Management report to Council	**Agenda item 6.8**
Transport Strategy Refresh Discussion Papers – Stakeholder Report	**Council**
Presenter: Claire Ferres Miles, Director City Strategy and Place	**11 December 2018**

Purpose and background

1. The purpose of this report is to inform Council of the outcomes of community engagement undertaken to inform the refresh of the Transport Strategy.

2. The City of Melbourne is refreshing its 2012 Transport Strategy to establish a vision for transport policy for the next ten years.

3. To inform the draft Transport Strategy, eight discussion papers were prepared on the topics of walking, city space, public transport, emerging transport technology, cycling, motor vehicles, car parking, and road user pricing. The discussion papers presented evidence, best practice from other cities, issues for Melbourne and ideas for consideration (see Attachment 2).

4. The discussion papers were released to the public between April and July 2018. The aim of the papers was to promote community debate and discussion. The engagement led to 19,053 people visiting the Participate Melbourne webpage and 1325 submissions from people across metropolitan Melbourne.

5. In August 2018, EY Sweeney was commissioned to analyse the submissions (see Attachment 3). A summary of community engagement activities is presented in Attachment 4.

Key issues

6. The submissions included free-form answers to open questions on Participate, posts to the Participate 'ideas forum' as well as emails and written submissions. EY Sweeney analysed the commentary in each submission and quantified the responses.

7. The analysis found that there was broad agreement and generally strong support for the ideas proposed in the discussion papers.

8. Key findings of the analysis include:

   8.1. "Overcrowded" was the most common response when people were asked about how they experience walking, public transport and space in the city.

   8.2. There was strong support for the ideas in the walking discussion paper (74 per cent), city space paper (87 per cent), public transport paper (63 per cent), car parking paper (67 per cent) and motor vehicles paper (60 per cent).

   8.3. Cycling received the most submissions (366) with 90 per cent supporting the suggestions in the discussion paper including the need for physically separated cycle ways. The most common response about the experience of cycling in Melbourne was 'unsafe and intimidating'.

   8.4. The transport pricing discussion paper received 39 submissions with 44 per cent supporting the suggestions. The emerging technology paper received 18 submissions, too few for analysis and commentary.

   8.5. Concerns raised by some respondents included objections to slower speed limits (seven per cent), dislike of tram and tram-only lanes (eight per cent), concern that fewer traffic lanes will lead to more congestion (nine per cent), concern that protected cycle lanes cause safety problems (four per cent), possible negative impacts on the elderly and disabled (2 per cent), concern that fewer cars in central city will hurt retailers (one per cent) and that fewer car parking spaces will reduce the number of city visitors (one per cent). The draft Transport Strategy will present evidence and policy to address all of these concerns.

9. The community comments and the findings of the stakeholder analysis will inform the draft Transport Strategy. The draft Transport Strategy is currently under development and due to be presented to Future Melbourne Committee for endorsement in early 2019.

Recommendation from management

1.   That Council:

    1.1.   Notes the findings of the independent analysis of stakeholder comments about the draft Transport Strategy.

    1.2.   Requests Management to finalise the draft Transport Strategy taking into consideration feedback from the community, and report back to Council by March 2019.

Attachments:
1.   Supporting Attachment (Page 3 of 147)
2.   Discussion Papers (Page 4 of 147)
3.   Transport Strategy Refresh Community Engagement Analysis Report (Page 26 of 147)
4.   Summary of community engagement activities (147 of 147)

Supporting Attachment

Legal

1. There are no legal implications.

Finance

2. There are no financial implications.

Conflict of interest

3. No member of Council staff, or other person engaged under a contract, involved in advising on or preparing this report has declared a direct or indirect interest in relation to the matter of the report.

Occupational Health and Safety

4. In developing this proposal, no Occupational Health and Safety issues or opportunities have been identified.

Stakeholder consultation

5. Attachment 3 outlines the stakeholder consultation undertaken in relation to the Transport Strategy discussion papers.

6. Stakeholder consultation on the Transport Strategy has also included meetings and workshops with key government and industry stakeholders. Consultation with key stakeholder will continue through the development of the draft Transport Strategy.

7. The second phase of community consultation is planned for release of the draft Transport Strategy in early 2018.

Relation to Council policy

8. The Transport Strategy refresh aligns with the current endorsed Transport Strategy 2012 as well as the Council Plan Goals of A Connected City and A Prosperous City. The community engagement plan for the Transport Strategy refresh aligns with the Council Plan Goal – A Deliberative City. Consultation activities included online as well as face-to-face engagement.

Environmental sustainability

9. Environmental sustainability issues are a key consideration of the Transport Strategy refresh. This report notes the findings of the analysis of stakeholder comments in relation to the Transport Strategy discussion papers which included feedback in relation to environmental sustainability issues.

TRANSPORT STRATEGY REFRESH
CITY GROWTH AND THE TRANSPORT CHALLENGE

Melbourne is vital to the prosperity and liveability of all Victorians and Australians. It is the location of Victoria's most important economic and cultural infrastructure. As the centre of the state's transport system, the central city is the most accessible location for all Victorians.

Our achievements

Over the last 30 years, the City of Melbourne has improved the quality of our streets creating vibrant, productive, inclusive and enjoyable places. Our streets are critical to the city's liveability, environmental sustainability, economic prosperity and international reputation. We have created more places for walking, shopping, sitting, connections for business and dining by repurposing excess road space.

Street dining along Degraves Street

These improvements to our city have not happened by accident - the City of Melbourne has taken a number of deliberate actions to enhance the quality of our streets, including:
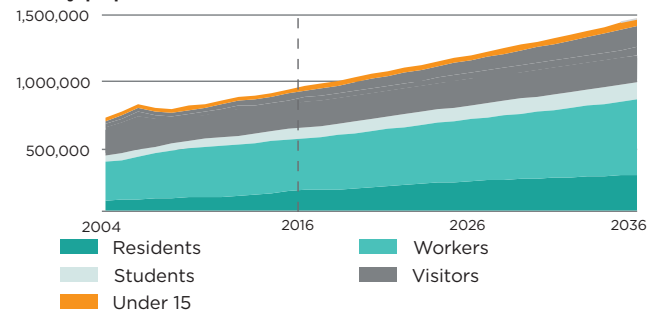
- Introducing a consistent design palette of high quality bluestone paving, street furniture and landscape in our pedestrian spaces

- Activating our laneways and building frontages via the introduction of exemplary policies, transforming our city into a wonderful place to live, work, do business and visit.

- Prioritising walking as the number one mode of transport, supported by public transport and cycling. Improvements have seen these modes grow strongly while the importance of cars has declined.

Key strategies include Transport Strategy 2012, Walking Plan 2014, Places for People 2015 and Bicycle Plan 2016. This will continue to be our focus as we refresh the Transport Strategy in 2018.

A changing city

While much has been achieved, Melbourne is facing significant change over the next 30 years including substantial population growth. In the next three years the number of people in our municipality on an average weekday will exceed 1 million and is forecast to grow to approximately 1.4 million by 2036. By 2051, Greater Melbourne's population is expected to grow by almost 80 per cent, from today's 4.5 million to eight million people.

Daily population estimates and forecasts 2004-2036

The city's growing population presents unprecedented pressure on our public spaces, streets and transport system, including:

- Overcrowding of footpaths, particularly at major traffic intersections. People struggle to fit on the footpath in a number of places. This presents a major safety risk and negatively impacts the city's liveability, reputation and economic prosperity. More time waiting at intersections means less time in shops, cafés and restaurants and doing business.

- Escalating pressure on our public transport system, which is already under strain. Whilst the Melbourne Metro project will play a critical role in unlocking capacity in the city's rail system, the network will be overcrowded again shortly after its completion.

- Traffic congestion continues to increase in the inner city and middle ring neighbourhoods surrounding the central city.

- The city's urban renewal areas are developing quickly and quality public transport connections have not yet been committed.

Journey to work in Melbourne Local Government Area (ABS)

Emerging issues and new ideas

Other issues the Transport Strategy refresh will provide new insight into:

- Under-representation of bicycles in the city. Cycling to Melbourne grew strongly from 2008 but growth has since stalled.

- Low occupancy of some on-street car parks, excessive provision of off-street parking and competing demands for city space e.g. public spaces, trees, landscaping etc.

- The opportunities and challenges presented by emerging technologies including automated vehicles and drones.

- Responding to disruption from major infrastructure projects to ensure that when infrastructure is reinstated we take the opportunity to plan for future transport and public space needs.

- Adapting the transport system to increase resilience in response to climate change and reduce emissions.

- Ways to reduce the risk of attacks on pedestrians by hostile vehicles.

- Ensuring that our future streets remove barriers to inclusion so our city is comfortable, accessible and attractive for people of all abilities and ages.

People walk down Little Collins Street during lunchtime

Where to from here?

Our city's transport system is at a critical juncture. We face a once-in-a-generation opportunity to make bold decisions that will ensure our city is easy, safe and attractive to move around with almost twice as many people as we have today.
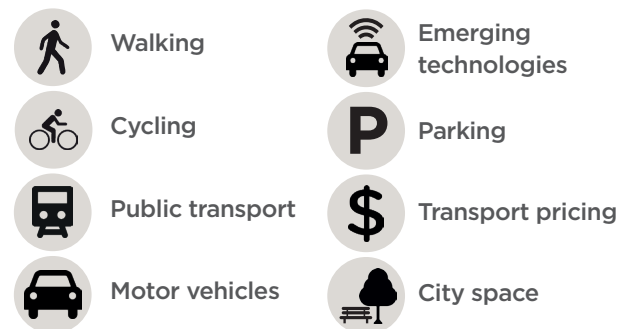
Based on what you told us in 2016 during the Future Melbourne consultation, we have commenced work to refresh the Transport Strategy. Now we need your input to explore the issues and ideas identified so far.

Transport Strategy refresh

The Transport Strategy seeks to respond to new challenges and changes being faced by the city over the next 30 years.

1. Discussion papers

A number of discussion papers have been prepared to start a conversation on the major topics we want to address in the Transport Strategy. These will be released over the coming months. Each paper outlines key issues the city is facing, considers what other cities are doing and presents policy options, opportunities or projects we could consider for Melbourne. The topics include:

- Walking
- Cycling
- Public transport
- Motor vehicles
- Emerging technologies
- Parking
- Transport pricing
- City space

We want to know your views on these issues and ideas along with any other points we should consider. This research and your feedback will help to inform the draft Transport Strategy.

2. Draft Transport Strategy

Later this year we will publish a draft Transport Strategy. Further consultation with community and stakeholders will take place at that time and inform the final Transport Strategy.

3. Final Transport Strategy

The new Transport Strategy will be a 10 year document with a 30 year vision which guides City of Melbourne decision making around transport, includes ambitious targets and aligns with council goals.

The finalised Transport Strategy will be delivered to council for endorsement in the new financial year.

To stay up-to-date and find out more head to Participate Melbourne.

We want your thoughts!

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CITY OF MELBOURNE

TRANSPORT STRATEGY DISCUSSION PAPER
WALKING

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

The City of Melbourne is responsible for managing most of the pedestrian network in the municipality. Melbourne has an excellent pedestrian environment as a result of extensive work to create great streets over many years. Bluestone footpaths and street trees enhance our public spaces and are a source of pride for many Melburnians. Street space previously given to private vehicles has been taken back for people to enjoy.

Despite this investment, the growth in jobs and population mean that our footpaths are becoming overcrowded. To improve conditions for pedestrians, a faster and bolder approach to changing the way space is used in the city will be required over the next 30 years. This will include reducing on-street car parking and removing lanes for private vehicle use as the city grows.

The most important mode

903,000
daily municipal population in 2016

1,400,000
daily municipal population by 2036

Daily trips within the municipality (VISTA 2016)

2% 2% 15% 14% 66%

66%
of trips within the City of Melbourne are made on foot

- 315,423 walking trips
- 66,207 public transport trips
- 71,860 private car trips
- 9,459 cycling trips
- 11,151 other trips

Daily trips within the Hoddle Grid (VISTA 2016)

1% 1% 1% 2% 7% 89%

89%
of trips within the Hoddle Grid are made on foot

- 125,104 walking trips
- 9,940 public transport trips
- 3,057 private car trips
- 1,070 cycling trips
- 1,239 other trips

400 per cent increase in people
walking to work over the past 20 years (ABS)

What are the current issues?

Overcrowding

Severe overcrowding frequently occurs at key locations across the central city, putting people at risk and undermining economic productivity. As growth in jobs and population continues, this overcrowding will get worse. This problem is particularly evident at intersections where large volumes of pedestrians are made to wait, such as outside Southern Cross Station (below), Flinders Street Station and the Collins/Swanston tram stops.

The walking economy and pedestrian delay

Walkable streets support business in the city which is dependent upon face-to-face interaction and the sharing of ideas. A failure to maintain quality streets as the population grows will hinder economic performance and erode Melbourne's reputation as a desirable global city in which to reside, do business and visit. Increasing the level of walking connectivity by 10 per cent would increase the value of the Hoddle Grid economy by $2.1 billion per annum (SGS).

Crossing Spencer Street at Southern Cross Station

Safety, security and hostile vehicles

The City of Melbourne has the most pedestrian crashes of any municipality in Victoria with 6 deaths and 234 serious injuries over the past 5 years. Pedestrian spaces which are not safe and secure compromise the quality of the walking environment. Poor perceptions of safety in some locations can undermine the city's reputation and the night time economy. Recently, vehicles used as weapons have presented a new threat to our city. Reducing access for private vehicles in more places will reduce the risk of vehicle attacks. Protective security measures need to be designed and integrated to improve the quality of the city.

Restricted mobility

Street design needs to be more inclusive to better serve the young, elderly, people with prams and people with a disability. It is a legal requirement that streets be accessible to all users and universal design principles benefit everyone. Places to rest, intuitive street signage and shade from trees are required. Pedestrian injuries from vehicles, trips and falls are unacceptably high.

What are other cities doing?

Cities around the world are facing challenges similar to Melbourne. These global best practice ideas can help to inform the right approach for Melbourne.

Reduced traffic speeds in Dublin

Dublin has reduced default speed limits from 50 km/h to 30 km/h on most roads in its central city. Reducing speed limits has several benefits:

- It decreases the likelihood and severity of vehicle-pedestrian collisions: the chance of pedestrian death is 85% with a vehicle impact speed of 50km/h, 40% at 40km/h and 10% at 30km/h.
- Impacts on vehicle journey times in Dublin have been minimal, with most drivers trips increased by 20 seconds or less.
- Slower streets are easier to cross.

30km/h speed limits in central Melbourne would improve safety for pedestrians with limited impacts on private vehicles

O'Connell Street, Dublin (City of Dublin)

Measuring pedestrian delay in Auckland

Pedestrian delays in central Auckland were measured and the cost of this delay was calculated using New Zealand guidelines for economic evaluation.

- The pedestrian delay at just one intersection on Queen Street in central Auckland was estimated to cost the economy NZD $2.2 million per annum.
- The study helped to build a robust economic case for allocating more time to pedestrians at signalised intersections in the city centre.
- Testing of an optimised signal phasing showed that delay for walking could be reduced by 26 to 46 per cent.

Signal changes in Melbourne to reduce pedestrian delay would have significant economic benefits

We want your thoughts!

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What should be done to address these issues in Melbourne?

Street closures

Traffic should be diverted away from some streets to create new car-free spaces, similar to Bourke Street Mall. Maintaining through movements for public transport, cycling and essential vehicles will be important. A more people-friendly public realm is needed to provide space for people to rest, shop, do business and socialise as well as for movement.

Max 30km/h speed limits in the Hoddle Grid

By reducing the speed of vehicles, safety will be substantially improved for all. Speed limits across the municipality should recognise pedestrian volumes and the activities taking place on the street. Speed reductions need to be complemented by street design improvements.

Reduce delays

Reduce waiting time for pedestrians at traffic lights across the municipality so pedestrians can cross more often. This reduces the build up of people waiting for the lights to change. At Spencer/Collins the pedestrian wait time could be reduced by 38 seconds. This would cut pedestrian crowding in the evening peak in half and people are less likely to cross against the lights.

Prioritise people over vehicles

More space for people walking is required. Locations where overcrowding is already high include Flinders Street and Spencer Street. Rail capacity upgrades in the near future will increase significantly the number of people using our busiest stations. Removing traffic lanes and footpath widening will allow all pedestrians to be accommodated comfortably and safely.

What if?

- We implemented car-free zones at pedestrian gathering places to protect pedestrians from vehicles and grow the local retail economy.

- We implemented a CBD-wide slow zone for vehicles. 30km/hr max speed limit in the Hoddle Grid and Docklands, with lower limits and car-free areas around pedestrian hotspots.

- We implemented a pedestrian priority CBD where delays at traffic lights for pedestrians were minimised across the municipality.

- We used innovative design of streets and public places to make people safer from vehicles.

CITY OF MELBOURNE

TRANSPORT STRATEGY DISCUSSION PAPER
CITY SPACE

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

Melbourne is renowned for its high quality public places, spaces and streets. The way that people use, interact with and experience our streets and spaces is linked to the city's reputation as a desirable place to live, work and visit.

A key principle of the Transport Integration Act 2010 relates to enhancing the transport system from a user perspective. The city's streets and spaces form a critical component of people's transport journeys and poor experiences affect their perceptions of the city and of the transport system.

The City of Melbourne plays an important role in the allocation, design, management and use of public space in the city. Given the pressure of population and job growth, a faster and bolder approach to the reallocation of city space will be required over the next 30 years.

Street space allocation

Street space allocation in City of Melbourne and the Hoddle Grid (City of Melbourne)

Hoddle Grid: 26%, 26%, 4%, 9%, 9%, 7%, 5%, 4%, 53%, 57%

Municipality

61 per cent of street space in the municipality is taken by roads and on-street car parking

- Footpath
- Kerbs and medians
- Roads, shared zones, private lanes & on-road bike lanes
- Tram
- On-street parking

Weekday trips to, from and within the City of Melbourne (VISTA)

Hoddle Grid: 3%, 2%, 4%, 2%, 21%, 22%, 50%, 38%, 22%, 36%

Municipality

Roads serve just over one third of all trips in the City of Melbourne

- Private vehicle
- Walking
- Other
- Public transport
- Cycling

What are the current issues?

Space for people

Space in the city is limited and under increasing pressure. A disproportionate amount of space is allocated for private vehicles in the central city, relative to the transport role these vehicles serve. Residential, worker and visitor populations in the central city continue to grow and are placing increasing pressure on public space. Pedestrian overcrowding leads to poor experiences of our city and particularly affects more vulnerable users. Negotiating crowds in a wheelchair or with a pram can be especially difficult.

Pedestrians squeeze across Collins Street pedestrian crossing

Competing demands

There is frequent conflict between the different functions of our footpath space (movement functions such as walking and place functions such as cafe seating). Different users of footpath space may also come into conflict, as their needs and desires vary (for example residents, tourists, parents with prams, people with disabilities). Road space is also contested between different modes including private motor vehicles, delivery trucks, trams, buses, cyclists, motorbikes and pedestrians.

Prioritising the allocation of city space

Space in the city is limited and we can't create more space to separate modes everywhere. Traditionally the approach to allocating transport space has been fragmented, with a focus on the individual modes of transport rather than an integrated approach which maximises access and mobility for people.

Most of the street space in the city is allocated to private vehicles, yet cars are the most inefficient way to transport the large numbers of people present in busy city centres. Efficient modes need to be prioritised to enable the creation of high quality city streets and places for people to enjoy the city. The economic contribution of different uses must be considered to increase street level productivity.

What are other cities doing?

Cities around the world are facing challenges similar to Melbourne. These global best practice ideas can help to inform the right approach for Melbourne.

Car-free Oslo

- Oslo has the fastest rate of population growth in Europe and this has been identified as the biggest threat to quality of life in the city.
- To mitigate this pressure, the city plans to make its central area car-free by 2019.
- Access for important motor vehicles such as emergency vehicles critical to the function of the city will be maintained as well as for deliveries, people with disabilities and taxis.
- Access to and within the central area will be primarily by walking, cycling and public transport.

New car-free areas would help to maintain the amenity and liveability of the central city

Superblock treatment in Barcelona (Ajuntament de Barcelona)

Barcelona Superblocks

- Barcelona has a uniform street grid similar to Melbourne's Hoddle Grid. The city has recently introduced the concept of 'Superblocks' where streets which form a 3 x 3 group of nine city blocks are being redesigned to prioritise people over cars.
- The streets within each Superblock are transformed to shared spaces and prioritised for walking, cycling, residents' cars and deliveries. The streets which form the perimeter of each Superblock are designated for cars and public transport.
- Speed limits are reduced to 10 km/h to create people-friendly environments where children can play freely.
- In the areas where previously almost 75 per cent of all space was allocated for cars, 75 per cent is now given to pedestrians.

'Superblocks' could be applied in Melbourne to make streets in the central city safer, greener, more inclusive and more vibrant

We want your thoughts!

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What should be done to address these issues in Melbourne?

Declutter pedestrian spaces
Remove unnecessary objects from the footpath to improve pedestrian conditions, particularly for those with a disability and parents with prams. This includes considering how bicycle and motorcycle parking is accommodated, and where objects such as street furniture are positioned.

Reallocate inefficient transport space to more productive uses
Remove on-street parking and traffic lanes for more economically, socially and environmentally productive uses. Build wider footpaths to accommodate pedestrian movements and activities such as outdoor dining, street trading, seating and spaces for civic activities, tree planting and rain water management.

Create more shared spaces
Designate new areas to be shared by different modes of transport. In the short term this involves classification of identified streets as 'shared zones'. Medium term design changes to streets into 'shared spaces' could include level surfaces from building to building to change behaviour on the street. Long-term, precinct wide changes similar to a 'superblocks' model transform our streets.

Improve our understanding of 'user experience' in the city
Regular user experience research helps to understand how different people experience the transport system and better inform policy and the design of spaces. Transport services need to be user centred in their design, rather than simply complying with minimum service standards. An example includes the management of traffic lights, where people with mobility impairments need to be provided more time to cross safely and comfortably.

What if?

- We removed clutter from footpaths to improve disability access and public safety.

- We removed on-street parking spaces and built wider footpaths for pedestrians and provided more space for outdoor dining, street life and more trees.

- We applied the Barcelona 'Superblocks' model to sections of the Hoddle grid, with 10km/h shared spaces for walking, cycling, deliveries and residential access on Flinders Lane and Little Collins Street.

CITY OF MELBOURNE

TRANSPORT STRATEGY DISCUSSION PAPER
PUBLIC TRANSPORT NETWORK

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking views on these issues and ideas.

A world-class public transport system is critical to a liveable, prosperous and sustainable city. Mass public transport is the most space-efficient means of moving high volumes of people across medium to long distances. The City of Melbourne manages much of the interface with the public transport network: our streets. The experience of people on the streets in our city, including at interchanges and transfer points, impacts on the reputation of the city.

Our public transport network is under strain. The number of people living, working and visiting the municipality is growing faster than can be accommodated by current services and committed public transport projects. The crucial Melbourne Metro Rail Tunnel will be at capacity soon after completion.

69 per cent of central city workers arrive by public transport (ABS)

16 km/h average tram speed across Melbourne (Yarra Trams) Gold Coast average speed is 27 km/h

Journey to work mode share in the City of Melbourne (ABS 2017)

2016

2%
6%
4%
5% 2%
32%
38%

2011

51%
56%

The share of public transport trips has increased while that of private cars has decreased

- Private car trips
- Public transport trips
- Cycling trips
- Walking trips
- Other trips

Current and future rail demand and capacity

200% — — — — — — — — — — — 2031 peak load

MMR2

2031

MMR1

Melbourne 2 is al

100%

2011   2011

0%

CBD rail patronage (VITM)   CBD rail capacity (MMR business case)

- 2011 rail patronage
- 2031 additional demand
- Metro 1 capacity increase
- Metro 2 capacity increase

What are the current issues?

Underperforming transport system

Our world class global city must be supported by an excellent public transport system. However, overcrowding is increasing, reliability is poor and many services are infrequent. Demand for access to the central city continues to grow rapidly. Poorly designed tram platforms are often cramped, uncomfortable and inaccessible.

Radial network limitations

Melbourne has a radial public transport network with most tram and train lines passing through the inner city. A disruption where lines overlap means one service can impact many others. Without high-quality links between suburbs, driving in a car is often the only option for trips across and around the metropolitan area.

Passengers squeeze onto the tram platform at Southern Cross

Trams and buses stuck in traffic

Eighty per cent of Melbourne's tram routes run in mixed traffic while dedicated bus lanes are very limited. This means traffic congestion undermines the reliability, efficiency and frequency of trams and buses. Reducing these delays would allow more services to run without the need to buy more trams and buses, giving such improvements a high benefit-cost ratio.

For peak period trips to the central city, trams carry at least twice as many people as cars on roads including Nicholson Street, Brunswick Street, Smith Street, Victoria Street and Bridge Road. On St Kilda Road the ratio of tram passengers to car occupants is more than five to one. The only way to get more people into the city along these roads is to improve the tram service - increased speeds means more frequent services without buying additional trams.

Public transport drives economic growth

The high value jobs in the central city rely on face-to-face interactions and drive productivity and innovation for Victoria and Australia. While our public transport network could be improved, it is effective in connecting many people to employment opportunities in the central city. As Melbourne grows, investment in efficient transport is the most effective way to provide access to the growing job opportunities of the central city.

Opportunities for public transport

Airport rail can serve multiple functions

Access from the airport to the city for tourism and business is important. There is also a need to connect people in the north-west suburbs to jobs at the airport and in the central city. Rail coverage in this part of Melbourne is very limited and roads will continue to become increasingly congested.

Using technology to increase efficiency

Trials are under way to increase priority for trams at traffic lights with tram to signal communications. In the future, tram to vehicle communications could ensure that congestion does not impede trams, letting drivers know to clear tracks for trams as they approach. Technology could also assist with the enforcement of this priority.

Tram stop design improvements

Upgrades to tram stops across the network to meet accessibility requirements offer an opportunity to better integrate tram stops with the street and other modes, such as bikes. With lower speeds and less vehicles in the central city, tram waiting areas can be designed in different ways, such as the Macarthur Street stops.

Improved bus priority and electrification

Bus reliability and travel speeds could be improved by reprioritisation and reconfiguration of intersections. Electric buses with charging capabilities either at stops, along the route or both have the potential to offer improved air quality and potentially unlimited range (like a tram).

Buses operate along Lonsdale approximately every minute

Melbourne's future rail network?

Melbourne Metro 2 has been identified as an important infrastructure project but has not yet been committed by government. At the core of the project is a new rail tunnel proposed to link Newport to Clifton Hill via Fishermans Bend. High capacity trains would run on dedicated tracks from Wyndham Vale to Mernda.

The benefits of this project could include high capacity access from the west to major destinations, freeing up additional capacity in the city loop, reducing pressure on city loop stations and greatly improving east-west connectivity across the city. This city-shaping project would provide residents the choice to reduce car dependency, particularly in the western suburbs.

A **Melbourne Metro 3** concept has been identified by independent researchers to help meet Melbourne's growth challenge – a new generation driverless, high frequency, rail system - to support intensification of the inner city and reduce car dependence. An alignment through Southern Cross via E-Gate, Arden-Macaulay, Highpoint and Maribyrnong to the airport would support increased densities, unlock development potential, offers value capture opportunities and could complement a regional airport rail alignment via Sunshine.

The eastern end of the line could extend to north-east Richmond and beyond, filling a gap in the heavy rail network, providing better walking catchments than an Eastern Freeway Doncaster rail, further improve airport access and ease congestion in surrounding areas.

Is this Melbourne's future rail network?

Melbourne Metro 1 - Sunbury/Melton to Cranbourne/Pakenham

Melbourne Metro 2 - Wyndham Vale to Mernda

Melbourne Metro 3 - Tullamarine to Doncaster/Ringwood

Metro network

Regional network

What are other cities doing?

Cities around the world are facing challenges similar to Melbourne. These global best practice ideas can help to inform the right approach for Melbourne.

Heathrow Airport rail connections, London

- By approximately 2028, the number of trips to and from Melbourne Airport will be comparable with Heathrow Airport today.
- Three rail lines service Heathrow providing options for different passengers and markets: the 'Tube' stopping all stations, an express line to central London and a limited express, soon to be extended through central London.

