Department of Infrastructure Energy and Resources

Glenorchy to Hobart CBD Transit Corridor Plan

Options Generation Workshop Notes

18 July 2012

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1.   Introduction

Stage Two investigations of the Glenorchy to Hobart CBD Transit Corridor Plan involve identifying corridor improvement options, including assessment of the most appropriate options.

As part of this process a workshop involving key stakeholders was held to assist in identifying options for improving the Transit Corridor.

1.1   Methodology

Key stakeholders were invited to participate in a workshop to explore possibilities for improvements along the Glenorchy to Hobart CBD Transit Corridor. The purpose of the workshop was to ensure a comprehensive list of upgrade options was captured, confirm ideas already identified by the project team, and begin to consider priorities and weighting of different options.

The workshop was held on Thursday 21 June 2012 between 2 pm and 4 pm at the Department of Infrastructure, Energy and Resources (DIER) Training Room Level 11, 10 Murray Street. The workshop was attended by representatives from DIER, Hobart City Council, Glenorchy City Council, Metro Tasmania, Bicycle Tasmania, Cycling South and the Derwent Valley Link.

Participants were involved in the following tasks:

- Identifying and confirming options; and
- Prioritising options.

A detailed discussion of each of these activities is included in this report.

1.2   Attendees

Workshop – 21 June 2012

Mary Haverland	Hobart City Council
Geoff Lang	Hobart City Council
Russell Grierson	Glenorchy City Council
Anthony James	Metro Tasmania
David Hope	Department of Infrastructure, Energy and Resources
Donald Howatson	Department of Infrastructure, Energy and Resources
Sarah Poortenaar	Department of Infrastructure, Energy and Resources
Peter Kruup	Department of Infrastructure, Energy and Resources
Simon Brown	Department of Infrastructure, Energy and Resources
James Verrier	Department of Infrastructure, Energy and Resources
Janine Pearson	Department of Infrastructure, Energy and Resources
Matt Davis	Department of Infrastructure, Energy and Resources
Peter O'Driscoll	Derwent Valley Link
Emma Pharo	Bicycle Tasmania
Mary McParland	Cycling South

The workshop was facilitated by Sarah FitzGerald of GHD, with assistance from Erin Jackson.

2. Options

The main objective of the workshop was to develop a list of options for improving the transit corridor between Glenorchy and the Hobart CBD. The following group task asked participants to contribute ideas for consideration.

2.1　Key themes

The participants were split into two groups and assigned a list of pre-prepared areas for possible improvement, including:

- Frequency;
- Network planning;
- Land use planning;
- Cycling connections;
- Pedestrian improvements;
- Reliability;
- Use of corridor by alternative modes;
- Facilitate multi-modal trips;
- Marketing and Branding;
- Service Information; and
- Pricing and Fare Structure.

Participants were asked to come up with options for creating improvements along the Transit Corridor within each of these themes.

2.2　Identified Options

All identified options discussed in this group task can be found at Appendix A.

3.   Prioritisation

To commence the process for prioritising options identified in the previous task, workshop attendees were asked to provide a strategic level rating of all options identified, using a High, Medium and Low categorisation. With High indicating that the upgrade or project should be a high priority for implementation.

For each option identified as being a high priority, participants were then asked to assess these ideas for improvements against the following questions and prioritise them against the associated criteria.

3.1   Questions

Questions included:

- How well does it address the objective of the project?
    - Measured on a scale of 1-5, where 1 was poorly addresses the objective and 5 perfectly addresses the objective
- How acceptable will the option be to the community?
    - Measured on a scale of 1-5, where 1 was unacceptable and 5 was embraced
- Does the option require a change to the corridor or the whole system?
    - Measured by noting either corridor (A) or whole system (B)
- How easily will the option be implemented?
    - Measured on a scale of 1-5, where 1 was very difficult to implement and 5 was very easy to implement
- How expensive is the option to implement?
    - Measured on a scale where 1 was cheap and 5 was very expensive to implement

3.2   Assessment

The full results of this prioritisation can be found in Appendix A.

3.2.1   Summary of Results

A summary of options which received a High score are provided in Table 1.

Table 1   Summary of High Scoring Options

High Scoring Options	
Cycling Connections	Improved infrastructure
	Improved connections to inter-city cycleway (need maps at critical points to direct towards destination alternatives)
	Separated facilities are most desirable (informed by land use planning to get people from destinations and using high activity corridors)
Network Planning	Improved network planning
	Move to a train-like service of frequency. Reliable services where people multi-mode to get around to main services
	Requires a high standard interchange

Service Information	One stop website and journey planner (MetLink - Melbourne example)
	Phone app (real time information and locating nearest bus stop)
Pedestrian Improvements	Bus stop design (lack of standard bus layouts, information at bus stops, addition of other features, linkages to the bus stop)
	Identify key routes feeding into corridor - basics e.g. kerb ramps, prioritisation pedestrian routes
Frequency	Increased frequency
	Reliable frequency out of peak hours
	Too many bus stops in some places
Land Use Planning	Modifying planning schemes - more mixed use / consistency in planning schemes Glenorchy City Council and Hobart City Council
	More efficient land use e.g. no car park paddocks
	Restricting car parking on road corridor
Use of Corridor by Alternative Modes	Dedicated cycle lanes south of Moonah
Facilitate Multi-modal Trips	Secure bicycle parking at select locations along the corridor
	Bike racks on buses
	Park and ride to connect to direct bus routes (eliminate windy back routes)
	Improving walking and cycling routes to main bus stops
	Taxi ranks at bus interchanges
	Kiss and ride
Marketing and Branding	Distinguish corridor service via colour / quality of infrastructure (e.g. low emission buses, brand the corridor, real-time information, TV on buses)
	Identify major attractors on corridor - stand out infrastructure at these points. Start with yellow paint markings.
Pricing and Fare Structure	Tax deductibility of fares
	Technology – use of phone apps
Reliability	Traffic light priority for buses and bus lanes at major intersections/ clearways/ queue jumps/ grade separation for buses at intersection/ tunnel for buses
	Rationalisation of bus stops
	Real time information - "bus is never late"
Other Innovations	Parking along route - alternative use of this space
	Central median lane for turning vehicles (is this the best use of road space?)
	Smart roads - using existing space better and not having a 'build new roads' mentality

