction during the peak;
- The corridor has major destinations at either end and a series of attractors along the route;
- Tram stop spacing is typically 350 m to 400 m apart to service the higher density development and multiple attractors; and
- The tram corridor has significant opportunities for high density urban development (apartments and high-rise towers) at multiple stops along the route.
None of the suburban tram lines in Labor’s AdeLINK plan meet these best practice planning guidelines. The existing bus patronage in the proposed AdeLINK suburban corridors hardly reaches 1,000 to 1,500 passengers per hour. Even increased infill urban development along The Parade would not generate the additional patronage to justify a 10-minute tram service.

The future role for trams in Adelaide must serve the following key transport functions:

- A suburban commuter service for longer trips to Adelaide city centre, as provided by the Glenelg tram line. It is efficient and direct to the city centre via a dedicated tramway. However, Adelaide does not have other similar segregated corridors. Other cities that have built new light rail lines have used power line corridors or former disused freight lines. An example is the Inner West light rail from the city centre to Dulwich Hill in Sydney which was built in the corridor of a disused rail freight line. No other similar corridors exist in Adelaide that connect major attractors to the city centre. The Parade, Unley Road, Prospect Road and Henley Beach Road are road corridors through inner urban villages. They are not suitable for tram lines that would create significant impacts on the traffic network, local parking and access for businesses and the removal of trees that provide quality street amenity;

- An inner city distributor for short trips within the city centre and immediate suburbs, and from the city railway station;

- Park and Ride facilities on the tram lines on the periphery of the city centre, such as at the Entertainment Centre, reducing the number of vehicles entering the city centre and able to be used on weekdays and for major event days; and

- Facilitating crowd movement to major events, such as football games, car races, the Tour Down Under, festivals and other cultural activities, that have large numbers of fans and visitors entering the city centre and needing to move around the city centre.

Underlining the importance of collaboration on the alignments and operation of the service, we will engage fully with the Adelaide City Council to gain the best outcomes for urban development and business in the city, as well as for residents and visitors.

Instead of extended tram services to the established suburbs, we believe there should be much more focus on improving bus services and boosting the image of buses as a viable travel option.

The Norwood, Unley, Prospect and Henley Beach Road corridors will have more urban development and patronage growth, in spite of tram lines, that could be serviced by more frequent bus services.

A Marshall Liberal Government will investigate the use of high capacity electric buses. This would be an innovation to demonstrate that clean, quiet public transport is more suitable than the much higher cost of constructing tramways and operating trams. It would also avoid the negative impacts on the street amenity, on-street parking, traffic movements, the rest of the bus network and local businesses.

A Marshall Liberal Government will also plan for a simpler, more efficient city-centre bus interchange network with a longer-term aim for a world class transit boulevard along Grenfell and Currie Streets and investigate the need and location for a best practice city-centre bus station and layover facility.
The O-Bahn is Adelaide’s most highly patronised public transport service, carrying more than 30,000 passengers every weekday between the north-eastern suburbs and the city.

Initiated by a Liberal Government in the 1980s despite Labor’s opposition, the O-Bahn guided busway remains the most significant addition to Adelaide’s public transport network in the past 50 years. It was established in conjunction with the Torrens Linear Park, creating an attractive public open space as well as a rapid 15-minute journey into the city.

The service currently terminates at the Tea Tree Plaza Interchange, 12 km from the city centre. Many commuters then need to transfer to a bus for destinations along Golden Grove Road and Grove Way where traffic congestion and multiple stops can more than double their journey time.

An extension of the O-Bahn would encourage even greater patronage, cut journey times for many commuters and take hundreds more cars off our congested roads during peak hours.

A Marshall Liberal Government will plan for the extension of the O-Bahn service beyond Tea Tree Plaza. We will undertake extensive community consultation in north-eastern suburbs to identify the best option for an extension of the O-Bahn to the Golden Grove Shopping Centre.

In the meantime, we will build a multi-storey Park n Ride at the Paradise O-Bahn Interchange and we will encourage more residents in the north-eastern suburbs to become regular public transport users by expanding the Park n Ride at Golden Grove to connect them to existing bus services and the O-Bahn in the future.
NORTH-SOUTH RAIL CONNECTION

We will put renewed focus on the potential for a city centre underground train link between the northern and southern train lines, providing city stations at key activity points including Hindmarsh Square and Victoria Square. This is a long-term project, but is a commitment to encourage further city development around the future underground station locations.