Melbourne with 8 million people will need several public transport connections to the airport including regional rail, metropolitan rail, tram and bus

Trams operating along Collins Street

Improving tram performance, Zurich

- Zurich has had tram prioritisation measures in place since the 1980s which have caused a dramatic increase in tram patronage.
- Zurich trams spend only 6% of their time at traffic lights, compared to Melbourne trams which spend 17% of their time at traffic lights. Zurich gives absolute priority at traffic lights and allocates dedicated road space to trams, with the ideal situation being one where trams need only stop to set down or pick up passengers.

Major time savings for Melbourne trams could be achieved through better traffic light priority especially in the Hoddle Grid, where tram speeds drop to 11km/h

We want your thoughts!

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What should be done to address these issues in Melbourne?

Build Melbourne Metro 2

This should be the highest priority major transport project for Victoria. The project was identified as a priority by Infrastructure Victoria and the Rail Network Development Plan. The Melbourne Metro Rail Authority is in place with the skills and knowledge to deliver this project. If planning commenced in 2018, Melbourne Metro 2 construction could begin prior to finishing Metro 1. The vision for Fishermans Bend will not be realised without Melbourne Metro 2 to enable the transition to a world class urban renewal area.

Planning for Melbourne Metro 3

The next major transport project for further investigation, Melbourne Metro 3 would supplement a regional airport rail connection and open up urban renewal opportunities in the north-west. It will further increase capacity of the rail network and provide for convenient car-free cross city journeys.

Supercharge the tram network

Providing trams with priority through intersections and dedicated road space will improve the reliability, efficiency and capacity of the tram network. Faster trams can complete their run sooner and provide more services with the current fleet. Enforcement of road rules is critical to prevent private vehicles blocking trams, improve safety and increase reliability. Trams freed from traffic are extremely efficient - Swanston Street carries more people each day than the West Gate Bridge.

New orbital services

The Victorian Government needs to invest in developing high-capacity, efficient bus and light rail orbital routes. Connecting train lines will provide greater choice for trips around the metropolitan area. This would make public transport more useful for more trips - including to the central city. The importance of orbital services was also identified by Infrastructure Victoria's *30 Year Strategy* and supported in principle by the Victorian Government.

What if?

- Melbourne Metro 2 was completed by 2030, connecting the western suburbs into the central city and unlocking the potential of Fishermans Bend.

- Melbourne Metro 3 was completed by 2035, providing a second airport rail link and north-west connectivity through the central city to North Richmond and beyond.

- Trams were 'supercharged' with more tram-only right of way and cars removed from tram tracks across the network to improve travel times and reliability.

- New and existing road rules to protect the priority of efficient transport modes were enforced.

CITY OF MELBOURNE

TRANSPORT STRATEGY DISCUSSION PAPER
EMERGING TECHNOLOGY

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking views on these issues and ideas.

New and emerging technologies provide both opportunities and challenges for our future city. The City of Melbourne will be a leader in innovating and piloting transport technology which supports a smart, global, connected city, while ensuring our city remains a place that prioritises people. Equally, the City of Melbourne expects that new regulations will be needed to optimise emerging technologies to capture the benefits while mitigating negative outcomes.

Population growth means we need to move more people on our streets as well as provide more public space and respond to climate change. Ongoing prioritisation of the most space-efficient transport modes will enhance our central city.

There is much interest in the development of cars that can operate without a driver. In the compact central city there is little evidence to suggest this technology will have much benefit. However beyond the central city, improved feeder services to connect people to fixed public transport in the middle and outer suburbs, and improved road safety are possible benefits.

A driverless future?

Shared driverless cars could reduce car parking demand by up to **58 per cent** (Dia 2017)

Empty vehicles driving around waiting for passengers **may increase traffic and vehicle distance travelled**

Space required per person by transport mode

Current passenger occupancy of rideshare vehicles, California (0.66) (SFCTA 2017)

Pooled trips in shared driverless cars

More cars on the road means:
- increased emissions
- poor health outcomes
- less social interaction

Driverless cars could remove human error present in **94%** of serious crashes (NHTSA 2017)

Rideshare* is creating more traffic

49-61 per cent of trips in New York are new journeys or would have been previously made by public transport, walking or cycling
* app based car trips such as Uber, Lyft etc. (UC Davis 2017)

What are the issues?

More cars on the road
If driverless cars were privately owned the number of car trips on our streets would significantly increase, worsening congestion. New types of trips might include:
- empty cars circulating streets instead of parking
- empty cars driving 'home' after dropping someone off
- increased freight and home deliveries, if costs reduce
- trips by people currently unable to drive, including children, older people, vision impaired and others

These new trips may have positive or negative social, environmental and economic impacts. The degree of uncertainty makes it challenging to foresee the outcomes. Automation will impact the entire economy and generate changes to the types of employment opportunities available in transport industries.

Shared mobility
If driverless cars result in more car sharing and pooled trips, benefits such as reduced traffic and lower cost transport are possible. Cities may need to provide less transport infrastructure.

However, operators of driverless fleets may want to maximise the distance their vehicles travel and compete with public transport. Shared driverless services might also use advertising in vehicles to provide more competitive user costs. This would result in providers trying to capture more of passenger's time and attention, rather than providing efficient transport. Competition between public and private transport providers needs to be minimised to ensure an efficient, integrated transport system.

Mobility as a service
Communications technologies (such as mobile phones and app-based platforms) continue to develop and could affect our future travel behaviours. Technology is offering people travel choices tailored to individual needs as well as real-time information about travel options, conditions, time and cost. There are opportunities to integrate additional information about emerging mobility services like car share and ridesourcing in the future.

Data security
Driverless cars will require large amounts of data to operate, and will also generate new data linked to location, safety, destinations and habits. This data will be of value to different parties and will raise significant privacy issues if linked to identities of passengers.

New freight systems and vehicles
A variety of new technologies are being developed to support growing freight demand. These include delivery robots on footpaths and airborne parcel drones. These devices need to be managed to ensure they integrate safely on our streets and footpaths, ensure privacy and preserve the amenity of our city.

Smart sensors for better decisions
Pedestrian counters and on-street parking sensors are used to monitor the performance of the city. Sensors can support the efficient movement of people and enable better decision making in the future.

What are other cities doing?

Cities around the world are facing challenges similar to Melbourne. These global best practice ideas can help to inform the right approach for Melbourne.

Mobility as a Service (MaaS) platform, Finland

- Finland is pioneering an integrated platform to bring together multiple mobilty services. For a monthly fee, subscribers can access public transport, car share, ride share and bike share.
- Participating services provide data so it can be centrally managed to provide visibility for users and improve transport planning. New regulations discourage competition between public and private modes.
- Studies have suggested a well managed MaaS platform with shared services supporting public transport can deliver a reduction in vehicle kilometres travelled, comparable to a congestion charge (ITF 2017).

> MaaS regulatory reform could enable better integration of a growing number of mobility services. Leadership from government, working closely with service providers, is required for this to be achieved.

A MaaS digital platform can improve integration of public transport, car share, bike share and other services

Shared streets data platform, U.S.A.

- Kerbsides are becoming increasingly contested city spaces for pick-ups, drop-offs, deliveries, service vehicles, disability access and emergency services.
- With information available about parking availability, demand and vehicle arrival time there are new ways to manage these spaces.
- A shared streets data platform acts as a 3rd party between government and private companies, enabling more cooperation.

> Melbourne could benefit from more efficient and dynamic kerbside management and booking services, and more open data may enable greater efficiency.

We want your thoughts!

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What should be done to address these issues in Melbourne?

Integrate driverless cars with public transport
To maintain a prosperous and liveable city into the future, clear regulatory signals are required now to ensure driverless cars support public transport rather than compete with it. New regulation needs to be consistent with the objectives of the *Transport Integration Act 2010*: socio-economic inclusion, economic prosperity, environmental sustainability, integration of transport and land use, efficiency and reliability, and enhance safety, health and wellbeing. It is clear that having more privately-owned cars in the city will not achieve these objectives.

Support a shift towards Mobility as a Service
Support and enable partnerships with mobility providers, and promote the consolidation and integration of services. Only through the integration of public transport, active transport and shared mobility options can benefits of increased automation be captured.

Investigate future data security risks
To prepare for new technology, new mechanisms for data protection are required. Robust and secure sensor network technologies need to protect the community against possible data/sensor tampering. Additionally, secure data practices must include users having full control of how their data is used.

Safe streets and a city for people
Lower speeds will remain the primary safety objective for walkable streets. Technology advancements and innovation are important and will be supported and enabled. However, our priortity must be a city for people. Pedestrian safety and priority will remain critical in our people focused city which must look, feel and be safe.

Trial and pilot innovative freight
The opportunities presented by smaller driverless delivery vehicles are of greater potential than driverless passenger cars in the central city. Testing new delivery vehicles in the air or on the ground will help to understand if this technology can benefit the city. Delivery routes and vehicles should be consolidated where possible to improve efficiency.

What if?

- **Empty driverless cars paid a fee to use the road, preventing increased congestion.**
- **Driverless cars were regulated to move out of the way for buses and trams.**
- **Smart sensors halved time that buses and trams spent waiting for cars at traffic lights.**
- **Deliveries were made by robots on the ground and in the air, reducing congestion.**
- **For a monthly fee, people could access public transport, ride hailing, bike and car share via an app.**

CITY OF MELBOURNE

Which future do we want for our city?

The following two scenarios are described to test different possible outcomes, depending on different changes in technology, policy and social trends.

Scenario 1: Government action and private sector cooperation lead to:

The movement of people is prioritised over the movement of vehicles and public transport investment is increased. Private vehicle use is minimised in the central city and data more freely available. This results in reduced congestion, cheaper user-friendly transport, reduced emissions, re-purposed car parking and efficient management of street space. More people choose to walk and cycle in the central city to the benefit of the retail and knowledge economies and the healthcare system.

Scenario 2: Government inertia and aggressive private sector competition, lead to:

To allow driverless cars to serve more people safely, pedestrian movement is restricted and footpaths separated from roads. Driverless cars compete for passengers with public transport and vehicle occupancy declines. There is limited sharing and access to movement data resulting in poor efficiency. Electric cars become popular but require lots of space and power for battery charging. Parking demand, emissions, congestion and freight costs increase while productivity falls.

TRANSPORT STRATEGY DISCUSSION PAPER
BICYCLES FOR EVERYDAY TRANSPORT

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

The City of Melbourne has delivered an extensive program of improving and extending bike infrastructure over many years. The refreshed Transport Strategy will build on the progress already made by successive City of Melbourne Bicycle Plans. To boost cycling participation for transport improved facilities are required.

When people choose to ride they reduce emissions, noise, congestion and free up public transport capacity. Cycling provides mental and physical health benefits and with the right infrastructure it can be great fun. People riding save everyone money by reducing health costs and the need for investment in public transport and roads. It is in everyone's interest that people ride (and walk) as much as possible.

More than 12,000 people ride to work in the municipality city every day - enough to fill 57 of Melbourne's biggest trams, each costing $13.7 million

Bicycle trips to work in City of Melbourne by age and sex (ABS 2017)

Up to $14 benefit per dollar invested in cycling
A typical bicycle infrastructure project returns between $1.30 and $14 for every dollar spent (PWC, 2008)

Bikes carry 1.6 times more workers than buses to the Melbourne local government area (ABS 2017)

More people could ride to the city if facilities were better

Current and potential bicycle trips to work in Melbourne LGA from neighbouring municipalities (City of Melbourne)

What are the current issues?

People don't feel confident cycling in Melbourne
Concern for safety remains the primary barrier preventing more people riding. City of Melbourne research found that potential bike riders would feel much more confident using physically separated infrastructure than painted lanes.

Protected lane	Painted lane
83% confident to ride	22% confident to ride
Protected to intersection	Unprotected intersection
73% confident to ride	16% confident to ride

Providing for local bicycle trips
Riding a bike can be a faster option for many local trips. To enable more local cycling, facilities need to be connected and protected from traffic. Where there is not enough space for protection, traffic should be calmed to allow more people to feel safe and comfortable. Bike share can also support these trips but has not yet succeeded in Melbourne.

Conflict and behaviour
People walking, riding bikes and driving can come into conflict when sharing space. Poor behaviour can be observed across all forms of transport. Melbourne needs a stronger culture of sharing and courtesy when moving around the city. Bike facilities which minimise conflict can make riding an everyday activity for all ages and abilities.

Road rules
Bikes are different from motor vehicles, yet the road rules treat them the same. Bikes are more space efficient, slower, quieter and allow for better peripheral vision. In the event of a crash, bikes cause much less harm to the surrounding environment. The law needs to recognise these differences to increase the competitiveness of bikes. For example, Paris has recognised that riding is much faster and easier without stopping unnecessarily and allows riders to turn right at certain red lights and stop signs when it is safe to do so.

Other barriers which prevent more people riding bikes
A lack of access to showers or lockers in workplaces or not having access to convenient bicycle parking can prevent people riding. Blocked bike lanes due to construction or illegally parked cars can also make it less attractive to cycle.

What are other cities doing?

Cities around the world are facing similar challenges. These global best practice ideas can help to inform the right approach for Melbourne.

Increasing cycling capacity in Copenhagen, Denmark

The already popular Nørrobrogade separated cycling route in Copenhagen was widened for bicycles. Bicycle trips increased by 35 per cent, from 36,000 to 48,400.

- This shows the value of continuous improvement of facilities for cyclists.
- In the same way that building more roads attracts more traffic, building high quality cycle routes will increase the number of people who choose to ride.
- Bike lanes move more people in less space. Improving cycling capacity is one of the most productive transport investments that busy cities can make.

Upgrades to existing cycling infrastructure can enable more people to ride bikes.

Business support for protected cycle lanes, London

People riding in a protected cycle lane in London

A network of 180 London employers came together through the Cycling Works campaign to support plans for protected cycle lanes in central London. This overwhelming support helped convince government agencies to push ahead with improved cycling facilities and deliver the plans in full.

- CEOs from finance, technology, law, media, education and healthcare supported cycling and protected lanes as good for employees, businesses and London.
- Businesses recognised that there was demand for better cycling infrastructure from their employees and recognised the health and environment benefits, the opportunity for reduced congestion and economic benefit to business.
- Some of the new protected cycle lanes are moving five times as many people as the adjacent traffic lanes (Transport for London).

Businesses in Melbourne could provide incentives and support for new riders. Is your workplace supportive of cycling?

What if?

- **Everyone who wanted to ride a bike felt safe to do so at any time of day and for any type of trip.**
- **Protected bike lanes radiated out in each direction from the city, removing some traffic lanes to move more people.**
- **Bike lanes continued to and through intersections.**
- **We trialled fully separated bike lanes along Flinders Street linking the MCG to Docklands.**

What should be done to address these issues?

Physical protection to intersections

Providing protected lanes up to the intersection will significantly increase the number of people who choose to cycle. Separated lanes should include trunk routes running north-south and east-west at appropriate intervals, with cycle-specific traffic lights. If we want better bike infrastructure, we need to accept some impacts to cars like reduced on street parking, fewer turning lanes and reduced traffic capacity. This may increase congestion until people switch to another mode.

Increase investment in cycling improvements

Victorian Government investment in cycling is at its lowest point this decade, around $3 per person in 2015-16 (AustRoads 2016; ABS 2016). The City of Melbourne spent $2.67m on its bicycle improvement program in 2016-17, equating to around an additional $3 for every person visiting the municipality on an average weekday. To achieve the City of Melbourne's current cycling target, the number of people riding needs to double by 2020. This will require a much larger, targeted investment in bike infrastructure from all levels of government.

Provide more bicycle parking in more places

Space underground and in buildings is needed to ensure enough bicycle parking is provided and to free up footpath space for other uses. The Victorian Government's *Victorian Infrastructure Plan* includes a commitment to changing the planning scheme to require more bike parking in new buildings.

Reduce motor vehicle use in the municipality

Fewer cars on the road will make cycling more attractive for local trips and provide more space for public transport, which is a more efficient mode of transport. This requires policies to reduce motor vehicle ownership, use and road space allocation.

Electric bikes

Electric bicycles now outsell standard bicycles in the Netherlands and are becoming popular in Melbourne. They significantly increase the range of cycling trips and can reduce the need for riders to shower at their destination. Electric bikes can also make cycling an option for older people. Mechanisms to promote and encourage e-bike use should be explored.

Dockless share bikes

Dockless share bike schemes have now entered the Melbourne market. These bikes support short trips within the city but require space in the public realm and can create risks for people walking. The City of Melbourne has asked the State Government for new regulations to maximise the benefits and minimise the negatives of this new type of bike access.

We want your thoughts!

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CITY OF MELBOURNE

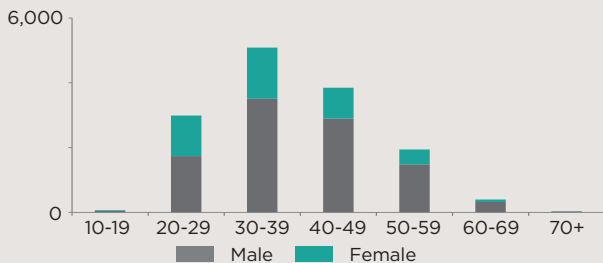# TRANSPORT STRATEGY DISCUSSION PAPER
CAR PARKING

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

To protect Melbourne's liveability for future generations, we need greener, people friendly streets. The management of parking has a profound impact on our transport system and city streets. The City of Melbourne manages on-street parking across the municipality and some off-street parking. Most off-street parking spaces are built and managed by the private sector. The Melbourne Planning Scheme controls the amount of car parking in new developments.

The City of Melbourne has introduced progressive policies and innovative changes to on and off street parking since the 1970s. Despite this, there is an oversupply of off-street parking and low occupancy of on-street in some locations.

The availability of cheap or free parking strongly influences people's decision to drive. Reforms to pricing and supply are among the most influential changes the new Transport Strategy can make. If parking charges reflected the true cost of providing the infrastructure, substantial changes to behaviour could be expected.

The hidden cost of parking

460 hectares of car parking in the City of Melbourne =

225 MCGs

Total parking spaces in the City of Melbourne (2017)

Total parking = 217,090

Category	Spaces
Metered parking (On-street parking)	12,014
Unmetered parking (On-street parking)	11,476
Residential parking (Off-street parking)	49,500
Commercial parking (Off-street parking)	68,300
Other private parking (e.g. employer supplied)	75,800

The average car is parked **95% of the time**

There are 40% more residential parking spaces than there are privately owned vehicles in the City of Melbourne

$0.7 billion has been wasted by home owners and renters paying for 13,000 empty off-street car parks in the purchase of their property

25 per cent of floor space in Southbank is for off-street car parking, resulting in poor urban design outcomes

What are the current issues?

Hidden costs of on-street parking
The convenience of storing a private vehicle on a central city street will soon cost $7 per hour - a third of the rate charged by many commercial garages off the street. Cheap on-street parking incentivises people to drive and adds to congestion when drivers search for a space. Cars parked on the street result in public space used only by a small number of people and prevent improvements to the public realm, such as more trees, wider footpaths and new bike paths.

Parking and retail performance
Only 14 per cent of people shopping in the municipality park on the street, while 73 per cent arrive by non-car modes (VISTA 2016). There is a perception that retail is dependent on parking, however this is disputed by evidence in the central city. A study in Carlton found that space converted to bike parking returned five times as much retail spend as

on-street car parking (Lee & March 2010).
Off street car parks on Russell Street contribute poorly to the street

Oversupply of off-street parking
New apartments typically include a parking space. Residential parking spaces outnumber vehicles owned by 40 per cent. Surveys in Southbank and West Melbourne have revealed that between 26 and 41 per cent of private parking spaces are empty. Many people are paying for a space that they do not want or need. This adds to the high cost of housing and undermines the quality of the street.

New technologies, decline in parking revenue
New technologies such as ride share, Mobility as a Service (MaaS) and driverless cars will generate structural change to mobility and the need for car parking will decline. The City of Melbourne currently receives significant revenue from on-street parking fees. Since 2011, there has been a 22 per cent reduction in parking spaces in the central city due to street improvements such as tree planting, wider footpaths, bike lanes and new tram stops. This trend will continue and accelerate. New revenue streams will need to be found to deliver essential city services.

Access for all people
To ensure that everyone has equal access to the city, access for people with a disability needs to improve. As the population grows, we need better access and more space for people who cannot access the city without a private

What are other cities doing?

Cities around the world are facing similar challenges. These global best practice ideas can help to inform the right approach for Melbourne.

Capping of parking supply

Zurich (Switzerland), Hamburg (Germany), Oslo (Norway) and New York (USA) have capped the total parking supply.

In Zurich, the cap was part of a plan to reduce car use to improve the performance of its extensive tram network as well as address urban pollution. If there is new off-street parking, the equivalent amount of on-street space is converted to another use.

Capping parking supply could reduce car use and improve walking, cycling and public transport in Melbourne.

Capping the parking supply contributed to a more efficient tram network (City of Zurich)

San Francisco dynamic parking pricing (SFpark)

Traditionally, on-street parking is priced at the same hourly rate every day regardless of demand varying across the day and week.

- Under the SFpark program, prices vary according to demand with lower prices when more space is available.
- Prices are adjusted constantly and increase so that one space is available on each block all the time or decreased when parking spaces are plentiful.
- Prices are adjusted without increasing overall revenue. Prices for some car spaces have fallen, reflecting lower demand at certain times and locations.

Following the introduction of dynamic pricing, there was a 50 per cent reduction in drivers circulating streets searching for parking.

What if?

- **Large numbers of on-street parking spaces across Melbourne were converted to open space, trees, bike lanes and footpaths.**
- **New residential buildings near public transport were provided with car share instead of car storage, supporting sustainable travel.**
- **The price of on-street space was adjusted according to demand to ensure some spaces are always available on each block.**
- **All parking structures were publicly accessible to use parking more efficiently and enable widespread sharing of vehicles and car parks.**
- **People without cars could buy cheaper apartments because all car parks were sold separately.**

What should be done to address these issues?

On-street conversions

If we want to be the most liveable city and meet our Urban Forest target of 40% canopy cover by 2040, we need to make space for more trees in the city. Underused parking spaces should continue to be converted to other uses, but at a faster rate. Higher value uses of street space include more trees, wider footpaths, improved tram stops and on-street dining areas. The large amount of space dedicated to on-street parking provides a significant opportunity to increase tree canopy cover and mitigate climate change impacts.

Pricing reform

On-street parking pricing should reflect real-time market demand for the space, the real cost of providing the infrastructure and factor in other potential uses. Dynamic, market-based pricing may cause prices to increase in the most valuable parts of the city and allow prices to fall in areas with high vacancy. This can support more reliable availability. By using street space more efficiently, congestion can be reduced and opportunities created to repurpose street parking for higher-value uses.

Cap parking supply, set reductions targets

A cap on parking could help even out the oversupply of off-street parking spaces and improve occupancy in some areas on the street. This could result in existing spaces being used more efficiently and reduce the number of people paying for off-street parking they do not use or need. More new buildings should be built without car parks and existing rules which limit parking provided in new buildings should be expanded across the municipality.

Dynamic digital signage

New technologies provide an opportunity to reimagine on-street parking as 'flexible kerb space' with multiple uses. Sensible digital signage and innovative design could enable loading bays and disabled parking spaces to be provided on demand and at other times these spaces can be used for other purposes. Street space could be used for commercial purposes like cafe tables when parking demand is low.

Enhance open data

The City of Melbourne provides rich car parking data to the public through an open data platform. Parking data collection could be extended, including through partnerships with off-street parking providers, to further support outcomes which optimise efficient use of parking in the city. This must be aligned with policies to consistently reduce on-street parking over time.

We want your thoughts!

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CITY OF MELBOURNE

TRANSPORT STRATEGY DISCUSSION PAPER
MOTOR VEHICLES

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

Most streets in the municipality have been designed and optimised for motor vehicles. Yet the majority of trips within the city are on foot and by public transport. Since 2001, the share of car trips to work has decreased by 28 per cent while jobs have increased by 43 per cent. The use of cars in the municipality is declining. The number of people in the municipality is expected to grow from 914,000 per day to 1.4 million per day by 2036.

The central city will not be able to cater for this growth without major changes to the priority given to cars. The question is not whether this should change, but how much, when and where.

Reducing traffic volumes will improve conditions for emergency vehicles, servicing, freight, construction, bikes, public transport and accessibility. Traffic reduction policies will also improve health, road safety and air quality. These policies will reduce emissions and noise, create more space for other uses such as walking, dining, trees and bike lanes, improving the liveability of our city.

27% fewer vehicles into the central city
between 2008 and 2018 (City of Melbourne)

People on higher incomes are more likely
to drive to work in the municipality (ABS 2016)

Car driver mode share to work in City of Melbourne by income (ABS 2017)

51% of land transport emissions
in the municipality are from cars (City of Melbourne)

Space per person (m²) for different types of transport

9.2 — Average occupancy car - conventional or electric
1.9 — Motorcycle
1.5 — Bike
0.6 — Tram
0.5 — Train
0.5 — Walk

What are the current issues?

Vehicle congestion, delays and through traffic

Congestion undermines economic growth and productivity. Traffic that passes through the municipality exacerbates this issue, with about one in three vehicles on streets such as Flinders, King and Spring using the central city as a through route. Private vehicles cause significant delay for people walking and riding bikes. Buses and trams stuck in traffic or blocked at intersections undermine the efficiency and reliability of public transport. Traffic lights in Melbourne are configured to favour motor vehicles, despite cars being significantly outnumbered by people using other modes. As a result of these delays, unsafe crowding of people at intersections presents a major road safety risk.

Emissions and air quality

Current transport emissions in the City of Melbourne exceed the levels required to meet Australia's obligations under the Paris Climate Agreement. Private cars account for around 52 per cent of land transport emissions in the municipality. Electric cars have the potential to reduce emissions if they are powered by renewables. Victoria's coal fired power means that the CO_2 emissions of today's electric cars are no cleaner than conventional cars.

Vehicle priority increases wait times and pedestrian crowding

Motor vehicle emissions also affect air quality. In particular, diesel engines create dangerous particulate matter which includes carcinogens. Six of the top 10 most popular cars in Australia run on diesel fuel, as does Melbourne's current bus fleet. Many countries are moving to ban diesel vehicles due to the impacts on human health.

Inequality

People on incomes above $156,000 are more likely to drive to the city for work (ABS 2016). People on higher incomes tend to live in areas well served by public transport. Driving to the central city, especially in peak periods, can have a significant negative impact on other city users.

Safety and security

The City of Melbourne has the highest rate of pedestrian road trauma in Victoria. Vehicle attacks on people walking also highlight the threat cars can pose. Security measures such as bollards are being installed. More car free places and less vehicles in the city will further reduce risk.

What are other cities doing?

Cities around the world are facing challenges similar to Melbourne. These global best practice ideas can help to inform the right approach for Melbourne.

Convert road space into people space

Many cities around the world are converting inefficient vehicle space into other, more productive uses. For example, both London and New York have removed road space to create iconic people spaces as well as movement corridors for other modes. In London, a section of road was removed to create a seamless connection for pedestrians between the National Gallery and Trafalgar Square. Also in London, significant numbers of motor vehicle lanes have converted to cycle superhighways. Cyclists are now the single largest mode of transport on central London streets in the morning peak hours. Road lanes converted to cycle use now carry many more people than they did in cars.

In New York, sections of Broadway have been closed to traffic creating popular new public spaces at Times Square and also improving traffic flow on nearby streets. The Ninth Avenue protected bicycle lane in New York, built on space previously used by traffic, resulted in significant pedestrian and road safety improvements, more cycling and an increase in retail sales.

In Sydney's George Street, sections have been closed to cars to improve the public realm and walking environment, with more space for people and trees. A new light rail line has replaced a large number of diesel buses with a smaller number of trams.

Shared spaces such as Manchester Lane serve people and vehicles

What if?

- Cars which do not have a destination in the central city but are just travelling through, were removed from the Hoddle Grid, releasing space for other uses.
- All major streets in the Hoddle Grid were reduced to a single lane each way, maintaining property access and improving mobility for efficient modes.
- New developments provided a number of electric car share vehicle charging facilities upon completion.
- Traffic signal cycle times were minimised across the central city to increase the efficient movement of people - on foot, bikes and public transport.

