Metropolitan Transport Forum

Brett Langley – A/Head of Transport Services, Department of Transport
Restrictions saw a 90 per cent drop in public transport patronage
Restrictions also caused a 40 per cent drop in traffic.
Transport’s proactive response

**Cleaning and Hygiene**
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

**Protecting front-line staff**
1. Removing cash handling
2. Ceasing ticket checking
3. Postponing license testing
4. Hand sanitising stations at stations
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

**Clear communication**
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
6. Additional security measures for critical staff and sites
7. Skybus transfer of international travellers
8. Social distancing measures in place at customer service centres and projects
9. COVID testing regime for operational staff
10. Protocol for managing cases of COVID on network

**Reporting and monitoring**
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
Traffic volumes have returned to ~85% as restrictions have eased
Movement of freight remains a priority
Changing travel patterns on arterial road network
PT patronage has climbed back to ~ 30 per cent
Drive Easy COVID-19 Congestion Management Interventions

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<tr>
<th>Intervention</th>
<th>Benefits</th>
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<tr>
<td>Awareness of network issues</td>
<td>Faster identification of blockages, incidents and unplanned disruptions,</td>
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<td>minimising delays</td>
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<td>Real time response</td>
<td>Faster responses to congestion, incidents and unplanned disruptions,</td>
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<td>making travel times more reliable</td>
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<td>Network management and optimisation</td>
<td>Better balancing of demand to reduce congestion hotspots and recover the</td>
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<td>network quickly after incidents</td>
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<td>Real time information</td>
<td>Better real time information for users, giving them the opportunity to</td>
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<td>adapt their travel during planned disruptions and incidents to avoid</td>
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<td>delay</td>
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<td>Tram, bus and freight prioritisation</td>
<td>Maximise the throughput of people and goods rather than the movement of</td>
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<td>vehicles</td>
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Challenges & opportunities for 2021 and beyond

1. Risk of rising congestion

2. Changing work behaviours

3. Creating safe active travel options
   - Cycling
   - Pedestrians

4. Supporting Victoria’s economic recovery