IMPROVING THE CUSTOMER TRAM TRAVEL EXPERIENCE

Transport for Melbourne

Friday August 9 - 2019
Tram Patronage Trend

**TRAM NETWORK PATRONAGE - 2012/2013 to 2017/2018.**

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>210</td>
<td>182.7m</td>
<td>177.0m</td>
<td>182.1m</td>
<td>203.9m</td>
<td>204.0m</td>
<td>206.3m</td>
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</tbody>
</table>

Source: PTV Annual Reports

*Tram patronage has increased by 13% over the 5 year period to 30/06/2018*
THE TRAM PLAN

MELBOURNE’S TRAM NETWORK

“The Jewel in the Crown”

The world’s largest operational tram network, with 250km of double track

Over 206 million trips completed annually

Operating for over 100 years

75% of the network is shared

24-hour operation

475+ trams

2,200+ employees

1,200+ drivers

1,700 stops

420+ accessible

9 depots

TRAM PLAN
Improving the Customer Tram Travel Experience:

- Adding capacity to the network
- Reducing tram trip travel times - reliability
- Increasing service frequencies
- Improving CBD Network coverage
- Offering NEW additional route choices
- Improving the interchange experience
- Simpler passenger friendly PIDS Information
- Meeting full DDA fleet & stop compliance
- Trams part of the future GRID network of PT
What the Tram Network Can Deliver

<table>
<thead>
<tr>
<th>Item</th>
<th>Existing</th>
<th>2024</th>
<th>2029</th>
<th>2034</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routes</td>
<td>24</td>
<td>26</td>
<td>32</td>
<td>36</td>
</tr>
<tr>
<td>TPH Peak</td>
<td>176</td>
<td>204</td>
<td>241</td>
<td>259</td>
</tr>
<tr>
<td>Pax per hr</td>
<td>98,000</td>
<td>137,500</td>
<td>185,000</td>
<td>210,000</td>
</tr>
<tr>
<td>CBD Routes</td>
<td>22</td>
<td>23</td>
<td>26</td>
<td>28</td>
</tr>
</tbody>
</table>
Replacing 3 of these
Z - Class = 210 pax

With 2 of THESE
E - Class = 420 pax

HIGH FLOOR - NON DDA Compliant
NOT AIR-CONDITIONED

LOW FLOOR - DDA Compliant
FULLY AIR-CONDITIONED

LIFE EXPIRED

Doubles the capacity
& releases 1 driver
B2 / B3 Conversion OPTION

Current B2 class

All measurements are indicative in mm

New route display
Recycled windows + aircon cab units

Option as extended B3 class
Recycled doors, rubber plated over a/c low floor design
Reducing Tram Travel Times  
Speeding Up Tram Services  

* Introduce Hook turns at ALL shared road space signalized intersections with trams  
* Replace all painted Tram Clearway markings with solid raised delineation barriers  
* On going enforcement by Police of road traffic queuing over intersections blocking trams  
* Traffic signal priority to trams in Collins & Bourke Streets at: King, Russell & Exhibition Streets  
* Tram approach activated signal priority in William, Elizabeth and Swanston Streets at all the “Little” Streets and Flinders Lane, & Flinders Lane / Market Street.
Increasing Network Service Frequency

* INTRODUCE A MINIMUM TURN UP & GO FREQUENCY - OF EVERY 10 MINUTES BETWEEN 0700 and 2100

* PROGRESSIVELY INTRODUCE NEW ROUTES

* SUPPLEMENTED BY NEW INNER AREA PEAK SUPPLEMENTARY ROUTES - Weekdays 0700 - 0930 & 1600 - 1830
NEW CBD Route Choices

CBD - ROUTE NETWORK
2034

Stations
1. South Melbourne Beach - East Coburg
2. East Malvern Station - Haymarket
3. Darling Station - North Melbourne Station
4. Moreland - Glen Iris
5. Victoria Harbour - La Trobe University
6. St Vincent's Plaza - St Kilda (Fitzroy Street)
7. Flinders Street Station - Merlynston Station
8. Clifton Hill Station - RCH Parkville
9. City Circle Tourist Tram (Not shown)
10. Victoria Harbour - Box Hill
11. Sandridge - Kew Depot
12. Westgate Park - Camberwell Junction
13. Victoria Harbour - North Balwyn
14. Clifton Hill Station - North Melbourne Station
15. Flinders Street Station - Avondale Heights
16. Toorak - West Coburg
17. Flinders Street Station - Melbourne Airport
18. Carlton North - Malvern Station
19. North Melbourne Station - Clifton Hill Station
20. RCH Parkville Carnegie Station
21. Waterfront City - Wattle Park
22. University Melbourne - East Kew
23. Waterfront City - Vermont South
24. Docklands Park - Elsternwick Station
25. Malvern Station - West Coburg
26. Port Melbourne - Bundoora
27. St Kilda (Acland Street) - East Brunswick

© Rail Futures Institute
Increasing CBD Service Frequency
Increasing PEAK Service Frequency

SUPPLEMENTARY PEAK SERVICES - 2039

- Docklands (Central Pier) - Preston Depot
  - from 2029
- Southbank - Ascot Vale
  - from 2029
- Flinders St Stn - Moonee Ponds Jct
  - from 2034
- Docklands (Central Pier) - Burnley (Eastern Drive)
  - from 2034
  - extended to KEW Junction - from 2039
- Victoria Market - Gardiner Stn
  - from 2029
- Gardiner Stn - North Balwyn
  - from 2034 (Not shown on map)
- St Kilda (Grey St) - North Richmond
  - from 2034
- Docklands (Central Pier) - East Preston Depot
  - from 2029