What should be done to address these issues?

Provide high quality alternatives
Melbourne needs to significantly increase its transport capacity to serve a 65 per cent increase of people in the city. The expansion needs to be based on space efficient modes better suited to city movement: public transport, cycling and walking. First steps include commencing detailed planning of Melbourne Metro 2, supercharging tram and bus performance and improving the network of high-quality separated bicycle lanes which will attract everyday riders. This will make it easier for those who need to use private vehicles.

More space for non-car uses
Unsafe pedestrian crowding occurs at several places around the city including at train station entries and tram stops. Continued population growth will make crowding worse. There is an urgent need to relieve pressure by expanding the space available for people and allow pedestrians to disperse more comfortably by reducing delays at traffic signals. In the long term, continued intensification will mean parts of the central city will need to be largely free of private cars to operate effectively.

Prevent through-traffic
Motor vehicle traffic which travels through the central city imposes costs including delays to others, pollution, noise, physical separation and road trauma. Through-traffic benefits individuals but places an economic burden on the city. More can be done to reduce through-traffic by reconfiguring traffic signals, redesigning streets and making better use of other more appropriate routes around the central city.

More efficient driving
There may be opportunities to make driving more efficient by providing incentives for vehicles with higher occupancy or supporting other ways of sharing vehicles such as car share and car pooling. Shared mobility businesses need to integrate and support public transport and not compete with it.

City Freight and Delivery
Goods delivery to shops, cafes, restaurants, offices and homes is at the heart of how our city works. Efficient freight movement improves liveability, prosperity and sustainability. 'Last kilometre freight' should take priority over private vehicle traffic. As in Bourke Street Mall and Swanston Street, time managed access for deliveries can work well in pedestrianised areas. The freight sector needs to be more efficient and innovative. Footpath delivery drones are currently being tested in other cities.

Car share
Car share has the potential to significantly reduce car ownership and use. Car share should be supported to deliver greater benefits to the city. This means that more on-street space needs to be provided for car share vehicles in the future.

CITY OF MELBOURNE

Key areas of strategic opportunity

Motorcycles 🏍

Motorcycling provides a number of benefits to the rider. These include door-to-door convenience, the ability to cut through congestion by filtering between slow moving or stopped cars, and being cheaper to buy and operate than a car.

Motorcycles account for 0.7 per cent of journeys to work in the municipality - around 2700 people each day (ABS 2016)

Opportunities

- People who ride motorcycles can benefit the city by taking up less road space than cars and reducing demand on our public transport system.
- The distance motorcycles can travel has traditionally been an advantage over bicycles. Electric pedal-assist bicycles can also support journeys of greater distance.
- Opportunities for more off-street parking for motorcycles should be explored.
- Trials of a motorcycle waiting box in front of the intersection stop line will soon commence to understand possible road safety benefits

Challenges

- Motorcycles produce more noise than bicycles, emit pollution and can undermine the amenity of the street.
- The combination of higher speeds and limited physical protection means that motorcycles and scooters have on average a greater road safety risk compared to bicycles and all other modes.
- Motorcycles occupy more space than a bike, and when parked on a footpath, have a much greater impact. Motorcycle parking guidelines are not enforceable and often breached.
- Footpath parking encourages riding on footpaths which creates a growing safety risk for pedestrians as the city gets busier.

Motorbikes are allocated on-street parking on Russell Street

What should be done to address these issues?

Dedicated on-street motorcycle parking is limited. The majority of motorcycle parking occurs on the footpath, where conflicts with people walking and deliveries occur. As demand for footpath space grows there will be more and more places where motorcycle parking on the footpath is not appropriate. More dedicated motorcycle parking will be needed. While the amount of on-street car parking will reduce, a greater proportion of what remains will need to be allocated to motorcycles.

What if more on-street motorbike parking was provided to improve ease of movement and accessibility on our footpaths?

Car share 🚗

Car share reduces vehicle ownership. Car share users walk, ride bikes and use public transport for the bulk of their trips and maintain access to a shared car for less frequent and irregular trips. The City of Melbourne allocates parking spaces on street for car share vehicles. However, providing more spaces will require careful management.

Each car share vehicle replaces nine privately-owned vehicles

Compared to car owners, car share users drive half as many kilometres each year

Opportunities

- There are around 450 car share vehicles in the municipality. Car share providers indicate that there is uncatered demand from residents and businesses.
- Policies to enable operators to access more space, particularly access to existing unused off-street car parking could be revised.
- New technologies such as Mobility-as-a-Service could let people choose from multiple providers on one app.
- Electric car share vehicles could improve air quality and provide battery storage capacity for the city.

Challenges

- Providing on-street car share spaces reduces parking revenue used to deliver essential city services.
- Storing car share vehicles on the street takes up valuable space. Demand for kerb space is increasing with the need for more accessible parking, loading zones and pick up/drop off spaces.
- More share cars will need to be stored off-street, which can be difficult and more costly for providers.
- The optimal number on-street car share vehicles and locations in the municipality needs to be determined.

On-street car share spaces are allocated by the City of Melbourne

What should be done to address these issues?

Changes to the approach towards car share are needed to increase the benefits for Melbourne. The growth of the fleet has not been enough to prevent the number of privately owned vehicles increasing. More people and businesses would use the service if it was easier to access.

Increasing car share will require more spaces to be provided in the municipality. There is an excess of off-street parking which could store car share vehicles and help to manage the demand for kerb space. Equally, revenue from on-street parking is not sustainable in the long term. Car share policy may provide opportunities to transition to a new era of mobility technology, secure new revenue sources and support more efficient management of street space.

What if more car share vehicles were available and private vehicle ownership in the city was reduced?

Electric cars

Many electric vehicles operate in Melbourne already - our trains and trams. Trams are soon to be powered by renewable energy, and transitioning trains to renewables should be prioritised. While electric cars reduce noise and tail-pipe emissions, they do not address the main issues caused by cars in cities. Cars occupy a disproportionate amount of space relative to the number of people they move about.

Based on current ownership, if all cars were electric, the average household would consume 84% more electricity

Opportunities

- Electric cars do not produce tail-pipe emissions so substituting combustion engine cars with electric would result in cleaner air in the city.
- Prices of electric cars are forecast to be equivalent to conventional cars by 2025.
- The municipality has an estimated 13,000 unused residential parking spaces. Opportunities for conversion to electric vehicle charging stations may arise if there is market demand. Charging is already provided in some multilevel car park buildings.

Challenges

- Victoria currently has a growing proportion of clean electricity (around 30%). Rapid take up of electric cars would place enormous additional demand on the grid.
- Electric cars require the same space for storage as a normal car plus infrastructure for charging. Many buildings lack the infrastructure to handle the additional power load.
- The average age of a motor vehicle in Australia is 10 years. A transition of the entire current fleet to electric cars would take more than 15 years and generate a lot of waste.
- The high demand for kerbside space in the city will make it difficult to provide on-street vehicle charging.

A car is stored on the street in Amsterdam while charging (Institute for Sensible Transport)

What should be done to address these issues?

Some cities provide on-street electric vehicle charging. Generally this happens in older cities where limited off-street parking is available. In Melbourne, an excess off-street parking already exists. Local government has not in the past played a role in providing for the fueling of private vehicles.

What if policy and action delivered the target of 2000 car share vehicles in the city? If electric, this would provide electricity storage double the capacity of South Australia's Tesla battery.

Urban freight

The efficient movement of goods is critical to the function of the city and powers economic growth and productivity. As the city gets busier, delivering goods and services becomes more challenging. The City of Melbourne must facilitate change and innovation in freight to maintain the liveablity, sustainability and economic prosperity of the city.

More than 10,000 delivery vehicles access the central city on an average weekday.

Opportunities

- Larger trucks could unload onto smaller vehicles or bikes at freight consolidation centres near the central city. New technology and data can support this.
- Deliveries could be re-timed to off-peak periods and streets designed to perform different functions at different times of day, if business can adapt to this.
- Innovative low-impact delivery vehicles are becoming commercially available, such as electric cargo bikes and battery assisted foot trolleys.

Challenges

- A substantial increase in freight demand is forecast over the next 30 years, including at the Port of Melbourne.
- Last kilometre freight - getting goods to their final destination - is a growing challenge in Melbourne.
- New business models continue to emerge, such as food delivery services direct to the customer. Any impacts on urban amenity must be managed and minimised.

Hand trolleys are used to complete a delivery

What should be done to address these issues?

Dynamic management of loading zones will be required. This may include use of time restrictions and charges to manage demand for delivery access. New regulations may be needed to ensure that on-demand delivery services do not impact on urban amenity. More efficient, low-impact delivery models should be promoted.

What if delivery trucks were removed from the central city through the use of freight consolidation centres and smaller vehicles?

We want your thoughts!

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CITY OF MELBOURNE

TRANSPORT STRATEGY DISCUSSION PAPER
REDUCING TRAFFIC FOR BETTER STREETS

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

Melbourne's central city is congested. Footpaths are overcrowded while trams and buses are stuck in traffic. Driverless cars could increase the number of car trips significantly, making congestion worse. With a population growing from 4.5 million people today to 8 million by 2051, there will be more trips on all forms of transport and we will need more space on our streets for people. Increased congestion could erode what is great about Melbourne.

Melbourne's economic success is vital to all Victorians and Australians. Road congestion costs Melbourne $4.6 billion per year, growing to $10 billion by 2030. Poorly-functioning public transport and congested roads undermine the city's international reputation, liveability and economic prosperity.

Our current inequitable and outdated pricing system is poorly suited to managing transport demand. We need a new way of managing demand for street space, which is fairer, more transparent, incorporates smart city technology and benefits the city. Pricing is one of the few tools to manage transport demand.

How we pay for transport today

Private motor vehicles

Driving is paid for mainly through registration and fuel taxes (40.9 cents per litre fuel excise). While the amount of GST must be separately stated on receipts, the amount of fuel excise is undisclosed. Fixed, annual registration charges mean that frequent users pay less per kilometre than infrequent road users. Purchasing a motor vehicle also attracts State, Territory and Commonwealth taxes.

Public transport

Public transport users generally pay fares based on how much and how far they travel (zones travelled in Melbourne's case). Concession fares promote equitable access to the public transport network. 'Early bird' discounts are an example of how pricing is already used to manage demand during peak hours.

Parking

The cost of providing car parking is often not paid by the driver: 96 per cent of trips in Greater Melbourne end in parking which is free (VISTA 2016). Some councils manage parking demand in busy areas through charges. The Victorian Government also charges a levy on inner city off-street parking to discourage vehicle commuting.

The way we pay for transport influences our travel choices, including the number of trips, time of day, route, transport mode and where people work and live. The current system is not equitable, fails to deal with

What are the current issues?

Congestion and growth

As Melbourne's population rapidly grows, congestion will worsen. Building new roads is a huge cost to the community and will not eliminate congestion in the long term. Managing demand through road user pricing can relieve congestion and provide other community benefits.

Congestion will increase without better demand management

Driverless cars

Driverless cars will transform how traffic functions. Empty cars could congest streets, won't need to park in paid bays and be programmed not to incur traffic fines. This could eliminate $87 million in City of Melbourne parking revenue and $323 million in Victorian Government traffic fines. Without transport pricing reform, the arrival of driverless cars could have serious financial and congestion effects.

Declining revenue

Commonwealth fuel excise revenue is $11 billion per year but in decline as people purchase new vehicles which use less fuel per kilometre. Drivers of electric cars already pay no fuel excise and these vehicles are becoming more popular. Lost revenue will need to be replaced by reformed road charges or through reduced government services and spending. This means that pricing reform is coming soon and we need to get it right.

Inequity

The per-litre fuel excise costs the average household $1,060 per year. This impacts people on lower incomes most as they spend a greater proportion of their income on car costs, may have less fuel efficient cars and can be more dependent on cars due to limited public transport access.

How to manage transport demand

Road user pricing encourages people to travel in different ways, at different times and combine multiple trips. It has been introduced in different ways in cities around the world. Smart city technology means charging by distance, by time of day or by type of road is now possible. Road user pricing can influence people with multiple transport options to choose alternatives to the car and keep our city moving.

What are other cities doing?

More transparent pricing systems have been introduced in cities around the world. The objectives of these systems have included reducing congestion, improving environmental quality and to fund public transport.

LOCATION	OUTCOMES
Oregon *Pay per mile*	• Opt-in trial participants pay per mile • 22 per cent less driving in peak periods. • 91 per cent would rather continue to pay per mile instead of fuel tax.
London *Pay to drive in zone*	• 14 per cent fewer trips in charging zone. • 10 years of stable congestion while population grew by 1.3 million. • Enabled public realm improvements.
Singapore *Pay to enter zone*	• 20 per cent reduction in delays within the charging area • Prices adjusted regularly based on conditions and average speed targets.
Stockholm *Pay to enter zone*	• 24 per cent fewer commuting trips by car, mostly switching to public transport. • Significant increase in free flowing traffic conditions.
Milan *Pay to enter zone*	• 15 per cent reduced emissions in 4 years. • 16 per cent reduction in traffic volumes. • 21 per cent reduction in road collisions. • 12 per cent less public transport delay.

15% of the average household budget is spent on transport (ABS 2017)

$25.64 paid in fuel excise to fill a 60L tank

"Roads are the only infrastructure not priced according to usage" (Harper 2017)

Australian local governments spend as much on roads as the Commonwealth (BITRE 2017)

	Road Revenue	Spending
Commonwealth	.....	—
States/territories	....	—
All local government.	-----	—

50% of car trips in Melbourne on congested roads by 2046 (Infrastructure Victoria 2016)

60% preferred a user-pays system in a Melbourne trial (Transurban 2016)

What might transport pricing reform look like for Melbourne?

A road user pricing scheme in Melbourne will need to be carefully designed to meet the objectives of the *Transport Integration Act 2010*. An opt-in trial could provide opportunities to refine the design of a new pricing scheme. Key considerations include:

• Revenue should be reinvested in improving transport options. Investment in public transport, walking and cycling will be required to provide people with better alternatives to cars.

• Pricing reform should not be an additional charge, rather it should replace current charges and increase social equity. Concessions and exemptions for some road users will be required and should be carefully considered.

• In areas where motor vehicle impacts are the greatest, such as the central city and along tram/bus routes, road user pricing should be designed to encourage people to use alternatives to the car or use different routes.

Any reform should deliver community benefits aligned with City of Melbourne goals for a prosperous, sustainable and connected city for people. Road user pricing must also reduce delays to public transport and facilitate the reallocation of some road space to efficient transport and the creation of more pleasant streets.

To develop this new policy, everyone needs to participate including the community and the three levels of government. It is vital that all levels of government work together to ensure a future road user pricing system delivers benefits to all.

Many respected organisations have concluded that road pricing is needed and would deliver many benefits. They include the Productivity Commission, Infrastructure Victoria, Infrastructure Australia, the Australian Competition and Consumer Commission (ACCC), RACV and the Harper Competition and Henry Tax Reviews. In 2018 the Commonwealth will begin trials of road user pricing for trucks, which could inform a future system for all vehicles.

More work is needed to understand how pricing reform can make Melbourne a fairer city and avoids disadvantaging those with limited transport choices or poor access to public transport, walking and cycling.

What if?

• You could opt-out of fuel excise and car registration fees and choose to pay less and drive less

• The roads were less congested at the times you needed to drive most.

• A road pricing scheme reduced through-traffic in sensitive areas like neighbourhoods, shopping strips, on public transport routes and in the central city

• Empty robo-taxis were discouraged by charging higher prices for empty vehicles to use the road.

We want your thoughts!

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CITY OF MELBOURNE

Transport Strategy Refresh

Participate Melbourne Community Engagement Analysis

Project no.   28861
Date: 26 September 2018

EY Sweeney

EY Sweeney (a trading name of Ernst & Young) ("Consultant") was engaged on the instructions of City of Melbourne ("Client") to produce this community consultation report ("Project"), in accordance with the terms and conditions found in the "28861 Transport Strategy Refresh Proposal" dated 6 August 2018.

The results of the Consultant's work, including the assumptions and qualifications made in preparing the report, are set out in the Consultant's report dated 26 September 2018 ("Report"). You should read the Report in its entirety including any disclaimers and attachments. A reference to the Report includes any part of the Report. No further work has been undertaken by the Consultant since the date of the Report to update it.

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Contents

Introduction

Background

Context

► The City of Melbourne is refreshing its Transport Strategy (2012) to prepare for significant population growth and changes expected over the coming decades, and to establish a long-term vision for transport policy for the next ten years.

► Short discussion papers, which present evidence, best practice from other cities, options and ideas for consideration were developed to encourage community debate and to prompt discussion to inform the draft Transport Strategy.

► Each paper was released to the public and the media individually between April and July 2018 via the Participate Melbourne website. The Participate Melbourne site included a dedicated page for each topic area with materials relating to each topic and space for community feedback.

► The focus of this document is to report on the information submitted by the community via the Participate Melbourne website.

CITY OF MELBOURNE

The overall aim of this report:

To provide independent reporting of responses received from the community on the Transport Strategy refresh discussion papers.

► Develop coding framework to identify key themes

► Code responses to the framework

► Analyse and present the results in a written report

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Community submissions

► The discussion papers contained 'What if' statements and prompting questions in order to commence the community conversation. Each topic presented 4-5 prompts for feedback, requesting community members:

   - share experiences in relation to the topic (e.g. what is your experience of walking in Melbourne?)

   - share ideas about how to address the issues raised in the paper

   - share thoughts on the 'what if' ideas put forward in the paper

   - share thoughts on the visual scenarios presented

   - share any additional thoughts through an open text response

► At the completion of the consultation period, the City of Melbourne received the following responses to be analysed:

   - 1,024 submissions via Participate Melbourne relating to discussion paper topics

   - 252 submissions via Participate Melbourne as part of the 'ideas forum'

   - 40 submissions received via email and mail.

► Note: the 40 additional submissions have been combined with those received via Participate Melbourne and reported as a part of the 'additional comments' sections, where appropriate.

Considerations

Based on the information provided in the consultancy brief, we acknowledge the following issues have been taken into consideration when designing the framework for coding and analysis:

► **Transport lens…** In order to provide meaningful input for the Draft Transport Strategy, it is critical that all analysis and interpretation is conducted through a transport lens. Themes that do not have a direct link to transport have been filtered.

► **Data integrity …** The commentary provided by the community via the Participate Melbourne website was not restricted. That is, there were no constraints or sampling approach applied. This means that specific targeted input from lobby groups or other interest parties cannot be distinguished from any other responses. **This report is simply categorising and reporting on the data provided rather than necessarily an accurate representation of the views of the entire community.**

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How to read this report

Coding of responses

Given the expansive nature of many of the comments provided by the community, reporting has endeavoured to capture as much context as possible in the coding process. As such, many comments have been allocated to multiple codes, as they are multi-faceted in their content. Consequently, the percentages presented in charts will add to more than 100%.

Codes should not be combined by readers of this report by adding the percentages reported on the page.

'Other' codes

Reporting has aimed to capture as much of the richness provided in community comments as possible. However, given the volume of feedback provided and the wide-ranging nature of responses, for practical purposes comments with few or no other directly equivalent comments have been grouped into a catch-all category 'Other'.

For the purposes of reporting, codes receiving only a limited number of responses have also been combined into 'Other'. To view these additional codes, please refer to the appendix.

Key themes

In order to quantify the most common sentiments contained within the comments, key themes have been highlighted, where appropriate. Indicators have been included on pages to show the reader which codes have been combined to create key theme figures.

The key theme groupings contained within this report have been calculated using statistical software that takes into account the multiple coding of comments.

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Post code data

Distribution of responses

▶ Responses collected via Participate Melbourne came from a wide range of postcodes throughout Victoria; including regional areas, such as Ballarat.

▶ The suburbs which recorded the greatest number of responses are typically those surrounding the CBD: especially the Northern and Western inner suburbs.

Community response geographic distribution

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Executive summary

Executive Summary

1. Ideas forum

Analyses of comments in the ideas forum shows improvements to cycling infrastructure as the most positively perceived topic of public discussion, with 40 comments and a combined 426 net 'up-votes' (471 'up-votes' minus 45 'down-votes'). Improvements to public transport and pedestrian infrastructure also proved to be popular themes of discussion, receiving 293 and 261 net 'up-votes', respectively.

Motor cycle parking appears to divide opinions, receiving a large number of comments and achieving 100 net 'up-votes', despite receiving the most 'down-votes' of any topic analysed.

2. Walking (74% support discussion paper suggestions)

When asked to describe their experiences of walking in Melbourne, around one in two contributors (54%) highlight that overcrowding on footpaths is detrimental to their enjoyment of the inner city.

Comments provided suggest that the effects of overcrowding are exacerbated by poor pedestrian etiquette (21%) and the length / frequency of crossing signals at intersections (20%). To address these issues, almost three in four (74%) contributors support proposals for car-free zones and pedestrian priority. CBD-wide slow zones for vehicles was a more divisive proposal – with one in fourteen (7%) contributors feeling it would have little benefit for pedestrians and worsen congestion for drivers.

3. City Space (87% support discussion paper suggestions)

The Hoddle Grid is seen to be struggling to cope with population growth, with seven in ten comments (68%) describing it as overcrowded. A quarter of contributors suggest that overcrowding contributes to impatience and confusion amongst drivers, leading to risky behaviour. To address these issues, the majority (59%) of responses suggest initiatives to reduce the interaction between cars and pedestrians: either through superblocks (31%), a car-free CBD (23%), or reduced parking (18%).

4. Public Transport Network (63% support discussion paper suggestions)

Public transport services are found to be overcrowded by two in five commenters (38%). Frequent delays are also mentioned by 25% of contributors. Dedicated lanes for trams and buses is seen as a way to improve public transport by a quarter of commenters. There is also a desire for more services to be added to existing public transport routes (20%).

Long term public transport proposals, such as Melbourne Metro 2 & 3, are viewed as desirable by two in three (63%) responses.

5. Emerging Technology

Compared to other topics, the responses to emerging technology was limited. Despite all topics receiving coverage in traditional and social media, only 18 individuals submitted responses with regards to emerging technology.

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Executive Summary

6. Cycling (90% support discussion paper suggestions)

Of the eight topics tested, cycling received the greatest number of responses, with 366 community members responding. Three in five (61%) comments describe cycling in the inner city as being dangerous due to forced interactions with vehicles and pedestrians. Responses commonly mention the risk of car-dooring (16%) and collisions with pedestrians entering cycling lanes (17%). To alleviate these risks, two in three (66%) suggest increasing the separation between cyclists and other modes of transport through the expansion of dedicated cycling lanes (56%) and protected intersections (20%). It is also felt amongst one in eight (13%) respondents that greater education is needed to ensure all road users are aware of the appropriate road rules and accordant behaviours.

7. Car Parking (67% support discussion paper suggestions)

Half (53%) of responses to car-parking issues recommend the de-prioritisation of cars and / or improvement of other transport modes as a long-term solution. Proposed changes to parking in Melbourne were received warmly by two in three contributors (67%).

8. Motor Vehicles (60% support discussion paper suggestions)

Two in five (41%) comments contain anecdotes of cars in the Hoddle Grid engaging in reckless or illegal behaviours. These behaviours are seen to compromise the safety of pedestrians, cyclists and other motorists. Comments from motorists support these observations and express frustration with traffic congestion experienced while driving in the CBD (23%).

To address these issues, over half (55%) of comments relate to improving alternative modes of transport to reduce the reliance on private vehicles. Most commonly, the modes cited are: cycling (33%), walking (31%) and public transport (23%). There is some limited support for encouragement of motor-cycle usage (3%). This emphasis on alternative transport modes is also shown in the overwhelming (80%) support shown for Scenario 2, which emphasises dedicated bike lanes, greenspace, and motorcycle parking.

9. Transport Pricing (44% support discussion paper suggestions)

When prompted to think about the costs of different modes of transport, the view of two in five (41%) contributors is that public transport needs to be improved before congestion pricing is applied. Even if they support the concept of congestion pricing in theory, two in five (41%) comments express scepticism about the ability of any government body to practically implement such a solution.

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Detailed findings

Ideas forum

Ideas forum - sample

Between April and July 2018, City of Melbourne undertook community consultation on a number of topics that are being considered in the development of a new Transport Strategy for Melbourne.

The Participate Melbourne site also allowed members of the community to post comments that were publically viewable on the site. These comments were open for other community members to 'up-vote' or 'down-vote'.

This section summarises the top 10 most 'up-voted' topics of comments provided. Other topics and their respective votes are viewable in the appendix.

Respondent profile

Gender

24% Male

9% Female

67% Not specified

Base: All responses collected (n=251)

Age

20-24	2%
25-34	4%
35-44	4%
45-54	6%
55-64	12%
65-74	6%
75+	0%
No age provided	67%

Base: All responses collected (n=251)

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Ideas forum

▸ Comments pertaining to the improvement of cycling infrastructure received the greatest number of net 'up votes' ('up votes' minus 'down votes').

▸ Motor cycle parking proved to be a divisive topic receiving the fifth most 'up votes' and the most 'down votes' outright.

Ideas forum topics – top 10*

Comment topics			Net 'Up votes'	No. of comments
Improve cycling infrastructure	-45	471	426	40
Improve public transport infrastructure	-18	311	293	45
Improve pedestrian infrastructure	-35	296	261	34
Reduce vehicle traffic	-37	272	235	24
Separated bicycle paths	-11	199	188	15

Comment topics			Net 'Up votes'	No. of comments
Incorporate motorcycles into infrastructure changes	-65	180	115	17
Retain motorcycle footpath parking	-171	271	100	31
More frequent train and tram services	-11	91	80	18
Remove traffic from some streets	-56	132	76	14
Build airport rail link	-13	65	52	8

*Note: All other topics viewable in appendix

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Discussion papers

Walking

Introduction and sample

Between April and July 2018, City of Melbourne undertook community consultation with regards to the development of a new Transport Strategy for Melbourne.

Eight topics were presented to the public, via the Participate Melbourne website.

This section summarises feedback to the Walking topic.

For more information about the discussion paper in question, please refer to the Participate Melbourne website:

https://participate.melbourne.vic.gov.au/transportstrategy/walking

Extract of discussion paper tested

TRANSPORT STRATEGY DISCUSSION PAPER

WALKING

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

The City of Melbourne is responsible for managing most of the pedestrian network in the municipality. Melbourne has an excellent pedestrian environment as a result of extensive work to create great streets over many years. Bluestone footpaths and street trees enhance our public spaces and are a source of pride for many Melburnians. Street space previously given to private vehicles has been taken back for people to enjoy.

Despite this investment, the growth in jobs and population mean that our footpaths are becoming overcrowded. To improve conditions for pedestrians, a faster and bolder approach to changing the way space is used in the city will be required over the next 30 years. This will include reducing on-street car parking and removing lanes for private vehicle use as the city grows.

What are the current issues?

Overcrowding
Severe overcrowding frequently occurs at key locations across the central city, putting people at risk and undermining economic productivity. As growth in jobs and population continues, this overcrowding will get worse. This problem is particularly evident at intersections where large volumes of pedestrians are made to wait, such as outside Southern Cross Station (below), Flinders Street Station and the Collins/Swanston tram stops.

The walking economy and pedestrian delay
Walkable streets support business in the city which is dependent upon face-to-face interaction and the sharing of ideas. A failure to maintain quality streets as the population grows will hinder economic performance and erode Melbourne's reputation as a desirable global city in which to reside, do business and visit. Increasing the level of walking connectivity by 10 per cent would increase the value of the Hoddle Grid economy by $2.1 billion per annum (SGS).

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Walking: respondent profile

Gender

47%
Male

42%
Female

11%
Not specified

Base: All responses collected (n=197)

Age

Age group	Percentage
14-19	2%
20-24	7%
25-34	25%
35-44	20%
45-54	19%
55-64	12%
65-74	3%
No age provided	13%

Base: All responses collected (n=197)

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

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Walking: experiences walking in CBD

▶ **Overcrowded footpaths reduce walking enjoyment...** Respondents had several suggestions to reduce the congestion on footpaths. Firstly, many suggest physically widening the footpaths – although it is not always apparent that commenters consider this would come at the expense of other modes of transport (i.e. would involve reducing parking or narrowing streets for vehicles).