NORTH-WESTERN SUBURBS

Following the Coalition Government’s commitment to centring the naval ship building program in South Australia, Adelaide’s north-western suburbs, with their established rail service and changing industrial and commercial sectors, offer brand new opportunities for urban renewal. Further public transport services need to be planned that will stimulate private sector urban renewal projects generating not just jobs following from the infrastructure build but also jobs in the construction and services sectors.
A positive public transport culture exists where the majority of people in a city understand the public transport network, have a positive view of the system and willingly use the services as a genuine alternative to car-based trips.

We need a system which is easier to get to know and use, where people spend less time on the bus and waiting for it and services are more dependable and connected to more places.

We will establish a set of public transport planning guidelines for a simpler, more understandable bus network that is integrated at train and bus interchanges and with an expanding tram network.

These guidelines will support the best outcomes for customers based on best practice public engagement, research and rigorous analytical technical benchmarking.

We will operate a service hierarchy with frequent, regular and tailored bus routes to enhance and simplify the Go Zone corridors – defined by service frequency and type of route.

- **Frequent** – at least every 15 minutes from 7 am to 7 pm, 7 days per week;
- **Regular** – at least every 30 minutes during daytime operating at least 6 days per week on arterial and collector road networks to maximise coverage;
- **Tailored** – on demand local feeders to activity centres

In collaboration with local councils we will conduct sub-regional public transport network plans based on the planning guidelines and network hierarchy.

These plans will take into account local integrated transport strategies, traffic management studies, vehicle parking policies and plans for more connected walking and cycling paths.
In a public transport system with a customer focus, the operator regularly engages with customers to understand their views about the services being provided and what more could be done.

A Marshall Liberal Government will ensure regular customer engagement to address comments and ideas in an open, transparent manner.

Extensive information will be provided about patronage and reliability of services so customers have a better understanding of how the system is performing and there is a continuing focus of ensuring targets and standards of service are being met.

SAPTA’s customer engagement will include:
- Annual feedback on existing services and ideas for new services
- An online advisory panel and other online engagement tools
- In areas seeking them, we will facilitate voluntary community boards to enhance engagement

A Marshall Liberal Government will:
- Actively listen to the community and customers
- Remain open to ideas at all times
- Provide information without spin
- Plan with transparency
- Deliver with efficiency
Our public transport system is not meeting customer expectations or needs. Labor has progressively reduced the amount of information provided to the public about patronage on our buses, trams and trains and other important measures of service delivery such as how often services fail to run on time. What we do know is that last financial year, total public transport boardings were 800,000 fewer than the Government’s own target.

Less use of public transport means more congestion on our roads and higher costs for households using cars rather than the bus, tram or train.

South Australia has only four per cent of total public transport patronage in Australia and the lowest public transport use per capita in the mainland States. At about 60 rides per person per year, we have a ‘poor’ public transport culture with patronage representing about 10 per cent of the journeys to work using public transport.

We have a bus network that is complex for tourists to understand and too infrequent to attract new customers. Public transport services are lagging behind in the population growth areas closer to the city centre and we are neglecting the need for more transport options between the suburban centres. Furthermore, bus services are not fairly distributed throughout metropolitan Adelaide, with residents in the outer suburbs having less frequent buses and fewer public transport options. There is also growing concern about personal security when using public transport in off-peak periods.

Labor’s Integrated Transport and Land Use Plan was driven by political ideology. Labor has supported trams at any cost and with no proper consideration for impacts to the wider transport system and the community. This is the same ideological approach which has given South Australia the highest priced and least reliable electricity in Australia. Whether or not its policies hurt the broader State economy has not been a consideration for Labor while new tram services have been promised at successive elections but not delivered.

Labor has failed to lead an informed discussion about the role for trams in Adelaide. We believe Adelaide should have an expanded tram network where it suits the demand, type of operation and is practical to build without the negative impacts on the rest of the transport network, community, environment and businesses.

We have a system planned in secrecy and driven by political priorities rather than customer service. The most recent report on the government website about public transport community engagement is dated July 2015. There should be much more frequent and regular consultation than this. We need to engage with the wider community, not just those residents affected by the infrastructure changes, about the issues and opportunities that they see for improved services in the public transport system.