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NOWHERE in PARTICULAR
ROUTE EXTENSIONS FROM NOWHERE IN PARTICULAR

EXTENSION TO - RAIL NETWORK or COMMERCIAL CENTRE:

Route 3  Darling Rd to EAST MALVERN Station
5           Burke Rd to DARLING Station
16          Cotham Rd to KEW JUNCTION
19          Sydney Rd to MERLYNSTON Station
48          North Balwyn to GREYTHORN SC
57          West Maribyrnong to AVONDALE HEIGHTS
64          Hawthorn Rd to MOORABBIN Station
67          Koornang Rd to CARNEGIE Station
72          Cotham Rd to EAST KEW (Meet Route 48)
78          Latrobe St to DOCKLANDS PARK (@Collins St)
78          Chapel St to ELSTERNWICK Station
### Train / TRAM Interchange Points

#### NOW (33)
- Armadale
- Balaclava
- Box Hill
- Camberwell
- Caulfield
- East Richmond
- Essendon
- Elsternwick
- Flagstaff
- Flinders Street
- Flemington Bridge
- Gardiner
- Glenferrie
- Footscray
- Glen Iris
- Glenhuntly
- Hawthorn
- Jolimont
- Kooyong
- Malvern
- Melb Central
- Moreland
- Newmarket
- Nth Melbourne
- Nth Richmond
- Parliament
- Richmond
- Riversdale
- Royal Park
- Sthn Cross
- South Yarra
- Toorak
- Windsor

#### FUTURE (46)
- Anzac
- Carnegie
- Chadstone SC
- Clifton Hill
- Darling
- East Malvern
- Fitzroy
- Fishermans Bend
- Melbourne Airport
- Moorabbin
- Parkville
- Reservoir
- Reservoir
- Reservoir
- South Yarra
- Toorak
- Windsor
- West Melbourne
TRAM / Train Interchanges at Key Stations

MALVERN STATION TRAM INTERCHANGE

CLIFTON HILL STATION INTERCHANGE

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Improving the Interchange Experience
Improved PIDS Service Information

* PIDS at tram stops to list approaching trams strictly in time order

- On tram PIDS and announcements to give locations as well as Route #

- Enhanced Tram Tracker app

  Enhancing Boarding & Alighting

- OFF TRAM - MYKI “touch on” at all Major Event platform stops

- Road traffic free at key CBD stops
The Melbourne Rail Plan –
Non-DDA compliant trams – 312 to go!
The Melbourne Rail Plan -
Non-DDA compliant stops - 1100 to go!
The Future GRID Network Delivers

Melbourne RFI Vision
SNAMUTS Composite Accessibility Index
Number and percentage of metropolitan residents and jobs

- Excellent (30.0-44.3 points): 1,040,000 (11.1%)
- Very Good (26.7-30.0 points): 1,080,000 (11.5%)
- Good (23.3-26.7 points): 864,000 (8.5%)
- Above Average (20.0-23.3 points): 745,000 (7.9%)
- Average (16.7-20.0 points): 934,000 (9.9%)
- Below Average (13.3-16.7 points): 484,000 (5.1%)
- Poor (10.0-13.3 points): 321,000 (3.4%)
- Minimal (6.4-10.0 points): 187,000 (2.0%)

Urbanised areas without minimum service: 3,815,000 (40.5%)

Average: 22.4
Up E Class Deliveries to 24 p.a

Replace 36 old A/Z - Class p.a. = 2520 pax

With 24 NEW E - Class p.a. = 5040 pax

HIGH FLOOR - NON DDA Compliant
Z Class - NOT AIR-CONDITIONED

LOW FLOOR - DDA Compliant
FULLY AIR-CONDITIONED

Doubles the capacity &
releases 12 drivers to
to run NEW routes / + frequency
STATION PIER TRAM TERMINAL

Station Pier
Pedestrian ENTRY
- Cruise Terminal
- Spirit of Tasmania

<<< Existing stop re-located to City side of Beach Street

<<< Twin track tram terminus

NB: Proposed twin track tram terminus adjacent to Station Pier Gate House - BUT outside of the secure on-pier area.

86 PORT MELBOURNE
Spirit of Tasmania & Cruise Terminal
SIMPLY CREATED 3 NEW CBD Routes
Amalgamate Routes 30 & 78

**COMBINED ROUTE - 78**
Docklands - St Vincent’s Plaza - Balaclava

**EXISTING Route 30**
Docklands - St Vincent’s Plaza

**EXISTING Route 78**
North Richmond - Balaclava

**INCREASED Service Frequency between St Vincent’s Plaza and Church Street - North Richmond**

**NEW Tram Link between North Richmond Station & Cremorne, South Yarra.**
Extend Route 67 to Parkville

EXTENSION of ROUTE - 67
From SWANSTON STREET via
VICTORIA MARKET and
NORTH MELBOURNE to
PARKVILLE
(Royal Childrens Hospital)
NEW CBD Route - 66
Remand Centre - Fitzroy

NEW CBD ROUTE - 66
REMAND CENTRE - Spencer St - Bourke St - Nicholson St to Johnston St
FITZROY
ROUTE 16 Extension to KEW JUNCTION