▶ **In part due to reduced space....** Alternatively a number of responses pertained to reclaiming existing footpath space by restricting the ability of cafes and restaurants from expanding their seating on to the footpaths. Street performers and lengthy queues that impede pedestrian traffic were also mentioned as activities that could be regulated and reduced.

▶ **Intersections are seen to be congested and unsafe for pedestrians....** As a by-product of the traffic congestion for the CBD, busy intersections often result in vehicles becoming stranded and ignoring traffic signals (such as pedestrian crossing lights) in attempts to clear the intersection.

▶ **Pedestrians can be prone to poor etiquette, especially when using mobile phones...** Inattentive pedestrians are a frequent source of frustration to many. They are seen to impede other travellers by walking slowly or meandering erratically.

Experiences walking in CBD

Key themes

Overcrowding on footpaths (54%)[1]	Congestion of intersections (39%)[2]
Poor pedestrian behaviour (26%)[3]	Lack of accessibility (12%)[4]

Overcrowding in the CBD and on footpaths[1]	36%
Pedestrians are not paying attention, slow, not keeping left or on phones[3]	21%
Pedestrian crossing light cycles are too short and / or infrequent[2]	20%
Intersections and crossings need to be safer and less congested[2]	19%
Footpaths too narrow or poorly constructed[1]	17%
Reckless driving or drivers being aggressive	16%
Cars given too much priority on the roads	14%
Cyclists are a hazard on footpaths	9%
I walk everywhere and enjoy walking in Melbourne	8%
There are a number of obstructions on walkways, such as: Outdoor dining, street performers etc.[1]	7%
Construction work is an inconvenience	7%
Tram stops need to be less congested and more accessible[4]	6%
The city is not sufficiently accessible for the disabled, elderly and pram user[4]	6%
Too many people smoking[3]	6%
Too many vehicles blocking intersections[2]	5%
Other	15%

Base: All responses collected (n=197)
Q2. Could you describe some of your experiences of walking in Melbourne?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Experiences with walking

Overcrowding

" Footpaths are often crowded. They are increasingly overshadowed and wind effected by new poorly designed tall buildings, especially in the Northern CBD.

" Melbourne footpaths are commonly too small for the number of people using them. All the footpaths on the 'Little' streets are barely wide enough for 2 people to walk past each other and are clearly not wide enough for people with accessibility requirements. Little Bourke St (China town) is a prime example, it's a very busy restaurant area where the vast majority of people are walking, but 90% of the space is allocated to the few cars/taxis driving through.

" Overcrowding, safety concerns at night, other walkway users blocking paths i.e. standing in groups to have a discussion, buskers taking up too much of the path space, people not knowing to stand to the left on stairs/escalators.

Pedestrian congestion at intersections

" Wait times at crossings is much too long, especially at peak periods. There can be hundreds of people waiting to cross (while about 20 people go by in private vehicles). This encourages people to cross against the lights and is more dangerous for all road users.

" I find it to be very crowded at major intersections in the CBD and often get stuck behind dawdling people who I can't navigate around easily as there is not enough room to pass.

" Cars jumping the traffic lights and blocking pedestrians at intersections - this is the biggest problem right now. Also food delivery e-bikes riding on pavements at incredible speeds. Motorbike sales shops in Elizabeth Street using pavement space to display their stock.

EY Sweeney

Walking: suggestions to address issues

▶ **The issues highlighted on Participate Melbourne were:**

- Overcrowding

- The walking economy and pedestrian delay

- Safety, security, and hostile vehicles

- Restricted mobility

▶ **Comments indicate that there is a desire for wider footpaths to alleviate the strain from overcrowding...** More than a quarter of comments contained a suggestion to expand the physical area dedicated to foot traffic in the CBD. It is felt that narrow footpaths, especially in the 'Little' streets (Little Collins for example), are unable to cope with the volume of foot traffic using them.

▶ **Reducing the number of cars in the CBD is seen as a way to facilitate this goal...** It is felt that, in order to free up the space required to expand pedestrian areas, the number of cars in the CBD could be reduced: either through car free zones or limitations in the availability of parking.

Suggestions to address issues

Key themes	Improve infrastructure (52%)[1]	Reduce cars (37%)[2]

Suggestion	%
Widen footpaths[1]	27%
Car free zones[2]	24%
Improve traffic light timing	18%
Improve policing	14%
Reduce or deter cars in the CBD[2]	13%
Encourage pedestrians to walk on the left	11%
Construct pedestrian malls and / or underpasses[1]	10%
Improve bicycle infrastructure[1]	8%
Reduce traffic speeds	8%
Reduce on-street parking[2]	8%
Prioritise walking in the city	7%
Maintain footpath surfaces	6%
Separate bicycle lanes and footpaths	6%
Improve public transport infrastructure[1]	6%
Reduce smoking	5%
Introduce more pedestrian scramble crossings	5%
Other	43%

Base: All responses collected (n=195)
Q3. What do you think should be done to address the issues identified above?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Suggested actions

Infrastructure	Reduction of cars

" Wider footpaths, priority to pedestrians at traffic lights, lower speed limits for cars and fewer cars in the city.

" Widen footpaths where possible. Pedestrianise huge areas of the CBD and inner suburbs. So many roads are unnecessary and could be pedestrianised without impacting traffic. Especially small streets near busy pedestrian areas.

" The footpaths should be widened, there are far more pedestrians than motorists yet much of the street space is given to a handful of cars. It's not about reducing the number of cars in the city, simply about managing space appropriately based on volume of users.
Countdown timers at pedestrian crossings should be introduced as well as increasing crossing times.

" Reduce the amount of cars in the city by reducing parking options in the CBD and providing more parking options at train stations.
Work with Vic Police to increase safety of pedestrians at intersections from red light runners.
Possibility of overpasses at busy intersections.
Pedestrianise smaller streets apart from loading vehicles.

" More car free zone, more clever way to divide cyclist and pedestrians traffic. Wider foot path and clever street design to let people walk and rest. Better ways to improve street safety.

" Melbourne should go forward with the congestion pricing to alleviate cars from the CDB. It also should review parking rates and implemented a software based (JIT?) pricing.
Melbourne should also protect more the bike lanes from the street and try to pedestrianise more streets.

EY Sweeney

Walking: reactions to discussion paper

▶ **The Participate Melbourne site presented four 'what if' ideas for which reaction was sought. What if…**

1. We implemented car-free zones at pedestrian gathering places to protect pedestrians from vehicles and grow the local retail economy.

2. We implemented a CBD-wide slow zone for vehicles. 30km/hr max speed limit in the Hoddle Grid and Docklands, with lower limits and car-free areas around pedestrian hotspots.

3. We implemented a pedestrian priority CBD where delays at traffic light for pedestrians were minimised across the municipality.

4. We used innovative design of streets and public places to make people safer from vehicles.

▶ **There was strong support for the ideas proposed…** Over half of the comments expressed support for the 'what if' ideas tested as a whole. Amongst submissions that specifically indicate support for one or more ideas, car-free zones is the most frequently mentioned.

▶ **The vehicle slow zone triggered some concerns amongst the responses…** Many commenters are uneasy about the vehicle slow zone, as they feel it will exasperate issues by increasing vehicle congestion.

Reactions to discussion paper suggestions

Support (74%)[1]	Oppose (25%)[2]

Great ideas[1]	55%
Car-free zones good idea[1]	14%
Pedestrian priority good idea[1]	10%
Vehicle slow zone bad idea[2]	7%
Resulting traffic or congestion in other areas will need to be dealt with[2]	7%
Street and public upgrades are good ideas[1]	7%
Vehicle slow zone good idea[1]	6%
30km/h too slow[2]	5%
Car free zones bad idea[2]	5%
No cars in the city	5%
Planning ideas should only be enforced during peak pedestrian hours	4%
Negatively affects residents and employees in the city[2]	4%
Plan should focus on bicycle and other vehicle traffic	4%
Implement these ideas ASAP	4%
Will need a system to enforce changes	4%
Traffic already operates below 30km/h[2]	4%
Other[2]	35%

Base: All responses collected (n=197)
Q4. What do you think about these ideas?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Reactions to discussion paper

Support	Concerns

Support

" All good. I'm a driver but rarely drive in the CBD as I can walk in from Richmond. Pedestrians should always be the priority. We are the lowest impact, most vulnerable group.

" All great ideas best one is car free zones.

" All great ideas. The more car-free areas the better, keep cars to major thoroughfares and encourage trams/walking through the remainder.

" All sound very good. I think it is important that we also still incorporate bike lanes in such areas too. This would encourage more people to commute into and around to the CBD by bike. This should be designed to keep trams, bikes and pedestrians separate and safe.

" Excellent ideas. Pedestrianized areas are also able to become a hub for showcasing local artists.

Concerns

" A CBD wide slow zone would be a total nightmare. Driving and parking in CBD is already a hassle. It is not just about pedestrians. We have to think about businesses and employees who need to get from point A to B quickly. We need to think about families with kids who drive into the city. A slow zone would make a lot of people's life difficult. A slow zone would result in overcrowded trams. It would slow down the whole system. Keep the cars moving. Other ideas are good.

" Not good won't work because we don't have the infrastructure to redirect the flow of traffic, which in turn will cause another problem for another area of the city and in turn cause a domino effect.

" Lowering the number of vehicles in the city won't improve anything for pedestrians and would only hurt CBD retailers and city workers. This would be a step backwards. For the most part, pedestrians are already safe from cars.

EY Sweeney

Walking: additional comments

▶ **Proposed initiatives generated a strong reaction from the responses...** Commenters demonstrate a high degree of desire to have involvement in the future developments of the city. It is recognised, by many, that decisions about the future will inherently require trade-off decisions and to some degree it is not possible to ensure all individual preferences are met.

▶ **Additional comments touched on a wide variety of topics...** Many contributors reiterate their support or concerns to the 'what if' ideas. Some suggest additional ideas to improve liveability in Melbourne, these include: promotion of cycling, improvement of public transport, and an increased commitment to greenery and green spaces.

Additional comments

Category	%
Reduce or deter cars in the CBD	16%
Support these initiatives	10%
Improve bike infrastructure to encourage cycling	10%
Focus on improving and prioritising public transport	10%
Car free pedestrian zones	9%
More greenery and green spaces	9%
Greater education and enforcement of road rules	8%
Improve pedestrian crossings	8%
Improve safety	7%
Remove obstacles from footpaths	6%
Still need some vehicle access and parking in the CBD	4%
Wider footpaths	4%
Other	35%

Base: All responses collected (n=140)
Q5.   Is there anything else you would like to tell us?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Additional comments

Support	Concerns

Support

" Data and evidence need to drive decisions and changes or defend the status quo. I feel we have been hostage to a small but vocal minority (in terms of movements in the CBD) that has made others unsafe and challenged the ongoing liveability for our great city. Please have the courage and employ the skills to make the above happen.

" Fossil fuelled vehicles are a major air pollution factor in cities, we can make a meaningful difference to our and others'health by driving less frequently.
It's time to reclaim space that drivers have abused, and turn it into dedicated space for more vulnerable street users. Good on you City of Melbourne!

" I support the City of Melbourne advocating for pro-pedestrian, street improvements across the greater city. I would like to see VicRoads acknowledge that pedestrians use streets too and that improved pedestrian environments be part of their responsibility.

Concerns

" My greatest concern as a resident is that there is already inadequate management of the streets. Focus is on transients through the city rather than having an understanding that residents need to use their cars from time to time for legitimate purposes. If I wanted to buy something at Big W or JB Hi Fi in the city that could not be carried on transport, and do not want to pay a $100 delivery fee, I already have parking and loading issues that are not being addressed. My mother in law, who is an aged care resident, has medium needs and when we pick her up from the suburbs and bring her in for a visit I do not wish to be delayed even further because of speed and pedestrian lights. A broader cohabitated view needs to be made, rather than just removing cars or making it harder for residents to get around.

" Stop making the CBD so impossible for cars. Unless you can pull 4 billion out your back pocket to build all the required East/West and North/South interlinking tunnels to keep traffic away ... then stop screwing us! Find solutions that work for both. All you seem to care about are the peds.

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

City space

What was tested

Between April and July 2018, City of Melbourne undertook community consultation with regards to the development of a new Transport Strategy for Melbourne.

Eight topics were presented to the public, via the Participate Melbourne website.

This section summarises feedback to the City Space topic.

For more information about the discussion paper in question, please refer to the Participate Melbourne website:
https://participate.melbourne.vic.gov.au/transportstrategy/cityspace

Extract of discussion paper tested

TRANSPORT STRATEGY DISCUSSION PAPER

CITY SPACE

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

Melbourne is renowned for its high quality public places, spaces and streets. The way that people use, interact with and experience our streets and spaces is linked to the city's reputation as a desirable place to live, work and visit.

A key principle of the Transport Integration Act 2010 relates to enhancing the transport system from a user perspective. The city's streets and spaces form a critical component of people's transport journeys and poor experiences affect their perceptions of the city and of the transport system.

The City of Melbourne plays an important role in the allocation, design, management and use of public space in the city. Given the pressure of population and job growth, a faster and bolder approach to the reallocation of city space will be required over the next 30 years.

What are the current issues?

Space for people

Space in the city is limited and under increasing pressure. A disproportionate amount of space is allocated for private vehicles in the central city, relative to the transport role these vehicles serve. Residential, worker and visitor populations in the central city continue to grow and are placing increasing pressure on public space. Pedestrian overcrowding leads to poor experiences of our city and particularly affects more vulnerable users. Negotiating crowds in a wheelchair or with a pram can be especially difficult.

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

City Space: respondent profile

Gender

49%
Male

34%
Female

18%
Not specified

Base: All responses collected (n=80)

Age

Age	%
20-24	6%
25-34	25%
35-44	20%
45-54	21%
55-64	5%
65-74	1%
No age provided	21%

Base: All responses collected (n=80)

EY Sweeney

City space: public experiences

▶ Contributors, when asked for experiences of city streets in Melbourne, provided a range of issues and concerns. However, beyond overcrowding of footpaths, no other single experiences were mentioned by more than one in six respondents.

▶ **City is seen to be struggling to cope with the strain of population growth…** Contributors overwhelmingly described a sense of overcrowding: on footpaths and public transport.

▶ **Safety is a pressing concern…** Traffic congestion is seen to be contributing to impatience, confusion and recklessness amongst drivers. It is perceived that this is leading to an increased propensity for risk taking and compromising the safety of cyclists, pedestrians and other motorists.

Experiences in the city of Melbourne

Key themes	Overcrowding (68%)[1]	Safety (24%)[2]

Footpaths are overcrowded, cluttered and difficult to navigate[1] — 48%

Improved safety and bike lanes for cyclists needed[2] — 16%

Reduce cars and on street parking in the CBD[1] — 16%

Insufficient greenery — 13%

Footpaths are too narrow[1] — 10%

Streets are unclean — 9%

Risky drivers and hazardous roads[2] — 9%

Not enough bike and motorbike parking available off of footpaths — 8%

Not enough car free pedestrian areas — 8%

Accessibility issues for disabled, elderly and pram users experienced — 6%

Not enough public spaces to sit and relax — 6%

Public transport is often delayed and overcrowded[1] — 6%

Wait times and queuing for pedestrian crossings are too long — 5%

CBD and arterial roads are frequently gridlocked — 5%

Other — 23%

Base: All responses collected (n=80)
Q7. Could you describe some of your experiences of city streets in Melbourne?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

What are the current experiences

Overcrowding	Safety

"

I think Melbourne is a very walkable city, I love the accessibility of everything and being able to walk (and take the tram) so easily.

My main problem that I run into is overcrowding on the sidewalks. If you want to move quickly, it can be a real challenge at times. There are bottlenecks at corners waiting for lights. We need longer times to cross streets so the waiting isn't as long. I think more pedestrian only laneways would be ideal (like Bourke Street Mall). I also think this would make the CBD more vibrant and enticing. Perhaps even having cafes or tables in the middle of a wide open pedestrian area. I think it would attract a lot of people and create a nice environment.

"

As a cyclist, drivers tail gate because there isn't a cycle lane and to keep clear of car doors, it is necessary to share the same lane that drivers are on. Speed limit is 40kmph, faster than I can cycle, so cars get impatient as the traffic lights are designed for movement at 40kmph. Consequently cars anxious to pass to make the green light.

EY Sweeney

City space: suggestions to address issues

▶ The issues highlighted on Participate Melbourne were:

- Space for people

- Competing demands for street space

- Prioritising the allocation of city space

▶ The community provided a range of suggestions for addressing the above city space issues. Of note is that the top 3 proposed solutions all relate to reducing the importance and space given to cars.

▶ **Vehicle traffic is seen as detrimental to the liveability of the city…** Respondents have been outspoken in voicing suggestions relating to the reduction of cars in the CBD.

▶ **Superblocks and reduced parking are amongst the suggested actions…** To address the vehicle congestion in the CBD – contributors recommend physically excluding cars from areas of the CBD and / or reclaiming space dedicated to on-street parking. The space that these initiatives would free-up should be used for widening footpaths and expanding green areas.

▶ **Other suggestions relate to shifting focus to more space efficient modes…** Cycling is seen as a viable alternative to cars for many commuters – however it is felt that until bike lanes and bike parking are more common, throughout the city, cycling will remain underutilised.

Suggestions to address city space issues

Key themes	
Reduce cars[1] (59%)	Focus on cyclists[2] (14%)
Focus on public transport[3] (13%)	Improve amenity[4] (13%)

More car free spaces or zones (super blocks)[1]	31%
Car free CBD, like Oslo[1]	23%
Remove or reduce on street car parking[1]	18%
Increase focus on cyclists, increase or fix bike lanes, adequate parking[2]	14%
Improve the public transport system and stops[3]	13%
Increase greenery, landscape, seating areas[4]	13%
I support City of Melbourne initiatives in general	10%
Educate pedestrians on etiquette e.g. keeping left / no phones whilst walking	6%
Reduce speed limits	6%
Widen footpaths	6%
Remove obstacles from walkways	5%
Remove motorcycles or push bikes from footpaths	5%
Other	29%

Base: All responses collected (n=80)
Q6. What do you think should be done to address the issues identified above?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Examples of suggested actions in comments

Car free CBD

" I believe that cars currently occupy a vastly disproportionate amount of space within the CBD and we should work to eliminate cars as much as possible. I think removing cars from streets and providing priority for walking, public transport and bicycles will vastly aid in resolving the issues identified above.
I think Oslo has the right idea and we should be aiming to reduce as much personal car use in the city as possible.

Focus on cyclists

" Remove cars from congested areas. Clearly marked cycling lanes to encourage bikes to stay in then and pedestrians to stay out of them. Adequate bike parking so that they aren't forced to park along poles etc. which is in the way of pedestrians.

Focus on public transport

" I would like to see a removal of cars in the city (except for deliveries). I would like to see more buses to deliver people to the city (along with trains and trams), the bus route in Brisbane is amazing please have a look at their model.

Improve city amenities

" Closing streets to through traffic is a great idea, as this will make pedestrians the priority and will create significant areas of new public space which can be dedicated to things like gardens, outdoor dining areas, street markets / festivals. Melbourne needs far more green space in the central Hoddle Grid.

EY Sweeney

City space: reactions to discussion paper

▶ The Participate Melbourne site presented three 'what if' ideas for which reaction was sought. What if…

1. We removed clutter from footpaths to improve disability access and public safety.

2. We removed on-street parking spaces and built wider footpaths for pedestrians and provided more space for outdoor dining, street life and more trees.

3. We applied the Barcelona 'Superblocks' model to sections of the Hoddle Grid, with 10 km/h shared spaces for walking cycling, deliveries and residential access on Flinders Lane and Little Collins Street.

▶ **Strong general support for proposed ideas…** Four in ten expressed support for all the ideas. Improving pedestrian experience by removing obstacles, either footpath clutter or car parking, were commonly cited solutions.

▶ **Concerns about equity for disabled or older citizens requiring vehicles…** Some respondents voice concerns that limiting space for private vehicles in the CBD would impede older citizens or those with accessibility requirements.

Reactions to discussion paper suggestions

Support (87%)[1]	Oppose (10%)[2]

All of the ideas are good[1]	41%
Declutter footpaths[1]	22%
Reduce parking[1]	20%
Support superblocks[1]	14%
Increase trees[1]	11%
Widen footpaths[1]	10%
Improve disability access[1]	8%
Don't reduce car traffic in the city[2]	8%
Improve cycling infrastructure[1]	6%
Reduce commercial use of footpaths[1]	5%
Other[2]	38%

Base: All responses collected (n=79)
Q8. What do you think of the 'what if' ideas?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Reactions to discussion paper

Support	Concerns
" Those ideas are great and need to be put in place ASAP. Cars do not need to access every single street. Superblocks is an inexpensive and easy solution to increase car-free space to continue to make Melbourne the greatest city in the world. We need to be proactive, not only followers.	" I think the Barcelona idea is a terrible one! The roads are for all users not just bike riders or pedestrians! Also by removing parking spaces drivers will be stuck paying to park in private garages. Why should drivers be impacted in such a way!
" I think these are all wonderful ideas. Especially more trees and removing on-street parking - this would really change the feel and experience of using these areas as a pedestrian.	" I'd find reduced parking would impact detrimentally on my life. I am increasing my physical abilities at the moment and require options. I'm about to have a friend drive me into the city as part of recuperating from a major operation. Limiting access and parking would make the adventure difficult.
" All excellent ideas so long as trams still have a clear way through. Barriers or another tram safety measure should be considered with wider footpaths.	

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

City space: additional comments

▶ **Many commenters reaffirm their support of initiatives to reduce cars in the Hoddle Grid…** While additional comments span a range of topics, support for proposed ideas to reduce the number of private vehicles in Melbourne is the most common theme, observed in one in six responses.

▶ **More green space is desired amongst members of the public…** Commenters express a desire for steps to be taken to promote the development of green space to add to the city's overall appeal. Suggestions include: increasing the number of trees and implementing vertical gardens as a space efficient solution.

Additional comments

Key themes	Reduce or remove cars (18%)[1]	Green space (14%)[2]

Reduce or remove cars in the CBD (pedestrian only zones)[1]	18%
More trees, gardens etc. (allergy friendly)[2]	14%
Improve public transport or make it more affordable	12%
Prioritise support for disabled and elderly	12%
Research other cities, listen to town planners or professionals (not developers)	7%
Make it happen, innovate, implement ASAP	7%
Don't have an issue with cars in the city, they should be just as important	7%
More seating areas or places to congregate	5%
Motorbike parking needs to be re-evaluated	5%
Prioritise bicycle usage in Melbourne	4%
Separate bicycles from other traffic and pedestrian	4%
Provide affordable parking on the outskirts of CBD	3%
Don't put an Apple store in Fed Square	3%
No smoking in the city	3%
Implement covered or underground walkways	3%
Educate pedestrians on etiquette e.g. keeping left	1%
Other	22%

Base: All responses collected (n=74)
Q9. Is there anything else you would like to tell us?

EY Sweeney

Additional comments

Rethinking pedestrian movement

" Please take cars off our CBD streets, make more room for pedestrians & cyclists, and allow this beautiful city to flourish. In parts of the CBD our street life is a joy, famous globally, and makes living in the CBD a wonderful lifestyle. In other parts, where vehicles take precedence, they are mean, noisy, dangerous & unfriendly streets. I commute by bicycle daily up Collins. It's become dangerous & unpleasant. PLEASE make Melbourne the vibrant, glorious, international city that it can so easily be. Start with super blocks but please don't stop there.

" Some great ideas!

I love the idea of the Barcelona super blocks. Giving back space to pedestrians, dining and open space including cycling makes complete sense. Provide people with a safe area to walk / cycle and dine.

You'd need to provide large through sections where a super block or 'super lanes' crisscross the city so riders can choose to use those safer ways to get around and walkers can utilise the greener spaces and linking up with other major bike paths too. Great ideas, keep them coming.

Green space

" Just to add that the trees are an incredibly important part of this space and I'd love to see more innovative ways of increasing vegetation in the CBD - vertical gardens etc.

" There should be more fruit and seed bearing native plants to attract and sustain native birds.

" I'd like to see a green space walkway between Southern Cross and Flinders Street, like the highline in New York. More public space with seating, places to congregate and be social.

EY Sweeney

Public transport network

What was tested

Between April and July 2018, City of Melbourne undertook community consultation with regards to the development of a new Transport Strategy for Melbourne.

Eight topics were presented to the public, via the Participate Melbourne website.

This section summarises feedback to the Public Transport Network topic.

For more information about the discussion paper in question, please refer to the Participate Melbourne website:

https://participate.melbourne.vic.gov.au/transportstrategy/public-transport-network

Extract of discussion paper tested

TRANSPORT STRATEGY DISCUSSION PAPER
PUBLIC TRANSPORT NETWORK

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking views on these issues and ideas.

A world-class public transport system is critical to a liveable, prosperous and sustainable city. Mass public transport is the most space-efficient means of moving high volumes of people across medium to long distances. The City of Melbourne manages much of the interface with the public transport network: our streets. The experience of people on the streets in our city, including at interchanges and transfer points, impacts on the reputation of the city.

Our public transport network is under strain. The number of people living, working and visiting the municipality is growing faster than can be accommodated by current services and committed public transport projects. The crucial Melbourne Metro Rail Tunnel will be at capacity soon after completion.

What are the current issues?

Underperforming transport system
Our world class global city must be supported by an excellent public transport system. However, overcrowding is increasing, reliability is poor and many services are infrequent. Demand for access to the central city continues to grow rapidly. Poorly designed tram platforms are often cramped, uncomfortable and inaccessible.

Radial network limitations
Melbourne has a radial public transport network with most tram and train lines passing through the inner city. A disruption where lines overlap means one service can impact many others. Without high-quality links between suburbs, driving in a car is often the only option for trips across and around the metropolitan area.

EY Sweeney

Public Transport: respondent profile

Gender

52%
Male

40%
Female

9%
Not specified

Base: All responses collected (n=128)

Age

Age	%
14-19	4%
20-24	10%
25-34	27%
35-44	24%
45-54	15%
55-64	6%
65-74	3%
No age provided	10%

Base: All responses collected (n=128)

EY Sweeney

Public Transport Network: experiences with public transport

▶ **Overcrowding on public transport viewed as an impediment to Melbourne's growth trajectory...** Participants note that services are becoming increasingly overcrowded during peak travel times. This is felt to be a threat to the prospects of Melbourne supporting the predicted future population growth in a sustainable manner.

▶ **Delays are seen to contribute to overcrowding and to dissuade PT usage...** It is felt that delays make public transport an unpredictable transport mode. This was especially evident in those who described using PT in outer suburban areas where there are fewer options and less infrastructure. This is seen to contribute to a sense of reluctance when considering public transport options.

▶ **Upgrades to PT vehicles is desired...** Experiences with ageing vehicles have led some travellers to express a desire for upgrades to be made to the fleet. This particularly noted by contributors with accessibility requirements.

Experiences with public transport

Key themes	Delays (38%)[1]	Overcrowding (38%)[2]

Overcrowded public transport[2]	38%
Public transport running late or delayed[1]	25%
Traffic congestion or lights causes delays[1]	18%
Public transport not frequent enough	13%
Bus network needs improvement	11%
Transport does not effectively connect suburbs	10%
Public transport technology or infrastructure needs upgrading	10%
More parking is needed at stations	8%
Public transport is too expensive	7%
Public transport can be unsafe	7%
Slow trams	7%
Public transport is dirty or unclean	6%
Need orbital connection routes	6%
Connecting service timetable needs improvement	6%
Other	24%

Base: All responses collected (n=127)
Q11. Could you describe some of your experiences of using public transport in Melbourne?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

What are the current experiences

Overcrowding

" Terrible! Everyday I'm questioning why I'm paying full fare while being sandwiched between bodies in trams that are straining with the ever-increasing passenger load. There are many old trams still in operation which are not maintained properly (no AC when used in summer, doors that constantly fail, odd sounds, PA system that is either too loud or barely audible) or driven properly (jerky moves, sudden stops). Constant joke about Melbourne not having a rail service to the airport at this age (and it will likely be many more years away).

" Overcrowded trains present a safety risk to passengers. Some services at Flagstaff and Footscray are so full people cannot get on trains.

" Long waits at Richmond changing from Frankston line for loop services in the morning. Severe overcrowding on Pakenham and Dandenong line services right through very long peak times. Very overcrowded tram services between Melbourne Central and Melbourne University.

Running late or delayed service

" Instead of taking me 30-40 minutes to get home, sometimes due to poor organisation of replacement bus services on the Cranbourne/Pakenham line, it's taken me approximately 2 hours. It shouldn't take the same amount of time to get to a city suburb as it does to go to Bendigo to visit my family. One day I had to do both in 24 hours, meaning that I travelled over 8 hours in one day. Then apart from rude/unhelpful staff, the connecting train was 20 minutes late, and I felt unsafe being alone that late at night walking home from the station when I finally arrived.

Lack of accessibility

" Life-long tram and Metro train user. In later years, have been handicapped by mobility issues and have become acutely aware of the tram network's failure to work towards DDA compliance. If I have to go into the city, I now drive to the most convenient tram super stop or rail station to avail myself of stepless access, as I live on the 57 route which even now still uses solely Z-class trams!

EY Sweeney

Public Transport Network: suggestions to address issues

▶ **The issues highlighted on Participate Melbourne were:**

- Underperforming transport system

- Trams and buses stuck in traffic

- Tram stop design improvements

▶ **Frequently, responses included a desire to increase number and frequency of services…** This is seen to be a key solution to alleviating two of the major negative experiences associated with public transport: overcrowding and delays. It is felt this could be achieved by deploying more vehicles on the network. Furthermore, a number of comments suggest that investigating public transport in other countries and / or upgrading technology in vehicles could lead to improvements.

▶ **Dedicated lanes seen to reduce the likelihood of delay and improve consistency of service…** Comments observe that public transport can be hindered by its interactions with other forms of transport. To alleviate this, 25% of comments suggest creating dedicated lanes or creating separate routes.

Suggestions to address public transport issues

Key themes	Improve PT service delivery (52%)[1]	Provide dedicated lanes (25%)[2]

Dedicated lanes for buses / trams[2]	25%
More services added to public transport timetables[1]	20%
Reduce on street parking and cars in the CBD	14%
Orbital rail line	13%
Airport train link	10%
Prioritise public transport and improve infrastructure[1]	10%
Support MM2	9%
Make public transport faster and more efficient[1]	9%
Upgrade technology and public transport vehicles[1]	8%
Model public transport after other countries e.g. Japan[1]	8%
Increased frequency of bus routes[1]	7%
Parking available near public transport	7%
Improve information in and around public transport	7%
Extend the free tram zone	6%
Support MM3	5%
Safer tram stops	5%
Reduce myki prices	5%
Modify traffic signals for public transport[1]	5%
Remove tram stops for faster and less congested travel	5%
Other	37%

Base: All responses collected (n=128)
Q10. What do you think should be done to address the issues identified above?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Suggested actions

Infrastructure investment

" Increase PT services and make it comfortable, efficient and easy. Improve toilets and provide more parking at stations, especially outer suburban stations. This will encourage more people to travel on PT and less cars on the roads, especially in inner suburbs and CBD, therefore less traffic congestion and pollution. Extend train lines out further. Resurrect and repair old stations and tracks that were put out of use by some government with no vision.

" Need to tunnel, add more train services and higher speed rail is a must! Need new technology to allow trains to run closer together and more often. Need to increase transit speed of trains to get people around faster and run more services.

Dedicated lanes for buses and trams

" Bus and trams stopped at traffic lights is frustrating as it does not reflect the amount of people travelling on these modes of transport. They need to be given priority over cars at traffic lights. If you look at Queensland they have a really great way for buses, special dedicated places where there is large bus terminals with times for next bus and the buses are much more frequent.

" Trams need dedicated road areas so they don't get stuck in traffic. Increasing bus-only lanes would also be ideal. This prioritises public transit, making everything more efficient and rewarding people for using public transit and keeping cars off the road (and reducing pollution).

EY Sweeney

Public Transport Network: reactions to discussion paper

▶ The Participate Melbourne site showcased four 'what if' ideas for which reaction was sought. What if...

1. Melbourne Metro 2 was completed by 2030, connecting the western suburbs into the central city and unlocking the potential of Fishermans Bend.

2. Melbourne Metro 3 was completed by 2035, providing a second airport rail link and north-west connectivity through the central city to North Richmond and beyond.

3. Trams were 'supercharged' with more tram-only right of way and cars removed from tram tracks across the network to improve travel times and reliability.

4. New and existing road rules to protect the priority of efficient transport modes were enforced.

▶ **There is broad support for investing in improvements to the public transport network...** Half of comments were positive to all ideas proposed. This demonstrates a significant appetite for public transport investment amongst contributors. Of the specific 'what if' ideas, dedicated tram / bus lanes are the most commonly supported.

▶ **Some concerns about dedicated tram / bus lanes were expressed...** Although outnumbered by positive comments, there were a number of individuals who expressed a dislike of the dedicated lanes. Amongst these comments, it is felt that dedicated lanes will serve to increase congestion on roads and make car travel more difficult than it currently is.

Reactions to discussion paper suggestions

Key themes	Support (63%)[1]	Oppose (10%)[2]

Theme	Value
Support these ideas[1]	50%
Implement them as soon as possible[1]	17%
Dedicated tram / bus lanes[1]	14%
Prioritise airport rail	11%
Extend the public transport network	8%
Dislike trams and tram only lanes[2]	8%
Upgrade technology and public transport vehicles	7%
More frequent and reliable public transport services	6%
Population growth and growth areas need to be addressed	6%
Prioritise orbital rail	5%
Reduce on street parking and cars in the CBD	5%
More needs to be done	5%
Bus network needs improvement	5%
Other[2]	29%

Base: All responses collected (n=128)
Q12. What do you think of these ideas?
Note: Responses categorised as 'Other' available in appendix

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

Reactions to discussion paper

Desired speed of implementation

" Good, but let's deliver them sooner yeah? It's another decade or two before we see some of these major changes, yet we are already buckling with the current demand. How bad will things get to until we see the improvements? Less talking and (spending millions of dollars) planning, and more actions please.

" Good, but we need this now and not in 17 years. In 17 years the requirements will be even greater.

" Great! Public transport should always have priority over cars! I just wish it was done sooner.

" Great! Let's get them done sooner and keep the new ones coming.

Airport link

" I think these ideas are good but would like to see the airport link completed much sooner.

" Metro 3 is way more important than Metro 1 or Metro 2. Even Perth is going to have an airport train service before Melbourne!

Improve public transport infrastructure

" I agree we need to fast track Metro 2 and 3 and alongside these projects we seriously need to consider how we are going to eventually shift the entire network onto high capacity trains, signalling and eventually driverless trains.

" I would also like to see more efficient transport modes introduced as soon as possible. Such as 'bike traffic light priority' (such as the Canning St/Elgin Street intersection lights) and 'supercharged' tram lanes coming into play

EY Sweeney

Public Transport Network: additional comments

▶ **Improvements to the frequency of service and passenger experience are desired...** Many commenters express a sense of frustration and disillusionment with the quality of public transport services. It is felt that there are significant opportunities for improvement. Furthermore, comments state that these improvements are necessary to facilitate Melbourne's growth trajectory.

▶ **Some respondents want public transport to be considered in a holistic manner by city planners...** Contributors are wary of public transport assets being considered in isolation and express a desire for them to be considered as a part of an overall transport strategy.

Additional comments

Key themes	Upgrade PT services (31%)[1]	Integrate PT into future city plans (14%)[2]

Upgrading public transport vehicles and infrastructure for efficiency and sustainability[1]	20%
More frequent and timely services[1]	17%
More holistic planning and investment into public transport for Melbourne[2]	14%
Need less congestion in the city and on public transport	12%
Make transport cheaper or free	10%
Accessible parking	9%
Extend suburban public transport services	9%
Would like the metro tunnel and other inner city expansions	9%
Dedicated lanes for either buses, trams, bikes and other vehicles	8%
More information about public transport issues	6%
Improve the free tram zone	6%
Our public transport system is behind	6%
Existing freeways are not efficient	4%
Other	20%

Base: All responses collected (n=90)
Q13. Is there anything else you would like to tell us?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Additional comments

Infrastructure

"

Public transport needs a massive overhaul throughout the whole state and needs to be viewed holistically, along with vehicle and pedestrian flow, not just development. Land corridors need to be set aside now, not when it's too late. It's not just about moving around the city but getting in and out, or being able to avoid that if not required. Get suburban transport off regional lines. Make travel times better. Make the system more reliable. Don't develop new population areas without the infrastructure to support people movement already in place.

Planning

"

Transport infrastructure needs to be planned by a body outside of politics, otherwise the marginal electorates get all the improvements. Plans need to holistic, progressive and integrated, not headlines.

"

Melbourne desperately needs to improve its public transport system. I've seen a decline in quality of service over the last 10 years, which at times, has encouraged me to drive. People are going to take the most comfortable, convenient option possible. It is therefore crucial that work is done ASAP to improve the system. Otherwise, we risk turning into a car-dominated city where journey times are greatly increased.

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

Emerging technology

What was tested

Between April and July 2018, City of Melbourne undertook community consultation with regards to the development of a new Transport Strategy for Melbourne.

Eight topics were presented to the public, via the Participate Melbourne website.

This section summarises feedback to the Emerging Technology topic.

For more information about the discussion paper in question, please refer to the Participate Melbourne website:

https://participate.melbourne.vic.gov.au/transportstrategy/emerging-technology

Extract of discussion paper tested

TRANSPORT STRATEGY DISCUSSION PAPER

EMERGING TECHNOLOGY

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking views on these issues and ideas.

New and emerging technologies provide both opportunities and challenges for our future city. The City of Melbourne will be a leader in innovating and piloting transport technology which supports a smart, global, connected city, while ensuring our city remains a place that prioritises people. Equally, the City of Melbourne expects that new regulations will be needed to optimise emerging technologies to capture the benefits while mitigating negative outcomes.

Population growth means we need to move more people on our streets as well as provide more public space and respond to climate change. Ongoing prioritisation of the most space-efficient transport modes will enhance our central city.

What are the issues?

More cars on the road

If driverless cars were privately owned the number of car trips on our streets would significantly increase, worsening congestion. New types of trips might include:

- empty cars circulating streets instead of parking
- empty cars driving 'home' after dropping someone off
- increased freight and home deliveries, if costs reduce
- trips by people currently unable to drive, including children, older people, vision impaired and others

These new trips may have positive or negative social, environmental and economic impacts. The degree of uncertainty makes it challenging to foresee the outcomes.

in transport industries.

Shared mobility

EY Sweeney

Emerging technology: respondent profile

Gender

44%
Male

33%
Female

22%
Not specified

Base: All responses collected (n=18)
*Caution − low sample size

Age

Age	%
14-19	6%
20-24	22%
25-34	11%
35-44	17%
45-54	17%
No age provided	28%

Base: All responses collected (n=18)
*Caution − low sample size

EY Sweeney

Emerging technology: suggestions to address issues

▶ **The issues highlighted on Participate Melbourne were:**

- More cars on the road

- Shared mobility

- Mobility as a Service

- Data security

- New freight systems and vehicles

- Smart sensors for better decisions

▶ **Please note: small sample sizes due to low input from community. This precludes robust conclusions being drawn from Emerging Technology community inputs.**

▶ **Emerging technology receives less engagement than other topics…** All discussion papers were supported with coverage in the mainstream media and on social media, however, Emerging Technology received dramatically less engagement than other papers. This may be an indication that, despite the speculation of futurists, many members of the community are not yet looking ahead to the impact of not-yet-realised technologies on Melbourne. Instead commenters appear to be more engaged with regards to facets of city life that they currently experience on a day-to-day basis.

Suggestions to address emerging technology issues

Suggestion	Count
Pedestrians and other forms of public transport should be prioritised instead of cars	n=6
Prefer the implications of Scenario 1	n=3
Driverless cars or car shares can supplement other share services	n=3
More segregated public transport lanes and facilities	n=3
Data gathering should be implemented for future plans	n=2
Further legislation is needed	n=2
Integrated driverless cars with public transport	n=2
Driverless cars are still cars and should be deprioritised	n=2
Segregate modes spatially, lanes / pedestrian crossings / tunnels	n=2
Ensure technology provides benefits to society	n=2
Driverless cars will not resolve these issues	n=1
Be more cautious in data gathering and usage	n=1
Integrated public transport services and mobility are important	n=1
Investigate more 'non-ground' transportation e.g. drones	n=1
Privately owned owned driverless cars not good / discourage	n=1
Allocate pick up / drop off space, changes to taxi ranks etc.	n=1
Support mobility as a service (MaaS), integrate bike share and public transport	n=1
Technology is not ready / incomplete / unresolved	n=1
Driverless cars could enable cheaper transport	n=1
More modes sharing space	n=1
Redesign how businesses work / reduce reliance on CBD	n=1

Base: All responses collected (n=18) *Caution – low sample size
Q14. What do you think should be done to address the issues identified above?

EY Sweeney

Emerging technology: reactions to discussion paper

▶ **The Participate Melbourne site presented five 'what if' ideas for which reaction was sought. What if…**

1. Empty driverless cars paid a fee to use the road, preventing increased congestion.

2. Driverless cars were regulated to move out of the way for buses and trams.

3. Smart sensors halved time that buses and trams spent waiting for cars at traffic lights.

4. Deliveries were made by robots on the ground and in the air, reducing congestion.

5. For a monthly fee, people could access public transport, ride hailing, bike and car share via an app.

▶ **Please note: small sample sizes due to low input from community. This precludes robust conclusions being drawn from Emerging Technology community inputs.**

▶ **Some contributors urge caution with regards to changing public transport pricing and the use of drone technology…** These individuals suggest that upgrading the existing myki ticketing system and / or making it more affordable would have a greater benefit to the community than a monthly fee; and it is felt drones may be impeded by aerial obstacles (i.e. power lines).

Reactions to discussion paper suggestions

Suggestion	Count
Segregate trams and buses from other vehicles	n=5
I am against the monthly fee for all transport services	n=5
Cautious about robotic or drone technology used for delivery purposes	n=5
Driverless cars should pay a fee for on road usage	n=4
Limit areas for driverless cars and other vehicles in the CBD	n=4
Support these ideas	n=4
The monthly fee for all public transport services is a good idea	n=3
Ensure integration with other transportation modes	n=3
Make parking more accessible and affordable	n=2
Driverless cars are not an efficient mode of transportation	n=2
Prioritise improving public transport	n=2
Allocate less road space to cars	n=2
Use pricing to prevent empty vehicles waiting for customers	n=1
Remove vehicles with lower priority need of access	n=1
Investigate use of drones instead	n=1

Base: All responses collected (n=18) *Caution – low sample size
Q15.   What do you think of these ideas?

EY Sweeney

Emerging technology: reactions to scenarios presented in discussion paper

▶ Please note: small sample sizes due to low input from community. This precludes robust conclusions being drawn from Emerging Technology community inputs.

▶ **Car sharing and autonomous vehicle technology are seen as desirable by some contributors...** Six comments highlighted the potential benefits of these technologies. It is felt that this technology would be especially useful in instances where a desired destination is not easily accessible by public transport.

Reactions to scenarios presented in discussion paper

Improve car sharing and autonomous vehicle technology — n=6

Prioritize buses and trams through smart sensor technology — n=5

Improve public transport efficiency and radius — n=5

Utilize technology to deliver higher quality of life — n=4

Prioritize pedestrian movement and limit cars — n=4

Protected and separated bike lanes — n=3

Other — n=5

Base: All responses collected (n=18) *Caution – low sample size
Q16. Which aspects of the future scenarios do you like?

EY Sweeney

Emerging technology: additional comments

▶ Please note: small sample sizes due to low input from community. This precludes robust conclusions being drawn from Emerging Technology community inputs.

▶ **More affordable and accessible public transport is desired…** Four comments expressed the sentiment that emerging technologies should be used to help improve the accessibility and affordability of public transport services.

Additional comments

Comment	Count
Make public transport more accessible and affordable	n=4
Model the system to public transport overseas	n=3
I see the benefits in emerging technology and future transport plans	n=3
Emerging technology should be investigated further because of the benefits	n=2
Data technology should be used in an efficient and secure way	n=2
More bike sharing lanes are needed	n=2
Improve facilities for driverless cars and other vehicles	n=1
Introduce a cap of the number of vehicles in the CBD	n=1
Electric vehicle charging	n=1
Other	n=2

Base: All responses collected (n=14) *Caution – low sample size
Q17. Is there anything else you would like to tell us?

EY Sweeney

Cycling

What was tested

Between April and July 2018, City of Melbourne undertook community consultation with regards to the development of a new Transport Strategy for Melbourne.

Eight topics were presented to the public, via the Participate Melbourne website.

This section summarises feedback to the Cycling topic.

For more information about the discussion paper in question, please refer to the Participate Melbourne website:

https://participate.melbourne.vic.gov.au/transportstrategy/cycling

Extract of discussion paper tested

TRANSPORT STRATEGY DISCUSSION PAPER
BICYCLES FOR EVERYDAY TRANSPORT

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

The City of Melbourne has delivered an extensive program of improving and extending bike infrastructure over many years. The refreshed Transport Strategy will build on the progress already made by successive City of Melbourne Bicycle Plans. To boost cycling participation for transport improved facilities are required.

When people choose to ride they reduce emissions, noise, congestion and free up public transport capacity. Cycling provides mental and physical health benefits and with the right infrastructure it can be great fun. People riding save everyone money by reducing health costs and the need for investment in public transport and roads. It is in everyone's interest that people ride (and walk) as much as possible.

What are the current issues?

People don't feel confident cycling in Melbourne
Concern for safety remains the primary barrier preventing more people riding. City of Melbourne research found that potential bike riders would feel much more confident using physically separated infrastructure than painted lanes.

Protected lane — 83% confident to ride

Painted lane — 22% confident to ride

EY Sweeney

Cycling: respondent profile

Gender

48% Male

35% Female

17% Not specified

Age

Age	%
20-24	4%
25-34	29%
35-44	31%
45-54	11%
55-64	8%
65-74	1%
75+	1%
No age provided	14%

EY Sweeney

Cycling: experiences riding in Melbourne

▶ **Cycling in Melbourne is seen to be fraught with hazards...**
Contributors view cycling as intimidating due to the perceived risks of collision or car dooring. Certain streets are mentioned by name as particularly unfriendly to cyclists and avoided; Collins Street is one often cited example.

▶ **Inattentive pedestrians and motorists...** Responses frequently mention absent-minded motorists undermining the safety of cyclists. Shared lanes and motorists merging without performing head-checks appears to be a significant pain point for cyclists.

▶ **Street parking and car dooring seen to be inextricably linked...**
Car dooring is perceived to be a persistent threat to cyclists. On-street parking naturally is seen to increase the likelihood of car dooring and is viewed negatively by cyclists.

Experiences with cycling

Key themes	Safety (61%)[1]	Driver behaviour (42%)[2]

- Unsafe and intimidating[1] — 39%
- Pedestrians and drivers do not look to check for cyclists[2] — 17%
- Car-dooring[1] — 16%
- Support protected and separated bike lanes — 16%
- Intersections can be difficult and dangerous[1] — 15%
- Drivers are aggressive towards cyclists[2] — 14%
- Vehicles and pedestrians cutting into and blocking bike lanes[2] — 12%
- Vehicles parked take up space in bike lanes — 11%
- Bike lanes are too narrow — 11%
- Current bike infrastructure needs improvement — 10%
- Enjoy cycling and have had a positive cycling experience — 9%
- Vehicles driving too close to cyclists[2] — 8%
- Intermittent bike lanes are an issue — 8%
- Other cyclists can be aggressive and dangerous — 7%
- Separate pedestrians from bike areas — 5%
- Other — 22%

Base: All responses collected (n=365)
Q19. Could you describe some of your experiences of cycling in Melbourne?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

What are the current experiences

Interactions with motorists

> " A complete lack of regard for 'open' cycle lanes by parking motorists. Generally space for pedestrians and for motorists are considered 'dedicated', this same logic doesn't follow for cyclists who are clearly unwelcome in shared zones. I hear a lot of talk about cyclist breaking the law but I see motorists blocking bike/pedestrian ways at least twice a day, each way on my commute. Intersections are a disgrace. In the place where most conflicts occur cyclists are required to mix with traffic. This must be very discouraging for those who feel that cycling in the city is too dangerous.

> " Almost knocked off bike by car passenger opens door onto bike lane without looking; frequent negotiation around vehicles turning into car parks; need for constant vigilance for parked car doors being flung open.

Feelings of riding being unsafe

> " Basically none as I had a bike but too scared to ride it. Seeing some of the motorists and their unpredictable driving put me off as well as stories from other cyclists including getting doored meant I never rode. It would just be too stressful.

> " Constantly on alert for motor vehicles and hazards. The existing infrastructure is either poorly implemented (LaTrobe St lanes that come and go, weave in and out and have too many driveway crossings), time restricted (Exhibition Street half-way, peak only bike lanes), inadequate (Collins Street is a joke and should never have encouraged people ride down there with 'fake' bike lanes), inconsistent (variation at hook turn intersections as to whether a person on a bike passes to the left or right of a driver waiting to complete a hook turn) or just plain non-existent (every intersection where the bicycle infrastructure fades out and leaves the person on a bike very vulnerable).

EY Sweeney

Cycling: suggestions to address issues

▶ **The issues highlighted on Participate Melbourne were:**

  - People don't feel confident cycling in Melbourne

  - Providing for local bicycle trips

  - Conflict and behaviour

  - Road rules

  - Other barriers which prevent more people riding bikes

▶ **Respondents express desire for for cyclists to be separated from other transport modes...** The threat of having an accident is seen to be greatly reduced in areas where there are dedicated bike lines, separating cyclists from motorists. Over half of the responses gathered mention a greater desire for dedicated bike lanes.

▶ **Education and awareness amongst other road-users is seen as an easy win...** While many responses pertained to infrastructure investment, in the shorter-term a number of comments suggest that issues could be alleviated through greater education, for cyclists and non-cyclists alike.

Suggestions to address cycling issues

| Key themes | Greater separation (66%)[1] | Driver behaviour (27%)[2] |

Suggestion	%
More separation between cars, bikes and pedestrians with separated bike lanes[1]	56%
Protected intersections are a great idea[1]	20%
Cyclists need to feel safe	15%
Better awareness and education for motorists, bike riders and pedestrians[2]	13%
Remove or improve on-street parking to reduce the risk of being doored[2]	13%
Build more connecting and safer bike lanes	13%
Reduce the amount of cars or phase cars out of the CBD	8%
Improve infrastructure for roads	7%
More dedicated lights at traffic lights for bike riders	7%
Compare with other cities like Amsterdam and Copenhagen	7%
Wider bike lanes to enable safe passing	6%
Stop things like construction road signs, taxis and parked cars from blocking the bike lanes	5%
Changing demeaning stereotypes and attitude perception[2]	5%
Other	44%

Base: All responses collected (n=366)
Q18. What do you think should be done to address the issues identified above?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Suggested actions

Separation

" They've already been stated I know, but the two main things would be increasing protected bike lanes and installing bike lights at intersections. I always struggle with whether or not to go on the left of cars turning left - I know I'm not supposed to but often it seems like the best option (e.g. they are stopped for pedestrians, and I don't feel safe swerving out onto the road to go around because of other cars and cyclists). Having a green light for cyclists before cars reduces this problem significantly.

" Introduce physically separated bike paths aggressively across the city and major bike routes to it. But also introduce measures to reduce car traffic within the city. Even with separated lanes safety can only be maximized so far when there is so much car traffic in the city, particularly turning cars.

" The protected lane proposed idea is awesome, I reckon can help to feel safe, increasing the number of people that decide to leave the car and choose to ride.

Investment and education

" More education, more advertising on good cycle behaviour done by the government, authorities and Bicycle Network to encourage common sense, rules awareness and general courtesy to other users on the road and other bikes. Make cycling the norm just like walking to work, and public transport.

" All above discussion is sensible. Increase investment, separated bike lanes, better parking. Advertising campaign to promote cycling and to help educate car drivers. Most don't understand what a car door zone is and why a cyclist might be using the extreme right of a cycle lane. Clearer rules and expectations for cyclists and drivers.

EY Sweeney

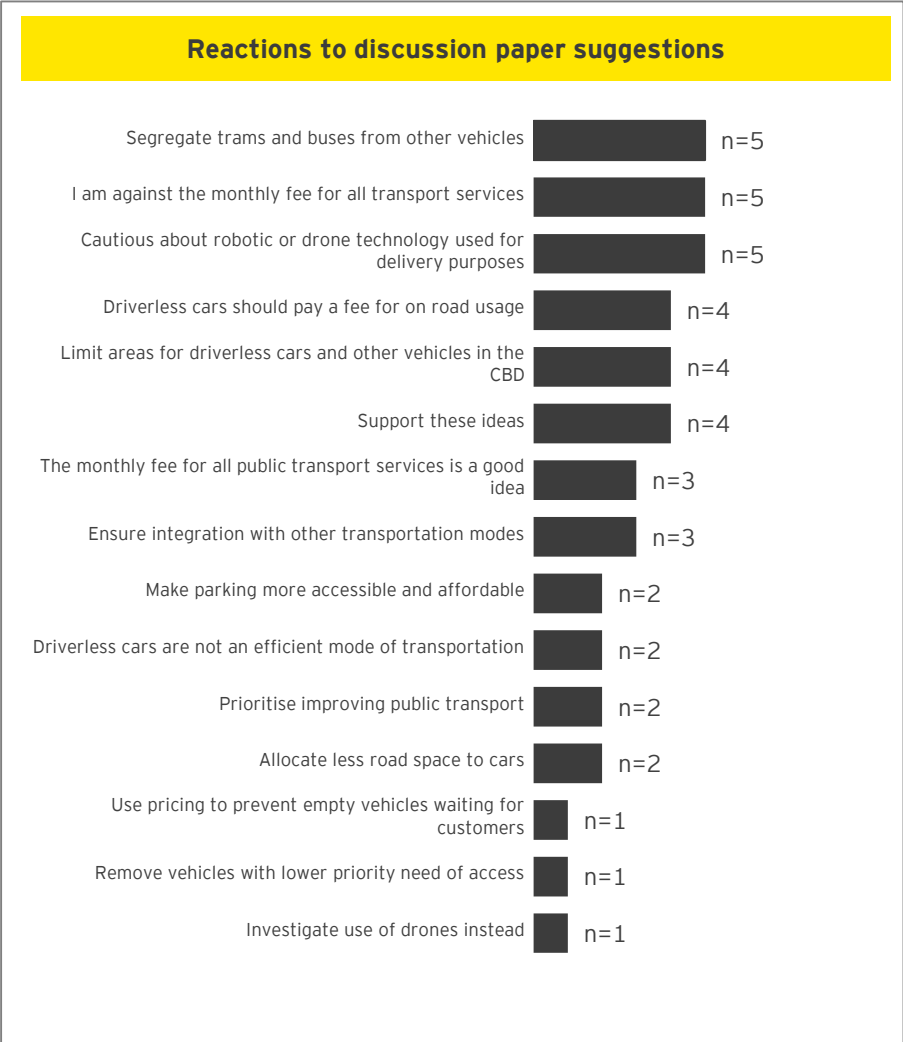# Cycling: reactions to discussion paper

▶ The Participate Melbourne site showcased four 'what if' ideas for which reaction was sought. What if…

1. Everyone who wanted to ride a bike felt safe to do so at any time of day and for any type of trip.

2. Protected bike lanes radiated out in each direction from the city, removing some traffic lanes to move more people.

3. Bike lanes continued to and through intersections.

4. We trialled fully separated bike lanes along Flinders Street linking the MCG to Docklands.

▶ **Strong support for cycling initiatives…** Seven in ten responses express a positive reaction to all four ideas. This is the strongest support for any of the eight discussion papers. Furthermore, a number of comments voice the desire for these proposals to be extended beyond the CBD and implemented in surrounding suburbs.

Reactions to discussion paper suggestions

Support (90%)[1]	Oppose (11%)[2]

All of the ideas are good[1]	69%
Increase the number of protected bike lanes[1]	13%
These ideas will increase the numbers of cyclists[1]	11%
Changes should extend beyond the CBD[1]	10%
Ideas would reduce congestion[1]	6%
Changes would make cycling less intimidating[1]	5%
Intersection safety is important[1]	5%
Implement these ideas promptly[1]	5%
They would improve safety for cyclists[1]	5%
I support the changes to Flinders Street[1]	5%
Other[1&2]	44%

Base: All responses collected (n=366)
Q20.   What do you think of these ideas?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Support for initiatives was strong

Support initiatives

> Absolutely support more protected bike lanes. Think it is really key that bikes lane link up as well as if they don't link up to existing bike paths/routes then there will still be dangerous areas. Support the idea of some streets becoming dedicated cycling routes.

> Agree with all of these ideas! Focussing on what new users need to feel safe is the key, not what current riders want.
> New protected routes through the CBD are desperately needed.

> All of the above sounds great!
> Separated bike lanes everywhere as in the pictures above would be fantastic with barriers between the bike lane and car lanes like Swanston St would be awesome. I now no longer live in the City of Melbourne but further out and would like to see this rolled out into other councils where it's even more dangerous to ride as the traffic is travelling faster and there are fewer cyclists.

Desire greater education in addition

> All of the ideas above are great, but must be combined with education campaigns explaining road rules for all and emphasising that cyclists have equal rights to share the road with cars, including using a car lane when necessary. Cycling infrastructure shouldn't be a battle with two sides, it should be something that benefits everyone by reducing car traffic and improving the liveability of the city.

> All above discussion is sensible. Increase investment, separated bike lanes, better parking. Advertising campaign to promote cycling and to help educate car drivers. Most don't understand what a car door zone is and why a cyclist might be using the extreme right of a cycle lane. Clearer rules and expectations for cyclists and drivers.

EY Sweeney

Cycling: additional comments

▶ **Change for cyclists is seen as imperative...** Three in five responses affirm that change for cyclists is important. Cycling is seen to be an increasingly viable alternative to private vehicles and a transport mode that can scale alongside population growth. But these benefits are only expected to be realised if cycling is given due consideration in city planning initiatives.

▶ **Beyond infrastructure, attitudes are seen to be in need of change...** Many comments express frustration at a perceived lack of understanding or duty of care for cyclists on behalf of other road users. While infrastructure development is important to alleviate the risk of altercations – there is a perception that in-roads can be made through behavioural change as well.

Additional comments

Key themes	Infrastructure improvements needed (59%)[1]	Greater education desired (17%)[2]

This change is important and should prioritized[1]	29%
Entirely separate bike lanes needed for safety[1]	25%
Increase financial investment in the cycling infrastructure[1]	18%
Communication campaign needed to improve safety of cyclists[2]	17%
Abandon counter-productive cyclist helmet laws	12%
Certain shared roads are too dangerous for cyclists	8%
Clear cycling rules that are used throughout the state	7%
Increase incentives for cyclists	7%
Replace street parking with bike lanes in the CBD	6%
Ensure the City of Melbourne, government and VicRoads work together	6%
Offer safer and more accessible bike parking	6%
Other	30%

Base: All responses collected (n=310)
Q21. Is there anything else you would like to tell us?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Additional comments

Support for cycling

> I'd like to reiterate how important cycling is to a healthy community. It improves physical and mental health of individuals, reduces congestion and pollution, provides the means for a greater, more impactful connection with the place you live in, and as a result greatly improves society and the way we connect and interact with each other.

> Keep up the good work. Reducing vehicle use, by providing efficient safe alternatives, such as public transport, pedestrianisation and safe bike infrastructure will make Melbourne a nicer city to be in.

> Socially, economically and environmentally cycling is by far the best form of transport. Best of all it's fun. I'm really happy to see you considering how we can make improvements to increase the number of cyclists in Melbourne.

Need for community change

> Please consider using some money in advertising to educate drivers on how to respectfully share the roads.

> Yeah, put a gender lens on this!
> There are really low levels of female participation in cycling, and we need to think about why. Ideally we would see a bigger demographic cycle, including families, older people and women. Having spaces for slower bikes / bikes people can use in their work outfits, or with children is big: please hear the voices of women cycling and families!

Concerns

> Cyclists need to be banned from the footpath and on the Yarra Promenade. They are a risk to pubic safety and the City Council is liable for any accidents arsing from their use. The City Council has not consulted other road users in its strategy plans. Missing from the review is the needs of other road users such as Motorcyclist, Scooter riders. Delivery vans, Couriers and the disabled.

Car parking

What was tested

Between April and July 2018, City of Melbourne undertook community consultation with regards to the development of a new Transport Strategy for Melbourne.

Eight topics were presented to the public, via the Participate Melbourne website.

This section summarises feedback to the Car Parking topic.

For more information about the discussion paper in question, please refer to the Participate Melbourne website:

https://participate.melbourne.vic.gov.au/transportstrategy/car-parking

Extract of discussion paper tested

TRANSPORT STRATEGY DISCUSSION PAPER
CAR PARKING

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

To protect Melbourne's liveability for future generations, we need greener, people friendly streets. The management of parking has a profound impact on our transport system and city streets. The City of Melbourne manages on-street parking across the municipality and some off-street parking. Most off-street parking spaces are built and managed by the private sector. The Melbourne Planning Scheme controls the amount of car parking in new developments.

The City of Melbourne has introduced progressive policies and innovative changes to on and off street parking since the 1970s. Despite this, there is an oversupply of off-street parking and low occupancy of on-street in some locations.

What are the current issues?

Hidden costs of on-street parking
The convenience of storing a private vehicle on a central city street will soon cost $7 per hour - a third of the rate charged by many commercial garages off the street. Cheap on-street parking incentivises people to drive and adds to congestion when drivers search for a space. Cars parked on the street result in public space used only by a small number of people and prevent improvements to the public realm, such as more trees, wider footpaths and new bike paths.

Parking and retail performance
Only 14 per cent of people shopping in the municipality park on the street, while 73 per cent arrive by non-car modes (VISTA 2016). There is a perception that retail is dependent on parking, however this is disputed by evidence in the central city. A study in Carlton found that space converted to bike parking returned five times as much retail spend as

EY Sweeney

Car parking: respondent profile

Gender

38% Male

11% Female

51% Not specified

Base: All responses collected (n=91)

Age

Age	%
14-19	1%
20-24	8%
25-34	15%
35-44	15%
45-54	4%
55-64	4%
65-74	2%
No age provided	49%

Base: All responses collected (n=91)

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

Car parking: suggestions to address issues

- ▶ **The issues highlighted on Participate Melbourne were:**

  - Hidden costs of on-street parking

  - Parking and retail performance

  - Oversupply of off-street parking

  - New technologies, decline in parking revenue

  - Access for all people

- ▶ **Street parking is perceived as an inefficient allocation of space…**
  When faced with the key issues relating to city parking, respondents often suggest that problems could be addressed by deprioritising private vehicles in the city; removing cars and consequently parked cars altogether. It is suggested that this space could be reappropriated for use as: dedicated bike lanes, widened footpaths, or creating additional green space.

Suggestions to address parking issues

Key themes	Divert people out of cars (53%)[1]	Fewer cars / less parking (53%)[2]

Suggestion	%
Prioritise other modes of transport over driving[1]	36%
Deprioritise on-street parking[2]	24%
Remove cars in the city[2]	16%
Deprioritise parking in the city[2]	12%
Prioritise off-street parking[2]	12%
Improve public transport[1]	7%
Implement more green areas or public space	7%
Create new bicycle lanes[1]	7%
Increase parking at train stations[1]	7%
Create more parking in the city	5%
Make parking more expensive	5%
More bicycle parking[1]	5%
Residential apartments should not require parking space	5%
Dedicated drop-off and loading zones	5%
Other	36%

Base: All responses collected (n=91)
Q22. What do you think should be done to address the issues identified above?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Suggested actions

Divert people out of cars

" The City of Melbourne should aim to maximise the appeal of Melbourne for use of (in order) walking, bikes, public transport. There is simply not enough space to do anything other than reduce car dependency and parking. The city must be for people, not for cars.

" I think it is critical that the City of Melbourne prioritise active transport and public transport over private vehicles. Private vehicles should always have some access and some parking to the city for transporting people with disabilities, deliveries or transporting large purchases. However, most trips are best provided by low carbon, low pollution, safer, healthier options such as walking, cycling, train, tram or bus. Active and public transport also has a smaller impact on the city landscape. Cars create more noise and emission pollution, while taking up copious amounts of space when travelling, seeking parking or being parked.

" Create bus lanes, give buses priority over cars. This would encourage more to take public transport.

Fewer cars / less parking

" I am loving the idea to get rid of car parks in the city - some of the car parks could be used for bike parking and then ban bike parking on sidewalks which will free up more space for pedestrians.

" Remove all on-street car parking - it is incredible that there are still on-street parking spaces only metres from Flinders St and Southern Cross stations, the two busiest and well-connected railway stations in the state. On-street car parking is the most egregious waste of space on our streets imaginable. People should not think of it as their right to dump their private property on city streets.

Maintain city parking

" The issue address above is totally one sided and only looks at facts which support the intended argument. Cars and private used vehicles are (and still will be for many decades) a fundamental form of transport into the city from those who do not live in the CBD... Cities are designed around vehicle access and parking for a reason, not around how many people can fit on a footpath or how many push bikes can be written. This is a fairy tale idea to take cars out of the picture.

EY Sweeney

Car parking: reactions to scenarios presented in discussion paper

▶ **Scenario 2 receives greater support than Scenario 1...** This highlights the desire for CBD space to be utilised in a manner which promotes green space and lively retail / hospitality trade. Off-street parking is seen as a somewhat drab use of city space and on-street parking is perceived as standing as a barrier to other modes of transport.

Scenario 1

Scenario 2

Reactions to scenarios presented in discussion paper

Support Scenario 1 (14%)[1]	Support Scenario 2 (54%)[2]

Reduce on street parking[2]	15%
More bike lanes and bike parking[2]	15%
Implement more green areas[2]	15%
Scenario 2 good idea[2]	14%
Don't like any of the scenarios	13%
Implement more public space	13%
Reduce car parking	10%
Reduce or deter cars in the city	10%
Prioritise other modes of transport over driving[2]	9%
Don't reduce car parking[1]	9%
Improve public transport and make it cheaper	8%
Need discussion or further research	5%
Implement wider footpaths[2]	4%
Scenario 1 good idea[1]	3%
Scenario 1 bad idea[1]	3%
Scenario 2 bad idea	1%
Other[1]	32%

Base: All responses collected (n=91)
Q23.   Which aspects of these scenarios do you like?
Note: Responses categorised as 'Other' available in appendix

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

Reactions to scenarios

Support for Scenario 2

" Scenario two! Clearly there are already too many vehicles in the CBD/Southbank and it follows logically that there must be too much parking since there is fairly limited through-traffic. Thus, while off-street (and so far as possible, below-ground) parking should be much preferred to on-street parking, the supply should not be expanded. Rather, use of existing parking spaces could be made more efficient.

" I like Scenario 2 as it has less car parking more public transport & pedestrian access.

" I am totally in favour of Scenario 2 -since prioritising sustainable and active transport throughout the municipality will lead to vastly better outcomes for all residents, workers and visitors. A lot of my generation (early 20s) understands how ridiculous it is to drive into the CBD, and I hope that as we age this belief is further enshrined.

Support for Scenario 1

" I prefer 1 as it gives more car access and car lanes.

" I really like Scenario Two as the way ahead. I like that the streets are taken over by the people (who represent the 'life' in the street), with priority on the road space for buses and bikes. Cars should not dominate, and parking just encourages the use of cars, for which there is no space.

EY Sweeney

Car parking: reactions to discussion paper

▶ **The Participate Melbourne site showcased five 'what if' ideas for which reaction was sought. What if…**

- Large numbers of on-street parking spaces across Melbourne were converted to open space, trees, bike lanes and footpaths.

- New residential buildings near public transport were provided with car share instead of car storage, supporting sustainable travel.

- The price of on-street space was adjusted according to demand to ensure some spaces are always available on each block.

- All parking structures were publicly accessible to use parking more efficiently and enable widespread sharing of vehicle and car parks.

- People without cars could buy cheaper apartments because all car parks were sold separately.

▶ **Parking can be a divisive topic…** There is strong support for ideas proposed in the discussion paper; shown by 43% of responses supporting the implementation of all ideas. However, a sizeable proportion (22%) reject the proposed changes. Often their comments express a feeling that significant parking reductions will be ineffective in addressing Melbourne's congestion issues. These individuals feel that private vehicle usage will remain an important mode of transport in Melbourne's future.

▶ **Removing on-street parking the most popular idea tested…** Contributors responded most positively to the prospect of removing on-street parking. More than half (55%) of comments either mentioned removing on-street parking specifically or supported all ideas (including removal of on-street parking).

Reactions to discussion paper suggestions

Support (67%)[1]	Oppose (30%)[2]

All of the ideas are good[1]	43%
Don't make the changes[2]	22%
Remove on-street parking[1]	19%
Provide off-street parking	9%
Encourage building apartments without parking[1]	8%
Provide adequate parking in apartment buildings	8%
Changes would make Melbourne more liveable[1]	6%
Car parking prices should be uniform	6%
Less parking will reduce the number of city visitors	1%
Other[1]	39%

Base: All responses collected (n=89)
Q24. What do you think of these ideas?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Reactions to discussion paper

Support

" Excellent ideas. Why do we still give priority to the motor car? Private cars usually carry one passenger so it makes no sense.

" I agree with all 5 suggestions. Implementing those would transform Melbourne and absolutely make it more liveable.

" I am mostly supportive of these ideas ⊣ fully support the conversion of large numbers of on-street parking to other uses and like the idea of share parking.

" They sound great, I'd prefer a focus on expanding access to public transit and expanding the free zone for tram use rather than encouraging car shares, which doesn't aim to change the mindset of car-centric Melburnians.

Concerns

" These ideas are ridiculous. Melbourne is 90th on the list of cities by population. People will always need cars. Their friends and family live in the suburbs, so how are they supposed to get there? What about sporting grounds, the city people need to get to them by car. The foot paths are wide enough for the pedestrians. Making roads narrower is a dumb idea.

" Currently I drive into the city on weekends because I'm shopping at the market, I'll often bring my kids. Public transport for myself and the kids is much more expensive than parking. This should not be the case. By the same token if the price was to increase significantly I'm less likely to go to the market as a regular shopping trip and it would become a less frequent excursion.

" They're mostly terrible. Vehicle sharing hasn't taken off in this country because people are still attached to a car as a status symbol and something of entitlement. Work on safety in the city before minimising transport options.

EY Sweeney

Car parking: additional comments

▶ **De-prioritisation of cars is seen to be necessary for Melbourne to grow...** Though responses vary in their enthusiasm for the prospect, a common thread across many comments is a desire to see modes of transport other than private vehicles emphasised in the upcoming Transport Strategy.

▶ **This is seen as beneficial for pedestrians...** Transitioning away from the use of cars is seen to be an important step towards ensuring that the city is safe and easy to traverse while on foot.

▶ **Predicted to empower cyclists...** Commenters expect the benefits of fewer cars are also going to be realised for cyclists.

▶ **However there are lingering concerns about equity and accessibility...** A number of comments express a view that emphasising walking and cycling could make the CBD exclusionary for older people or those with accessibility needs. Furthermore, concerns were raised about the prospect of equity for those paying car registration fees being excluded from driving on roads.

Additional comments

Key themes	Removal of parking is a good idea (30%)[1]	Removal of parking is a bad idea (27%)[2]

Removing CBD parking will worsen traffic[2]	19%
Prioritise people over cars[1]	17%
Close roads to private cars in CBD[1]	14%
Increase safe pedestrian crossings in CBD	11%
Improve aesthetics of the city	11%
Prioritize protected separate bike lanes	10%
Improve public transport first[2]	8%
Invest in a high speed rail network to connect CBD to outer suburbs	6%
Public campaign to educate importance of moving away from cars	6%
Improve access on public transport for elderly, disabled and bicycles	6%
Improve infrastructure for sustainable modes of travel	5%
Offer more parking at train stations	5%
Other	31%

Base: All responses collected (n=88)
Q25. Is there anything else you would like to tell us?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Additional comments

Change is desired	Limit changes to parking

"

I appreciate the radical thinking the council is trying. Melbourne is a fantastic city and we need to find ways to keep it that way while the population is exploding. There are a number of different ways that bike lanes have been implemented in Melbourne, a unified approach needs to be found, there are pro's and con's to many but the different rules are confusing for everyone.

"

Melbourne has always been a place of innovation, change and a sense of community. We have the opportunity to show leadership and blueprint a sustainable formula for Australian cities rather that retaining an outdated 1960's Detroit formula based on selfish private car ownership. This community loves bikes, lets take it all the way.

"

Socially, economically and environmentally cycling is by far the best form of transport. Best of all it's fun. I'm really happy to see you considering how we can make improvements to increase the number of cyclists in Melbourne.

"

I find it not only amusing but incredulous that drivers continue to be charged for registration that includes insurance and taxes for roads, but our ability to use roads is being eroded. I'm all for it if the corresponding taxes are reduced.
The roads are increasingly being changed to cater for cyclists who are not paying anything toward the cost as motorists do.
Also I wonder if Melbourne city is going to be available to only young people able to ride bikes. How many 60, 70 & 80 year olds are able to cycle into town? Remember too, these are the people that have been paying for these roads for a lifetime.

"

Stop trying to interfere with our existing rights and choices. Keep theoretical academia out of this. Melbourne traffic, accessibility, bicyclists and pedestrians enjoy the right balance generally. Leave it alone. Go to Florence and sort them out instead.

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

Motor vehicles

What was tested

Between April and July 2018, City of Melbourne undertook community consultation with regards to the development of a new Transport Strategy for Melbourne.

Eight topics were presented to the public, via the Participate Melbourne website.

This section summarises feedback to the Motor Vehicles topic.

For more information about the discussion paper in question, please refer to the Participate Melbourne website:

https://participate.melbourne.vic.gov.au/transportstrategy/motor-vehicles

Extract of discussion paper tested

TRANSPORT STRATEGY DISCUSSION PAPER

MOTOR VEHICLES

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

Most streets in the municipality have been designed and optimised for motor vehicles. Yet the majority of trips within the city are on foot and by public transport. Since 2001, the share of car trips to work has decreased by 28 per cent while jobs have increased by 43 per cent. The use of cars in the municipality is declining. The number of people in the municipality is expected to grow from 914,000 per day to 1.4 million per day by 2036.

The central city will not be able to cater for this growth without major changes to the priority given to cars. The question is not whether this should change, but how much, when and where.

Reducing traffic volumes will improve conditions for emergency vehicles, servicing, freight, construction, bikes,

What are the current issues?

Vehicle congestion, delays and through traffic
Congestion undermines economic growth and productivity. Traffic that passes through the municipality exacerbates this issue, with about one in three vehicles on streets such as Flinders, King and Spring using the central city as a through route. Private vehicles cause significant delay for people walking and riding bikes. Buses and trams stuck in traffic or blocked at intersections undermine the efficiency and reliability of public transport. Traffic lights in Melbourne are configured to favour motor vehicles, despite cars being significantly outnumbered by people using other modes. As a result of these delays, unsafe crowding of people at intersections presents a major road safety risk.

Emissions and air quality
Current transport emissions in the City of Melbourne exceed the levels required to meet Australia's obligations under the Paris Climate Agreement. Private cars account for around

EY Sweeney

Motor vehicles: respondent profile

Gender

53%
Male

16%
Female

31%
Not specified

Base: All responses collected (n=94)

Age

Age	
14-19	1%
20-24	7%
25-34	17%
35-44	26%
45-54	11%
55-64	4%
65-74	2%
75+	2%
No age provided	30%

Base: All responses collected (n=94)

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

Motor vehicles: experiences with motor vehicles in CBD

▸ **Many experiences cite risky drivers…** There is a perception that many drivers in the CBD engaging in reckless and illegal behaviour: such as blocking intersections, travelling through red lights and performing illegal U-turns. Taxis are specifically mentioned as exhibiting these behaviours by a number of contributors.

▸ **This is seen to create an unsafe environment for pedestrians and cyclists…** Contributors, in their comments, often express feelings of vulnerability while cycling or walking in the inner city, due to forced interactions with cars. This is partly seen to be a result of motorists' poor behaviour. However, it is also felt to be a consequence of city planning which has paid to little attention to the needs of non-motorists.

▸ **Drivers express frustration at the traffic and congestion in the Hoddle Grid…** Many commenters feel that driving in the city is slow, stressful, and frustrating. They cite a number of contributing factors: too many vehicles, disruptions to traffic due to construction, and lack of compliance with road rules. Often comments explain that these experiences have led them to avoid driving in the inner city. However, others feel driving is an essential mode of transport for them. Motorcyclists convey positive experiences driving in the inner city, but represent a small proportion of overall comments.

Experiences with motor vehicles in Melbourne

Key themes	Risky drivers (41%)[1]	Unsafe (36%)[2]

Risky and aggressive drivers, block intersections[1]	38%
Unsafe for pedestrians and cyclists[2]	34%
Traffic and congestion	23%
Avoid or don't drive in the CBD	18%
Public transport needs improvement and should be cheaper	12%
Taxis don't follow road rules or are risky[1]	7%
Motor vehicles and traffic causes unpleasant pollution	7%
Parking is difficult or expensive	7%
More pedestrian priority needed in regards to road space and light cycles	7%
More police presence needed to stop reckless or illegal behaviour	6%
Pedestrians don't follow light signals or block intersections	5%
Limited alternative routes	5%
Dangerous[2]	5%
I ride a motorcycle to and from the CBD, minimal problems	3%
Motorcycles help decrease traffic and should keep their privileges	2%
Other	37%

Base: All responses collected (n=94)
Q27. Could you describe some of your experiences relating to motor vehicles or driving in Melbourne?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

What are the current experiences

Dangerous motorists

" Drivers regularly block intersections so that when the lights change drivers heading in the other direction cannot pass through the intersection. Double parking regularly blocks lanes and causes traffic jams. Trams also regularly block Latrobe Street next to Melbourne Central when stopping on Elizabeth Street. Also motorbikes and mopeds drive in bicycle lanes around the CBD.

" I cycle and walk everywhere and find that Melbourne drivers are selfish. Dangerous behaviour including running red lights. running stop signs, talking on the phone, speeding etc is rife and police are no where to be seen. We need a cultural campaign to change behaviour led from the top and serious penalties.

" - Cars do not obey the road rules, I see motorist run a red light AT LEAST ONCE A DAY, usually more. It is really dangerous to be a pedestrian in this city, where car traffic is prioritised over people lives. It is safer for me to jaywalk in Melbourne, because I can better predict what the traffic will be doing. Traffic lights have become redundant.
- Because Melbourne City Council have so badly managed cycling traffic, the few cyclists still around are forced to break the rules. A lot of money has been wasted messing up the traffic in Melbourne.
- Motorised bikes are clogging up the already crowded footpaths.

Driving in the city

" Riding a motorcycle through Melbourne is relatively safe and could be safer if promoted as a preferred form of transport, the bonuses are, footpath parking, free parking, lane filtering. Lane filtering is legal now and safe. Once again these points needs to be promoted.

Driving a car through Melbourne has become rather arduous and frustrating, between huge unnecessary tram stops, less parking availability, road and building works everyway you go. There just seems to be no communication between any one government department. Everything is just happening all at one time with no thought to traffic.

EY Sweeney

Motor vehicles: suggestions to address issues

▶ **The issues highlighted on Participate Melbourne were:**

- Vehicle congestion, delays and through traffic

- Emissions and air quality

- Inequality

- Safety and security

▶ **Contributors express a desire to reduce vehicle access in the CBD...** It is felt that as long as cars are given access to the city the issues cited in the discussion paper will only continue to worsen.

▶ **Instead commenters call for emphasis to be placed on alternative transport modes...** Strong support can be seen in the comments for the development of cycling and pedestrian friendly infrastructure (as seen overleaf).

Suggestions to address motor vehicle issues

Key themes	Prioritise alternative modes (55%)[1]	Reducing cars (47%)[2]

Prioritise cyclists and improve cycling infrastructure[1] — 33%

Prioritise pedestrians and improve pedestrian infrastructure[1] — 31%

Reduce cars and car parking in the CBD[2] — 29%

Prioritise public transport and improve public transport infrastructure[1] — 23%

More car free areas[2] — 12%

Divert through-traffic to routes around the CBD[2] — 11%

Introduce a congestion charge[2] — 9%

More parking near public transport stops — 7%

Widen and improve footpaths to address overcrowding — 6%

Vehicle access is still needed in the CBD — 5%

Improve safety and traffic light cycles at intersections — 5%

Maintain footpath parking for motorcycles — 3%

Support motorcycle and scooter use in CBD — 2%

Provide more dedicated parking on street for motorcycles — 1%

Other — 30%

Base: All responses collected (n=94)
Q26. What do you think should be done to address the issues identified above?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Suggested actions

Reduce cars in CBD

" Definitely time to prioritise people above cars in the CBD grid to start with, and hopefully expanding out from there. Completely agree that maximum one car lane in each direction on Hoddle St grid should be adequate, leaving space for other uses. Many of the laneways may be able to be closed to private vehicles completely.

" The number of cars should be reduced. Having to live in the city, the air quality is very poor during peak hours. Especially around King Street and Spencer Street. Reducing car lanes, and on street parking, as well as close a few streets for car access as they use the street as a short cut.

Promote infrastructure and cycling

" I would like to see a car free CBD, but maybe introducing a 'congestion charge' for the time being might ease the problem. Currently there seems to be little to no enforcement of basic road rules in and around the CBD. People will without hesitation run red lights, ignore 'no right turn' or 'no U-turn' signs, and worst of all enter and block intersections, blocking and delaying trams and emergency services. Maybe giving parking inspectors extra powers / a new role to photograph and fine intersection blockers, tram delayers etc. might dissuade people, as I'm sure the police have a lot to be doing.

" 1. Make cycling accessible. The City of Melbourne has completely ruined cycling lanes, making them so much worse than they used to be - confusing to motorists, cyclists and pedestrians. It is a mess and is discouraging cycling.
2. Enforce motor traffic violations
3. Put up 'KEEP LEFT' signs for pedestrians. People are walking down narrow streets at peak hour all over the place.

EY Sweeney

Motor vehicles: reactions to scenarios presented in discussion paper

▶ **Scenario 2 is vastly preferred to Scenario 1 by commenters…** Although 25% of comments mentioned Scenario 2 by name, a greater proportion expressed the sentiment that: a vision of Melbourne's future that prioritises cycling, public transport and green space is highly desirable.

▶ **The perceived benefits of Scenario 2 are seen to extend to multiple stakeholder groups…** These cited benefits include: freeing up space in the CBD, making the city safer for inhabitants and reducing pollution / congestion.

Scenario 1

Scenario 2

Reactions to scenarios presented in discussion paper

	Support Scenario 1 (17%)[1]	Support Scenario 2 (80%)[2]
Improved alternatives to car transport[2]		25%
Prefer Scenario 2[2]		25%
Reduce or deter cars in the CBD[2]		21%
Improve bicycle infrastructure[2]		21%
Would create more space in the city[2]		20%
Prioritises public transport[2]		13%
Don't make the changes[1]		8%
Provides more green space[2]		8%
Would make the city safer[2]		8%
Would ease congestion[2]		7%
Would reduce pollution[2]		5%
Need to provide loading zones and service vehicles[1]		5%
Reduce parking in the city[2]		5%
Provides a better experience for pedestrians[2]		5%
Other[1&2]		34%

Base: All responses collected (n=92)
Q28. Which aspects of these scenarios do you like?
Note: Responses categorised as 'Other' available in appendix, these are also used to calculate support

EY Sweeney

Scenario reactions

Support for Scenario 2

"
Scenario 2 is a great step in the right direction. Trams / trains & busses should have right of way like emergency vehicles it would make for faster services and better efficiency in peak traffic times for public transport.

"
Scenario two where movement of people is prioritised makes so much sense. Melbourne is set to experience a huge increase in population, as we accomodate more and more people we need to create opportunities for people to safely and sustainably take alternate modes of transport.

"
Scenario 2 is the ideal scenario as it provides the best social and environmental outcomes.

People have a greater sense of place, community and safety being surrounded by other people. As mentioned, space can be repurposed for community uses and beautification. You just have to look at examples of pedestrianisation in Europe to see the social benefits and sense of place it creates.

Environmentally, it's a no brainer that reduction in vehicles (no matter how efficient and clean they become in the future) that walking and cycling are the only truly sustainable forms of movement.

"
Scenario two is the better option, but it still has too many cars. Turn more streets into linear parks with bicycling veloways instead of traffic lanes (service vehicles are permitted at certain times). Trees everywhere!

EY Sweeney

Motor vehicles: reactions to discussion paper

► **The Participate Melbourne site showcased four 'what if' ideas for which reaction was sought. What if...**

1. Cars which do not have a destination in the central city, but are just travelling through, were removed from the Hoddle Grid, releasing space for other uses.

2. All major streets in the Hoddle Grid were reduced to a single lane each way, maintaining property access and improving mobility for efficient modes.

3. New developments provided a number of electric car share vehicle charging facilities upon completion.

4. Traffic signal cycle times were minimised across the central city to increase the efficient movement of people – on foot, bikes and public transport.

► **Initiatives receive broad support, but single lane suggestion is seen as somewhat divisive...** The general consensus form participants leant towards support. Participants in the majority are looking to implement ideas / strategies in order to reduce the volume of cars in the city. However, concerns were raised that single lane roads would only serve to increase congestion.

Reactions to discussion paper suggestions

Support (60%)[1]	Oppose (40%)[2]

Support the proposed initiatives[1]	31%
Prevent cars from entering into the city[1]	17%
Improve the current public transport system	16%
Dynamic traffic light cycle times[1]	15%
Extensive bicycle infrastructure	10%
Proper thoroughfare through or around the city is needed[2]	9%
Single lane roads will lead to further congestion[2]	9%
Dislike the proposed initiatives[2]	8%
Difficult to reduce traffic on certain streets[2]	8%
Roads should be made single lane[1]	6%
Electric car would not solve the major issues[2]	6%
Require extensive parking facilities[2]	5%
Other[1&2]	23%

Base: All responses collected (n=93)
Q29. What do you think of these ideas?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Reactions to discussion paper

Support	Concerns

Support

" All great ideas, however the CBD is rapidly growing beyond the CBD where pedestrian conditions are a lot worse. Southbank, Parkville and soon Fishermans Bend are often awful places to walk with very long delays at traffic lights for pedestrians, faster traffic speeds, and more traffic. These surrounding areas where the city is growing need to be remembered!

" All ideas would be greatly welcomed and appreciated by my family!

" All good ideas, they should all be implemented. I'm not convinced there is an alternate for the traffic on King Street however.

" I think all of these ideas are amazing and should be implemented immediately.

Concerns

" Absolute rubbish. You take our rates and we pay for our cars to be used on the roads. Bike riders pay nothing.
You expect 70-80 year olds to walk and carry groceries and other purchases?

" As mentioned above I think that these ideas are completely unreasonable and extremely elitist and will result in a CBD that it totally isolated and irrelevant.

EY Sweeney

Motor vehicles: additional comments

▶ **Motor vehicles are still viewed as important…** There is some apparent concern around the impact of making driving in the CBD more difficult. The outcome of fewer cars in the CBD appears to be unclear for some and therefore, greater caution is desired.

▶ **Public transport the main alternative…** For many respondents an improved pubic transport system is felt to be the key solution to motor vehicle related issues in the city.

Additional comments

Improve public transport	17%
Make the city more pedestrian friendly	12%
Negative impact on some people, CBD and businesses	12%
Do not change motorcycle parking	12%
More car free areas in the city	11%
Support this initiative	10%
Improve bike infrastructure	9%
Improve safety	9%
Make traffic more efficient	7%
Like to see local councils, state government and VicRoads be more supportive of the initiatives	7%
Greater education and enforcement of road rules	5%
Encourage sustainable transport and the reduction of pollution	5%
Make the city more cycle friendly	4%
Move the trams from the middle of the road	4%
Encourages a healthy life style and physical activity	4%
Wider footpaths	2%
Remove parking to outside CBD with parking stations	2%
Other	20%

Base: All responses collected (n=82)
Q30. Is there anything else you would like to tell us?

EY Sweeney

Additional comments

Motor vehicles still important

"

The press this morning reported that you were considering the council setting a car free zone in the lower central block.
This is the most ludicrous suggestion and has the potential to totally ruin the city.
Pedestrian safety is your rationale. Pedestrians need to take responsibility for their actions. They need to get off their devices and be aware of where they are. Constantly changing conditions for cars is not the solution.
If you think that this car free zone is a good idea then you should all quit council now! If you cannot see the issues with closing Queen St and Flinders Lane to through traffic then you don't understand the city.
My beloved city is already losing its liveability with all the lane conversions to bike lanes that don't allow peak traffic flows to clear.
Stop wasting public money on poorly thought out plans.

We can all cycle and it doesn't work for everyone. We need through traffic routes through the Hoddle Grid. Where would the cars go if there were superblocks.

Improve public transport

"

Public transport is too expensive for short-distance commuters. For instance, if I want to travel from Elgin / Lygon Street to Queen Victoria Market and back, I have to tap on twice, which means over $8 spent. I'd rather drive instead and park there for an hour for free. If you want to encourage people to use public transport, why not make it cheaper (like by half?) or expand the free tram zone area. Expanding it to Parkville / Unimelb alone would be a massive help because so many people who live there frequently travel to the city.

"

I think that Melbourne is not suited to riding bicycles, the weather is not suited, we have trams which complicate things and we need to focus on allowing traffic to flow as it is impossible to complete many tasks by banning or reducing the number of cars in the city through lane closures.
The best method is to encourage and fix other methods of transportation. Right now the trains are full, trams are full and the metro rail project will run at capacity once opened.

EY Sweeney

Transport pricing

What was tested

Between April and July 2018, City of Melbourne undertook community consultation with regards to the development of a new Transport Strategy for Melbourne.

Eight topics were presented to the public, via the Participate Melbourne website.

This section summarises feedback to the Transport Pricing topic.

For more information about the discussion paper in question, please refer to the Participate Melbourne website: https://participate.melbourne.vic.gov.au/transportstrategy/transport-pricing

Extract of discussion paper tested

TRANSPORT STRATEGY DISCUSSION PAPER
REDUCING TRAFFIC FOR BETTER STREETS

This discussion paper is to inform a new City of Melbourne Transport Strategy to 2050. A draft strategy will be released for consultation in 2018. We are seeking your views on these issues and ideas.

Melbourne's central city is congested. Footpaths are overcrowded while trams and buses are stuck in traffic. Driverless cars could increase the number of car trips significantly, making congestion worse. With a population growing from 4.5 million people today to 8 million by 2051, there will be more trips on all forms of transport and we will need more space on our streets for people. Increased congestion could erode what is great about Melbourne.

Melbourne's economic success is vital to all Victorians and Australians. Road congestion costs Melbourne $4.6 billion per year, growing to $10 billion by 2030. Poorly-functioning public transport and congested roads undermine the city's international reputation, liveability and economic prosperity.

Our current inequitable and outdated pricing system is poorly suited to managing transport demand. We need a

What are the current issues?

Congestion and growth

As Melbourne's population rapidly grows, congestion will worsen. Building new roads is a huge cost to the community and will not eliminate congestion in the long term. Managing demand through road user pricing can relieve congestion and provide other community benefits.

EY Sweeney

Transport pricing: respondent profile

Gender

64%

Male

23%

Female

13%

Not specified

Base: All responses collected (n=39)

Age

Age	%
14-19	5%
20-24	5%
25-34	28%
35-44	28%
45-54	8%
55-64	15%
65-74	3%
No age provided	8%

Base: All responses collected (n=39)

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

Transport pricing: suggestions to address issues

- ▶ **The issues highlighted on Participate Melbourne were:**

  - Congestion and growth

  - Driverless cars

  - Declining fuel excise revenue

  - Inequity in fuel excise costs

- ▶ **Alternative modes of transport seen as long term solution…** Many contributors chose to adopt a long-term view of issues – in particular, promoting the development of alternative means of transport, public transport and cycling in particular. These responses indicate a desire for other transport options to be improved before changes to transport pricing are made.

- ▶ **Congestion tax receives cautious support…** One in five comments cited congestion tax as being a viable solution to address the CBD's transport issues, but there is a shared sense amongst a number of commenters that further research would be required before implementation.

Suggestions to address pricing issues

Key themes	Shift people out of cars (62%)[1]	Increase cost of driving (31%)[2]

Improve public transport[1]	41%
Implement congestion tax[2]	23%
Improve bicycle and pedestrian infrastructure[1]	15%
Encourage alternate methods of transport[1]	13%
Needs further investigation	10%
Increase parking prices and spaces[2]	8%
Reduce high fees (e.g. registration, tolls)	8%
Allocate road space to pedestrians and bicycles[1]	5%
Enforce fees to enter the city[2]	5%
Reduce or deter cars in the CBD[1]	5%
Promote electric vehicles	5%
Do not trust the government to address these issues	5%
Other	21%

Base: All responses collected (n=39)
Q31. What do you think should be done to address the issues identified above?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Suggested actions

Shift people out of cars

> I'm in favour of this proposal and strategy. A per km charge system is a good proposal for addressing congestion but it does seem complicated and possibly open for hacking and cheat. A congestion zone might be easier to implement.
>
> It's crucial that any additional revenue from this be transparently be allocated to public transport, walking, and cycling infrastructure.

> Your suggestions are excellent; I hope you have the political strength to bring them to reality. We must transition away from private cars being an acceptable way to transport individuals along the same routes served by public transport. (Exemptions for people who really need a car / van; delivery drivers, tradies, etc; more subsidy for elderly to travel without driving themselves which can be a danger to others, e.g. extend taxi 50% subsidy to closer to a train fare).

Improve public transport

> It's cheaper and more pleasant for people to drive to work. When you can park in the city for the same as 1 persons return on the train, or less than 2 people, it makes economic sense to drive. The state of the public transport - crowded and unreliable, also makes the journey by your own car better. People should be deterred from this with increased costs of commuting with your own car.

> 1. Improve public transport.
>
> 2. Improve parking spaces and security at all train stations
>
> 3. Reliability, quicker, express, frequency so no timetable is needed.
>
> 4. Make bicycling a real option by providing real infrastructure for cyclists.
>
> When public transport is better than driving it will naturally be used.
>
> Japan is a good example and there is no pay per mile where I have seen good public transport.

EY Sweeney

Transport pricing: reactions to discussion paper

▶ **The Participate Melbourne site showcased four 'what if' ideas for which reaction was sought. What if…**

1. You could opt-out of fuel excise and car registration fees and choose to pay less and drive less.

2. The roads were less congested at the times you needed to travel most.

3. A road pricing scheme reduced through-traffic in sensitive areas like neighbourhoods, shopping strips, on public transport routes and in the central city.

4. Empty robo-taxis were discouraged by charging higher prices for empty vehicles to use the road.

▶ **Scepticism narrowly outweighs support for proposed initiatives…** It is felt by a number of commenters that transport pricing will not have a positive effect on the long-term challenges faced by the city. Rather, it is felt that there would be significant barriers restricting the ability of initiatives to be implemented effectively.

Reactions to discussion paper suggestions

Support (44%)[1]	Sceptical / oppose (49%)[2]

Sceptical about the feasibility of the ideas[2]	41%
Support these ideas[1]	38%
Fix the public transport network first	18%
Limit the number of robo-taxis[1]	8%
Avoid 'drive less pay less' pricing[2]	8%
Enforce fees to enter the city[1]	8%
CBD residents should be exempt from changes[2]	5%
Align car registration fees with vehicle type or zone	5%
Complicated / challenging / political to implement[2]	3%
Other	18%

Base: All responses collected (n=39)
Q32. What do you think of these ideas?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Reactions to discussion paper

Scepticism about ideas (slide 1 of 2)

> These are not good ideas as user pay model for road usage will always be divisive. Imagine applying the same idea to Medicare.
> There is already a fee structure in place that charges more for people driving more by way of fuel excise (see my comments above on Q1 on electric cars).
> There are other (better) ways of decreasing congestion by way of making public transport better. One look at our train network map will show that we don't have a suitable inner / middle /outer 'ring' transport network connecting all the train lines that currently head straight into CBD.

> I'd absolutely love the ideas above. Some of the ideas seems complicated to implement. For example, how would you distinguish through traffic in areas like shopping strips with traffic going through the shops?
>
> I'm sold on the idea. But you'd have to convince a lot of other people.
>
> Getting this message across to the folks of Melbourne would be next to impossible. Decades of car centric policies have enshrined an entitlement because they pay rego.

> Excellent ideas and would definitely vote for it. One thing that concerns me is how to do it effectively and efficiently, i.e. not overcharging when we choose to drive. I would 100% opt for a fair pay-as-you-drive system.

> I do not believe this will work. People still need to get to work and, I know in the UK, the fuel excise reduction will not be reflected in a price drop at the pumps, I suspect rego will not reduce, therefore this will just boost costs to road users.

EY Sweeney

Reactions to discussion paper

Scepticism about ideas (slide 2 of 2)

"

I think these are weird things for Council to advocate for beyond its boundaries when Council has so many levers to make central Melbourne a more liveable and efficient place through allocation of road space. The sorts of pricing mechanisms discussed can be, at best, regressive, and at worst, totally inconsistent given the mixed bag of toll road pricing around the joint.

Melbourne would be an easier place to get around if we:
- Better regulated motorcycle parking (i.e. get them off footpaths).
- Increase pedestrianisation (Elizabeth St and Little Bourke an obvious start).
- Get rid of extraneous street furniture.
- Create continuous and protected bike lines by reclaiming on-street parking.

"

These are not good ideas as user pay model for road usage will always be divisive. Imagine applying the same idea to Medicare. There is already a fee structure in place that charges more for people driving more by way of fuel excise (see my comments above on Q1 on electric cars).
There are other better ways of decreasing congestion by way of making public transport better. One look at our train network map will show that we don't have a suitable inner / middle /outer 'ring' transport network connecting all the train lines that currently head straight into CBD.

"

Agree with point one would help but does not change the public transport chaos.
Point 2 would be great. But if everyone thought the roads were going to be less congested they would only become more congested for drivers would be thinking this and use it more.
No road pricing. Governments cannot be trusted with this form of revenue raising – think of what you will be doing to business.

EY Sweeney

Transport pricing: additional comments

▶ **Responses to this optional question are distributed across a number of topics...** Areas of interest typically related to relieving congestion in the inner city – either through improved public transport or initiatives to reduce the number cars in the CBD. Additionally, some contributors took this opportunity to reiterate their support or opposition to congestion pricing.

Additional comments

Category	%
Improve public transport	18%
Reduce or deter cars in the CBD and inner city	15%
I support these changes	12%
Improve traffic congestion	12%
Don't make changes	12%
Improve cycling and pedestrian infrastructure	12%
Exemptions should be in place for some residents	9%
Avoid congestion pricing	9%
Take a well considered approach	6%

Base: All responses collected (n=33)
Q33.   Is there anything else you would like to tell us?
Note: Responses categorised as 'Other' available in appendix

EY Sweeney

Additional comments

Support for transport pricing changes	Concerns raised

Support for transport pricing changes

" I'm pleasantly surprised at this forward-looking approach from a council!

" Stop mucking around with surveys and get things happening now that are future proofed.

Concerns raised

" Consideration should be given to the lowest socio-economic sectors and providing an exemption and / or subsidy on the congestion tax.
Consider a park and ride bus system as an interim solution to getting people out of cars.

" Extra caution has to be taken to ensure that people who live further away are not disadvantaged due to distance.

Outer city folks who are already less affluent socially and financially could he impacted by this negatively, worsening inequality if we don't get this right.

Public transport gets worse the further you go out, and so does cycling and walking infrastructure. Driving is almost a necessity.

This is an uphill battle to convince people.

EY Sweeney

Appendix

Note on appendix

'Other' codes

As described in the introduction to this report, some codes receiving only a limited number of responses have been combined into 'Other'.

This section shows the results for these limited response codes.

When interpreting these results, the reader should refer to the sample size which is described in the footnote of each slide.

For example, in the instance of the results for Q2 (shown opposite), 3% of the total 197 responses mention the need to address homelessness. Therefore, it can be inferred that the homelessness was mentioned by six individual contributors.

Example

Experiences walking in CBD	
Address homelessness	3%
Difficult to cycle in the city, fix bike lanes	2%
Improve quality of the walking environment / public realm	2%
Reduce footpath clutter (e.g. signs, poles, bins, outdoor dining)	1%
Reduce speed of vehicles	1%
Other	9%

Base: All responses collected (n=197)
Q2. Could you describe some of your experiences of using public transport in Melbourne?

EY Sweeney

Ideas forum

Ideas forum topics – 11 to 20

Comment topics		Net 'Up votes'	No. of comments
Improve bicycle parking	-1 | 53	52	8
Improve accessibility	-22 | 58	36	15
More green spaces and transport	-7 | 39	32	6
Improve regulation of road rules	-7 | 34	27	11
Decrease overcrowding on public transport	0 | 27	27	4

Comment topics		Net 'Up votes'	No. of comments
Improve bus services	-6 | 29	23	9
Improve vehicle infrastructure to bypass the CBD when driving across the city	-19 | 40	21	5
Pedestrians on the left	-2 | 20	18	4
Restrict deliveries to off-peak times	-7 | 23	16	4
Reduce smoking in the CBD	-3 | 17	14	3

Sample sizes shown

EY Sweeney

Ideas forum

		Net 'Up votes'	No. of comments
Comment topics			
Improve road infrastructure for easier driving	-49 61	12	9
Improve vehicle parking in the CBD or at train station	-17 28	11	11
Reduce cyclists in the CBD	-97 104	7	6
Build underground transport infrastructure	-21 25	4	6

Ideas forum topics – 21 to 25

Sample sizes shown

EY Sweeney

Walking – Other comments

Experiences walking in CBD

Category	%
Address homelessness	3%
Difficult to cycle in the city, fix bike lanes	2%
Improve quality of the walking environment / public realm	2%
Reduce footpath clutter (e.g. signs, poles, bins, outdoor dining)	1%
Reduce speed of vehicles	1%
Other	9%

Suggestions to address issues

Category	%
Improve seating and public space in the city	4%
Stop people checking their phones	4%
Add timer to pedestrian crossings	4%
Reduce commercial space on footpaths	3%
Wheelchair accessible infrastructure	2%
Improve temporary infrastructure during works	2%
Reduce buskers and homeless people on footpaths	2%
Experience road closures depending on time of day	2%
Increase public transport frequency	2%
Provide housing for homeless people	1%
Remove free tram zone	1%
Other	24%

Base: All responses collected (n=197)
Q2. Could you describe some of your experiences of using public transport in Melbourne?

Base: All responses collected (n=195)
Q3. What do you think should be done to address the issues identified above?

EY Sweeney

Walking – Other comments

Reactions to discussion paper suggestions

CBD needs more dedicated bike lanes	3%
Improve public transport	3%
Pedestrian behaviour an issue	3%
Reduce on street parking	3%
Planning ideas should only be enforced in select areas or streets	2%
Need more information	2%
Plan needs to accommodate elderly and disabled	2%
Footpath traffic volume too high	2%
Street and public upgrades are bad ideas	1%
Negative effect on businesses	1%
Have separate lanes for each mode of transport	1%
Pedestrian priority bad idea	1%
Superblocks are a bad idea	1%
Other	15%

Base: All responses collected (n=197)
Q4. What do you think about these ideas?

Additional comments

Cleaner streets	3%
Art to make pedestrian spaces visually appealing	3%
Redevelopment of high traffic roads	3%
Improve accessibility for disabled, elderly and pram users	3%
Reduce speed limits in the CBD	2%
Address homelessness	2%
More car share amenities	2%
Reduce the impact of construction sites on pedestrian areas	2%
Reduce on street parking	2%
Other	15%

Base: All responses collected (n=140)
Q5. Is there anything else you would like to tell us?

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

City Space – Other comments

Experiences in the city of Melbourne	Suggestions to address city space issues

Experiences in the city of Melbourne

- Air cleanliness poor from smoke and car pollution — 4%
- Vehicle access to the CBD is still needed — 4%
- Arcades and laneways are enjoyable — 4%
- CBD is too dark with not enough sunny areas — 3%
- Against Apple store opening at Fed Square — 3%
- Too much homelessness — 3%
- Stressful, hostile and similar emotions — 1%
- Other — 6%

Suggestions to address city space issues

- Increase disability access — 4%
- Increase parking charges or charge a fee to drive in the CBD — 4%
- Stop building tall or residential towers in the CBD — 3%
- Reduce traffic — 1%
- Other — 19%

Base: All responses collected (n=80)
Q7. Could you describe some of your experiences of city streets in Melbourne?

Base: All responses collected (n=80)
Q6. What do you think should be done to address the issues identified above?

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

City Space – Other comments

Reactions to discussion paper suggestions

Category	Percentage
Reduce speed limits	4%
Protect the clutter	4%
Provide more bike locking spaces	3%
Replace terror bollards	3%
Remove motorcycles from footpaths	3%
Improve public transport	1%
Other	25%

Base: All responses collected (n=79)
Q8. What do you think of the 'what if' ideas?

28861 – City of Melbourne – Transport Strategy Refresh report – September 26, 2018

EY Sweeney

Public Transport Network- Other comments

Experiences with public transport

- Service information unavailable or inaccurate — 4%
- Airport rail service needed — 3%
- Transport gets me where I need to go — 3%
- Disability and accessibility issues — 2%
- Other — 12%

Suggestions to address public transport issues

- Infrastructure to encourage bike use — 4%
- Eliminate the free tram zone — 4%
- More electrified public transport — 4%
- More PSO or conductors for safety and customer service — 3%
- Dedicated and improved bus terminals — 2%
- More accessible tram stops — 2%
- Reduce delays, traffic signal operations, PT vehicle priority — 2%
- Train signalling upgrades — 2%
- Opposition to road projects — 2%
- Increase PT vehicle capacity — 2%
- Upgrade regional routes / services — 1%
- Other — 13%

Base: All responses collected (n=127)
Q11. Could you describe some of your experiences of using public transport in Melbourne?

Base: All responses collected (n=128)
Q10. What do you think should be done to address the issues identified above?

EY Sweeney

Public Transport Network- Other comments

Reactions to discussion paper suggestions	
Prioritise public transport infrastructure development over roads	4%
Modify road rules to give public transport priority	4%
Infrastructure to encourage bike use	3%
Parking available near public transport	2%
Spend less on private vehicles	2%
More investment needed for western suburbs	2%
Superstop tram design	2%
More research needs to be done before these ideas are implemented	2%
Other	10%

Additional comments	
Make public transport more accessible and safe	3%
Population growth should align with public transport	3%
Issues with the government and the West Gate tunnel	2%
Myki is difficult to use	2%
Satisfied with the improvements in public transport so far	2%
Other	8%

Base: All responses collected (n=126)
Q12.   What do you think of these ideas?

Base: All responses collected (n=87)
Q13.   Is there anything else you would like to tell us?

EY Sweeney

Cycling – Other comments

Experiences with cycling

Category	Value
Make it non-mandatory to wear a helmet	4%
More available and secure bike parking needed	2%
Clearer signage to indicate bike lanes and right of way	2%
Construction sites spill out onto bike lanes	2%
Better lighting for bike lanes	2%
Roads are too busy and have too many cars	2%
Need more end of trip facilities	1%
Received abuse	1%
Drivers using phones	1%
Risk when pedestrians cross between cars	1%
It is cheap / affordable	<1%
Other	5%

Suggestions to address cycling issues

Category	Value
Stronger legislation and enforce road laws for cyclists and motorists	4%
Cyclists to have right of way or more rights on the road	4%
Need clearer signage or clearer coloured lanes	4%
Actively promote cycling and increase cycling in the city	4%
Make helmets optional	4%
More and safer bike parking and storage facilities	3%
More investment or government funding is needed	3%
Slower traffic speeds	2%
Fix the confusing intersections to make it easier for cyclists	2%
More facilities for cyclists like bike parking, showers, pump and fix stations	2%
Reduce / prevent car dooring	2%
Maintaining bike paths is important to make sure no gaps, pot hole or grills	1%
Improve infrastructure for public transport	1%
More greenery	1%
Reduce the amount of cars or phase cars out of certain streets	1%
More cyclists will reduce traffic in the CBD	1%
Comments relating to women cycling	1%
Remove debris from bike lanes	<1%
Other	9%

Base: All responses collected (n=365)
Q19. Could you describe some of your experiences of cycling in Melbourne?

Base: All responses collected (n=366)
Q18. What do you think should be done to address the issues identified above?

EY Sweeney

Cycling – Other comments

Reactions to discussion paper suggestions

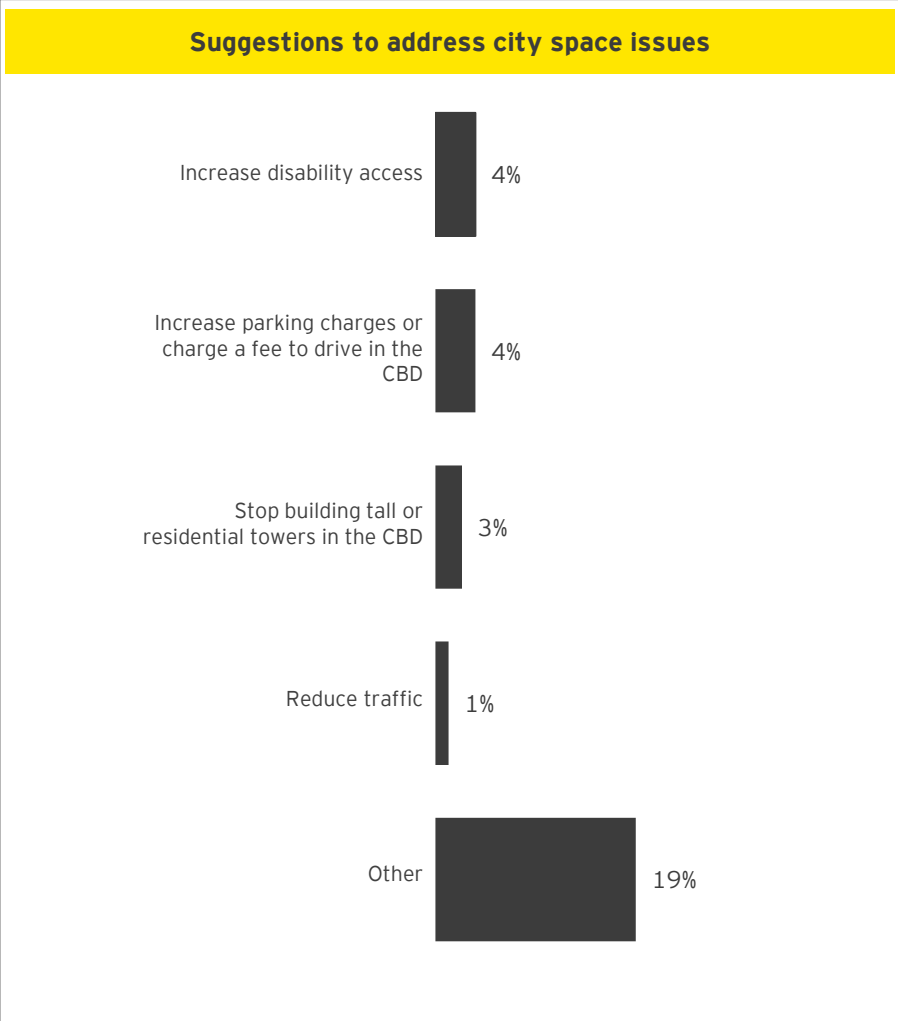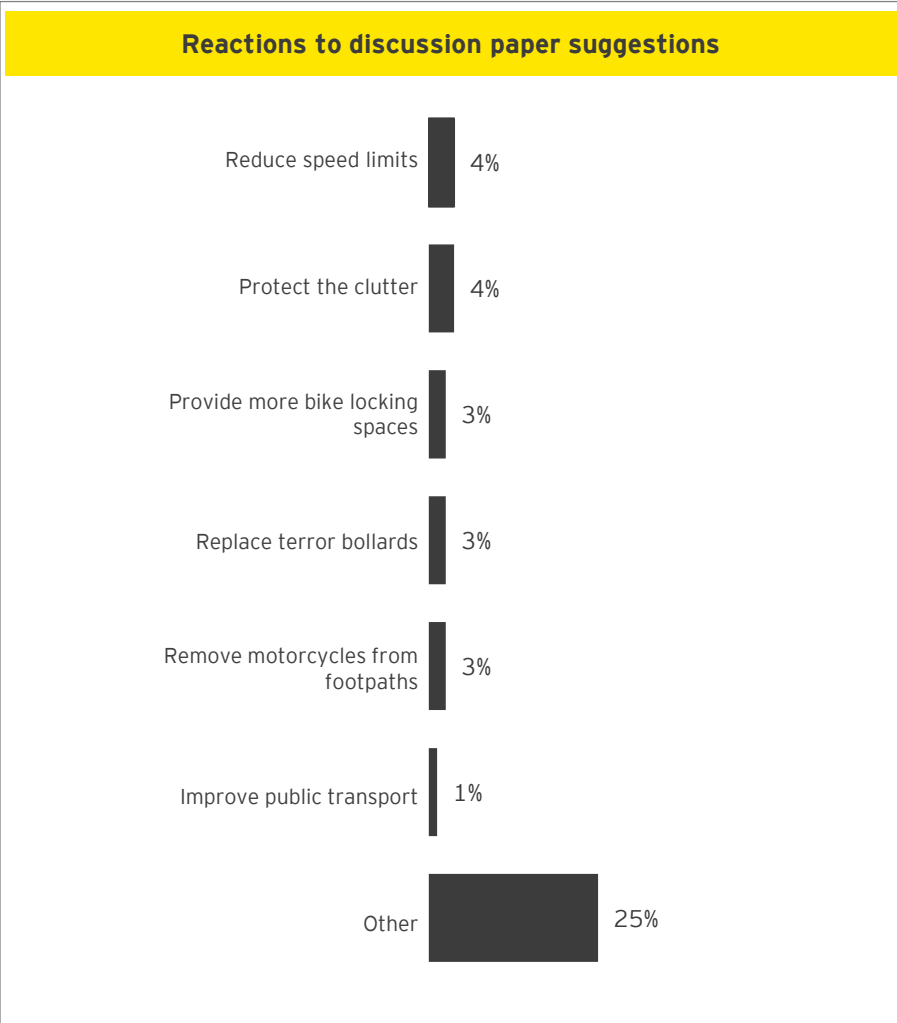| Category	%
Other	10%
Increase the number of bike lanes	4%
They would encourage me to cycle	4%
Education campaign to promote safety and road rules	4%
Promote car free zones	4%
Protected lanes have safety problems	4%
I am concerned about the loss of space for cars	3%
Pedestrian infrastructure should be improved	3%
The ideas aren't comprehensive enough	2%
Ideas would have public health benefits	2%
There should be an alternative to the Flinders Street option	2%
Ideas would reduce pollution	2%
Public transport should be improved	2%
Current bike lanes aren't wide enough	1%
Reduce car parking	1%
Relax mandatory helmet laws	1%
They would encourage women to cycle	1%
MCG-Docklands works should be expanded across the city	1%
Changes should include bicycle-priority traffic lights	1%
Implement these ideas immediately / now	1%
Cyclists should pay rego	1%
Melbourne is falling behind / should be a leader	<1%

Additional comments

Category	%
Increase disincentives for drivers	4%
Separate bicycle green lights that go green before other traffic	3%
Behaviour change / need communications campaign	3%
Increase support to shared bicycle schemes	3%
Existing bike lanes blocked	2%
Improve the quality of existing bike lanes	2%
Increase safety of cyclists at intersections	2%
Cyclists banned from footpaths	1%
Better lighting on cycling paths	1%
Day time high vis tops for cyclists enforced	1%
Strengthen penalties to protect bikes	1%
Night time flashing light instillations on all bikes enforced	<1%
Most motorists are considerate	<1%
Economic benefit to society of more bikes	<1%
Change road design to reflect speed limits	<1%
Other	9%

Base: All responses collected (n=366)
Q20. What do you think of these ideas?

Base: All responses collected (n=310)
Q21. Is there anything else you would like to tell us?

EY Sweeney

Car Parking – Other comments

Suggestions to address parking issues

Category	Percentage
Parking is important for those in outer suburbs	4%
Improve disabled parking access / availability / provision	4%
Make parking cheaper	3%
More off street parking on the fringe of CBD	3%
Prioritise accessibility for those with disabilities or the elderly	2%
Stop building off street parking in CBD	1%
Other	23%

Reactions to scenarios presented in discussion paper

	Support Scenario 1[1]	Support Scenario 2[2]

Category	Percentage
Make parking more affordable	4%
Like the idea of dynamic digital signage	4%
All good ideas	3%
Keep disabled car spaces and provide mobility scooter spaces	3%
Implement more car share initiatives	3%
Scenarios do not deal with the issue at hand	2%
Don't focus on bicycles[1]	2%
On street / centre road parking causes traffic jams	2%
More loading zones	1%
Other	10%

Base: All responses collected (n=91)
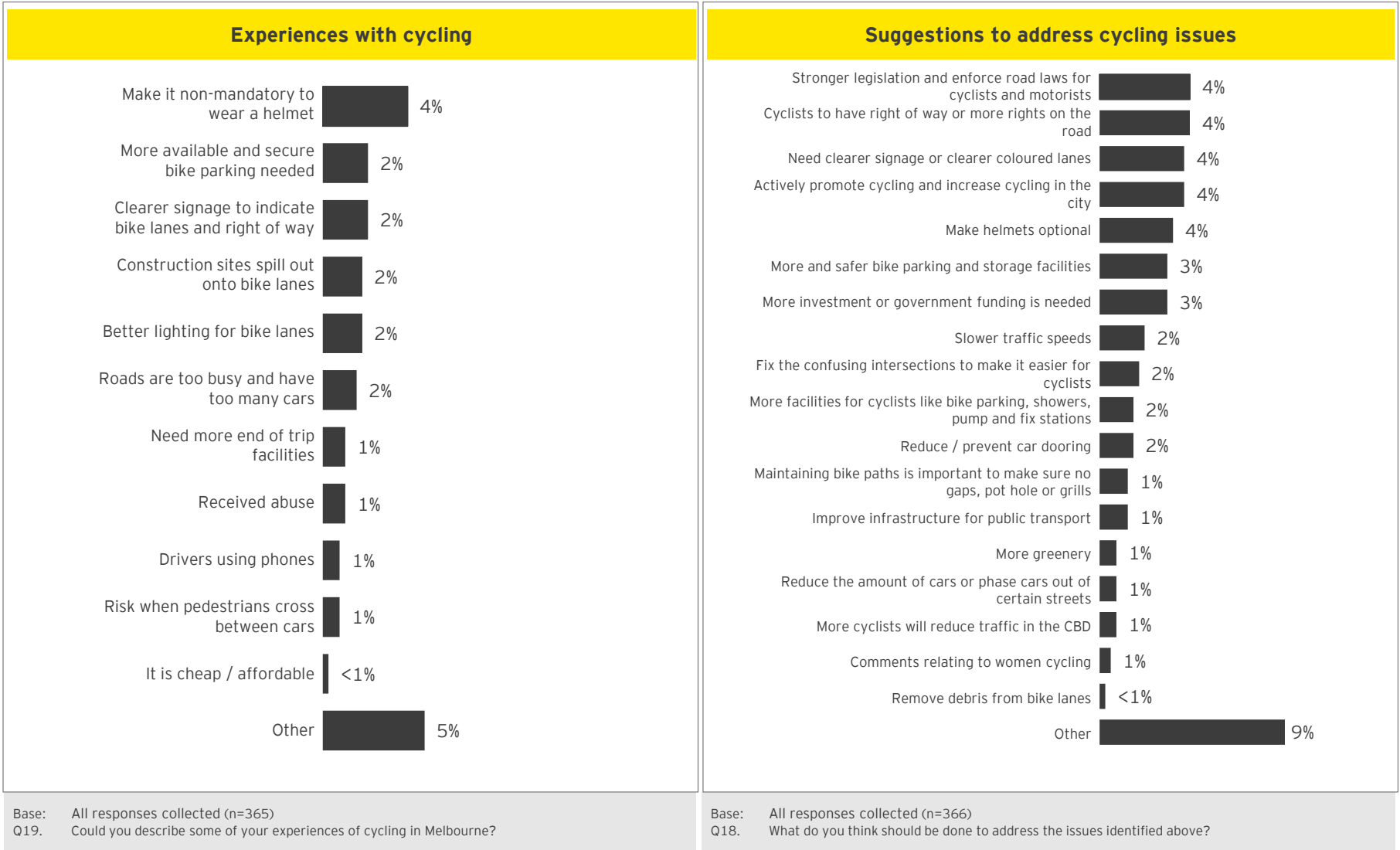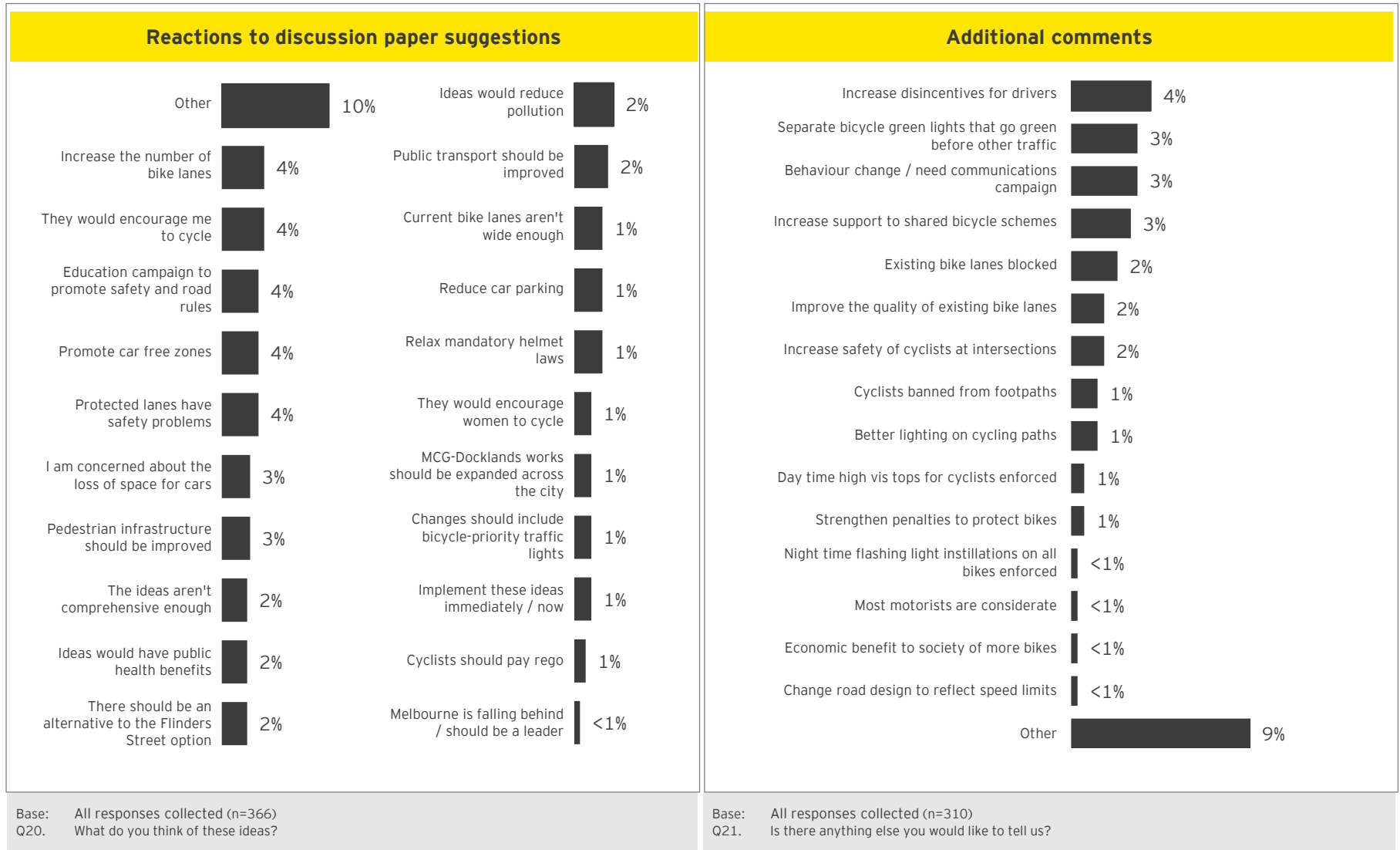Q22. What do you think should be done to address the issues identified above?

Base: All responses collected (n=91)
Q23. Which aspects of these scenarios do you like?

EY Sweeney

Car Parking – Other comments

Reactions to discussion paper suggestions

Suggestion	Percentage
Reduce or deter cars in the CBD	4%
Need to provide loading zones and service vehicles	4%
Promote car-share	4%
Provide bicycle infrastructure	4%
Improve public transport	4%
Car-share services won't improve the city[2]	4%
Changes would negatively impact the elderly and disabled[2]	2%
More trees	2%
Public parking in apartment buildings would be insecure[2]	2%
I like share parking	1%
Will benefit the health of city inhabitants	1%
Other	8%

Additional comments

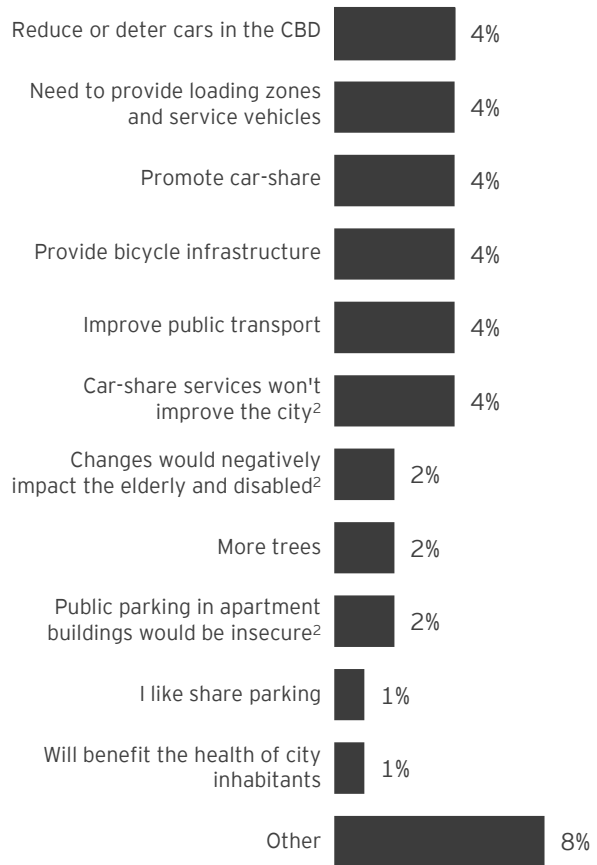| Comment	Percentage
Create incentives to swap cars for bikes	3%
Enforce penalties for cars blocking intersections	3%
Replace street car parking with loading zones	3%
Invest in bike parking and secure storage facilities	2%
Decrease car tax and increase bike tax	2%
Impose CBD congestion charge	2%
Other	15%

Base: All responses collected (n=89)
Q24. What do you think of these ideas?

Base: All responses collected (n=88)
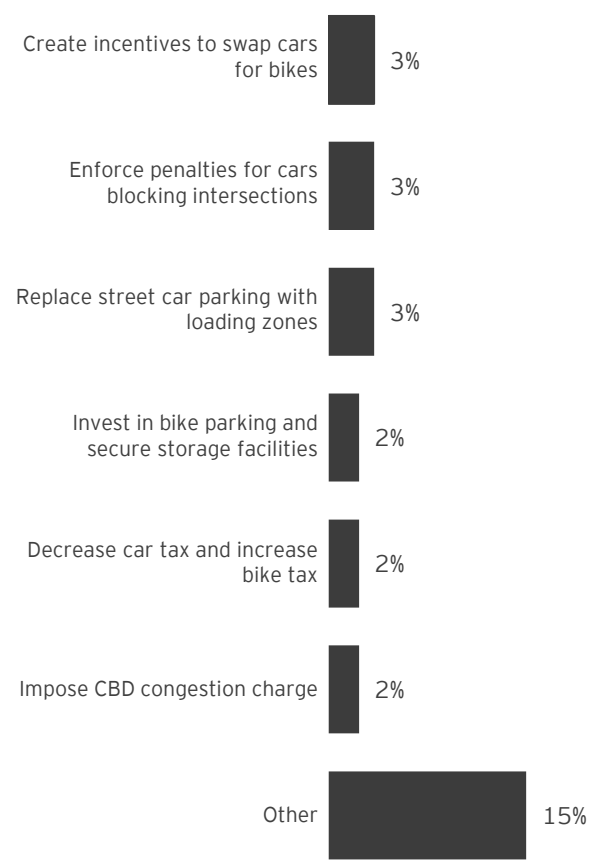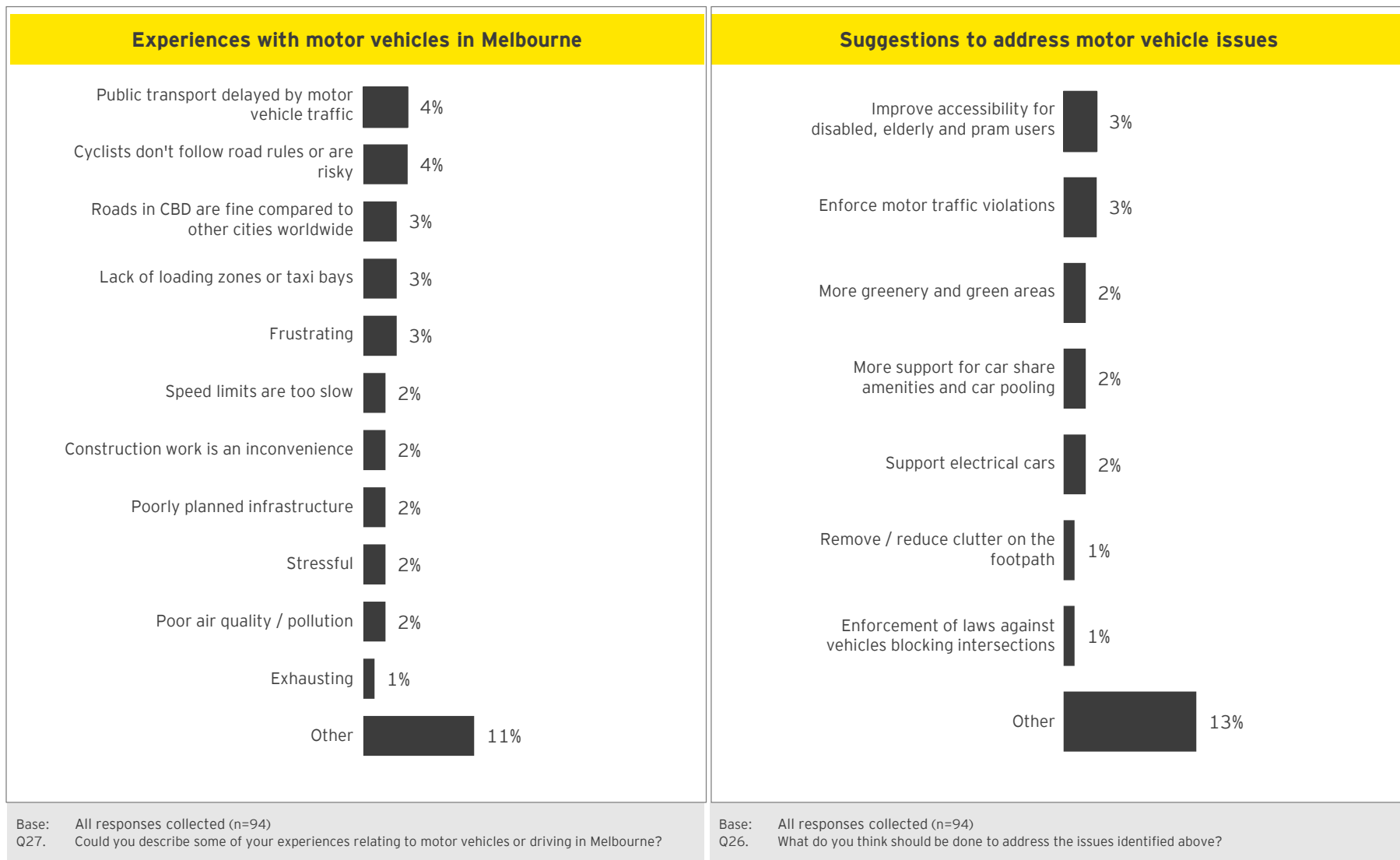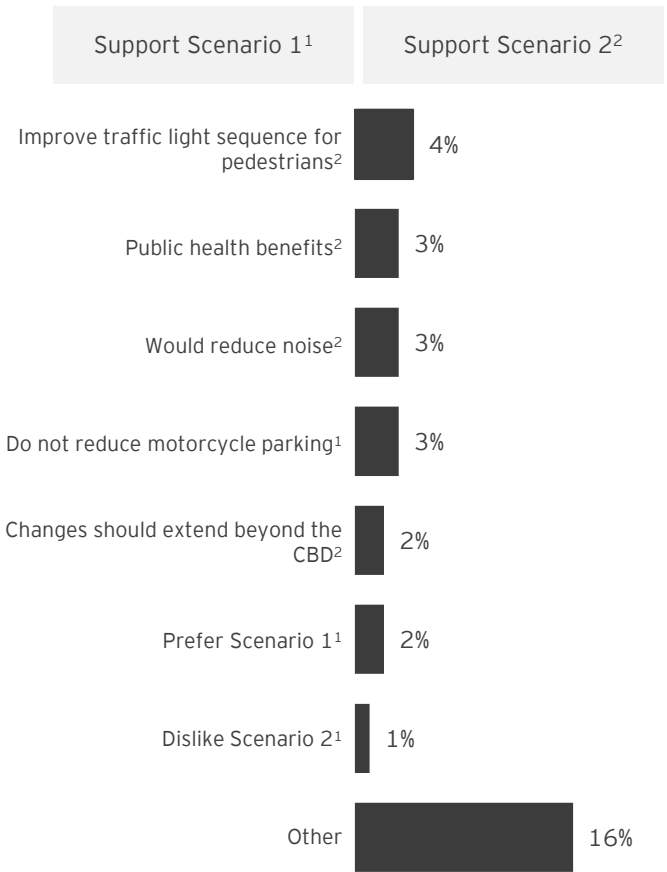Q25. Is there anything else you would like to tell us?
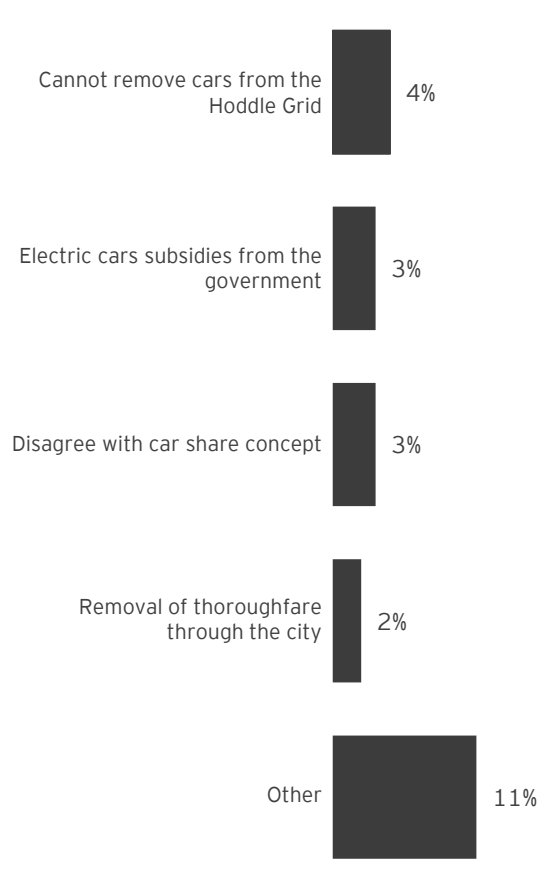
EY Sweeney

Motor vehicles – Other comments

Experiences with motor vehicles in Melbourne	
Public transport delayed by motor vehicle traffic	4%
Cyclists don't follow road rules or are risky	4%
Roads in CBD are fine compared to other cities worldwide	3%
Lack of loading zones or taxi bays	3%
Frustrating	3%
Speed limits are too slow	2%
Construction work is an inconvenience	2%
Poorly planned infrastructure	2%
Stressful	2%
Poor air quality / pollution	2%
Exhausting	1%
Other	11%

Suggestions to address motor vehicle issues	
Improve accessibility for disabled, elderly and pram users	3%
Enforce motor traffic violations	3%
More greenery and green areas	2%
More support for car share amenities and car pooling	2%
Support electrical cars	2%
Remove / reduce clutter on the footpath	1%
Enforcement of laws against vehicles blocking intersections	1%
Other	13%

Base: All responses collected (n=94)
Q27. Could you describe some of your experiences relating to motor vehicles or driving in Melbourne?

Base: All responses collected (n=94)
Q26. What do you think should be done to address the issues identified above?

EY Sweeney

Motor vehicles – Other comments

Reactions to scenarios presented in discussion paper

Support Scenario 1[1]	Support Scenario 2[2]

Improve traffic light sequence for pedestrians[2] — 4%

Public health benefits[2] — 3%

Would reduce noise[2] — 3%

Do not reduce motorcycle parking[1] — 3%

Changes should extend beyond the CBD[2] — 2%

Prefer Scenario 1[1] — 2%

Dislike Scenario 2[1] — 1%

Other — 16%

Reactions to discussion paper suggestions

Cannot remove cars from the Hoddle Grid — 4%

Electric cars subsidies from the government — 3%

Disagree with car share concept — 3%

Removal of thoroughfare through the city — 2%

Other — 11%

Base: All responses collected (n=92)
Q28.   Which aspects of these scenarios do you like?

Base: All responses collected (n=93)
Q29.   What do you think of these ideas?

EY Sweeney

Transport Pricing – Other comments

Suggestions to address pricing issues

These issues need to be addressed in a way that is fair to all Victorians — 3%

Other — 21%

Base: All responses collected (n=39)
Q31. What do you think should be done to address the issues identified above?

EY Sweeney

EY Sweeney

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ATTACHMENT 4: Summary of community engagement activities for Transport Strategy Refresh Discussion Papers

From March to July 2018, the City of Melbourne commenced the first stage of community engagement for the Transport Strategy Refresh. The aim of the papers was to promote community debate and discussion on eight discussion papers prepared on key transport topics, informed by research. A summary of the engagement activities and reach is provided below.

Date and Location	Activity	Outcome
14 March 2018, National Gallery of Victoria	Melbourne Conversations Panel Discussion. *Next Stop 2048: the future of transport in Melbourne*	250 community members in attendance. Discussion with community on: disability access, driverless vehicles, crowding on public transport and poor cross-city connections, freight in the inner city, West Gate Tunnel
7-13 May 2018, Cardigan Street, Carlton	Melbourne Knowledge Week – Prototype Street Pop-up	200 community members. In-depth conversations about key transport issues in Melbourne and ideas put forward in the discussion papers. Discussion with community on: need to improve public transport, need for better bicycle infrastructure, emerging technology should complement existing transport, international case studies to learn from.
April to July 2018 Participate Melbourne	Release of discussion papers and background research on Participate Melbourne for comment.	18,000 individuals visited Participate. 1316 submissions received (1276 via Participate Melbourne, 40 via email and mail) Submissions provided to EY Sweeney to analyse – see Attachment 2
April to July 2018 Media coverage and social media	Public conversation of transport issues on release of each discussion paper	135 media items published online, in print, on radio and television. Estimated total audience reach of 20 million people. 700,000 people reached through social media and 1500 comments made.