4. Next Steps

The information obtained from this workshop will be used to finalise the list of options for possible improvements to the Transit Corridor between Glenorchy and the Hobart CBD.

The final list of options will undergo an assessment, utilising some of the information captured from this workshop. Each of the options will be prioritised based on their performance against a range of criteria, including; how well it meets the objectives of the Transit Corridor project, ease of implementation of the option etc. This will allow a shortlist of options to be developed, with the aim to identify a range of projects which collectively contribute towards improving the corridor.

Appendices

A. Workshop options

Cycling Connections

Options	Priority	Q1	Q2	Q3	Q4	Q5
Improved infrastructure	High	2	2	A	2	2
Improved connections to inter-city cycleway (need maps at critical points to direct towards destination alternatives)	High	2	2	A	2	2
Separated facilities are most desirable (informed by land use planning to get people from destinations and using high activity corridors)	High	2	2	A	2	2
Improved signage /improved way of finding signage/ Need guidance to/from cycleway, Argyle St, etc	Medium					
Vandal proofing infrastructure – cameras/lights, etc	Medium					
Availability of bike maps/ information	Medium					
Utilising bus routes for bikes as an improvement on existing	Medium					

Network planning

Options	Priority	Q1	Q2	Q3	Q4	Q5
Improved network planning	High	4	3	B	4	2
Move to a train-like service of frequency. Reliable services where people multi-mode to get around to main services	High	5	5	A	3	3
Requires a high standard interchange	High	5	4	A	2	4
Increase the number of express services	Medium					
Simplify the Northern Suburbs bus services routes currently too much like an infrequent taxi service	Medium					
Interchanges - forced route	Medium					
Interchanges - direct route	Medium					
Integrated ticketing to support transfers	Medium					
Seamless transfer (trade interchange for a quicker trip)	Medium					
Better corridor (solves some of the confusion at Hobart end)	Medium					
More interchanges/ clustering of services	Medium					
Avoid diversions generally e.g. interchange	Medium					
Super stops (access to faster services)	Medium					
Attractors on main road (need to service)	Medium					

Service information						
Options	**Priority**	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**
One stop website and journey planner (MetLink - Melbourne example)	High	4	5	B	3	2
Phone app (real time information and locating nearest bus stop)	High	3	4	A	2	5
Information that is simple and easy to find	Medium					
Complex information and difficult to interpret	Medium					
Information at major bus stops - time until next bus. If this is required at high frequency stops?	Medium					
Direct marketing (Travel Smart style program)	Medium					
Improve profile and visibility of bus stops	Medium					
Journey planners, real time information provision, use of alternative technologies (Apps, SMS)	Medium					

Pedestrian improvements						
Options	**Priority**	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**
Bus stop design (lack of standard bus layouts, information at bus stops, addition of other features, linkages to the bus stop)	High					
Identify key routes feeding into corridor - basics e.g. kerb ramps, prioritisation pedestrian routes	High					
Improved bus stops - stops appropriate to location (e.g. kerbside lengths, some places have conflict between kerb users)	Medium					
Signage at intersections e.g. add info at street signs, utilise online information better	Medium					
Better/ easier access to bus stops (inventory of crossings and potential for improvement e.g. identify high use, poor design crossings for improvement)	Medium					
Better connections to activity centres	Medium					

Frequency

Options	Priority	Q1	Q2	Q3	Q4	Q5
Increased frequency	High	5	5	A	4	3
Reliable frequency out of hours	High	4	5	A	4	3?
Too many bus stops in places	High	3	2	A	3	2
Improved frequency on some routes (some timetables too irregular, waiting time might be too long during non- peak times/days), some crowding issues during peak time, suggestion of timetables that state frequency (e.g. every 5 minutes)	Medium					
Harmonisation of timetables (out to Glenorchy is okay, from there need to change)	Medium					
Larger buses, i.e. double decker (currently lack supporting infrastructure)	Medium					
Mini buses - more frequently	Medium					
Need for night rider and weekend services to be improved	Medium					
Bus-only/service vehicle-only spaces e.g. Glenorchy and Moonah shopping strips - North Hobart (not the worst spot)	Medium					
Need easier system so that there is less need to target particular services (good to catch any bus and change later)	Medium					
Stop buses in line of traffic (so buses do not have to push back into passing traffic e.g. Moonah - creating more pedestrian space)	Medium					

Land use planning						
Options	**Priority**	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**
Modifying planning schemes - more mixed use / consistency in planning schemes Glenorchy City Council and Hobart City Council	High	3	5	B	2	2
More efficient land use e.g. no car park paddocks	High	4	3	A, B	1	3
Restricting car parking on road corridor	High	4	1	A	2	3
Urban growth boundaries	Medium					
Urban environment more attractive (inclusion of design features, lights, kerb ramps, footpaths, etc)	Medium					
Incentives for infill development (rates reduction for commercial and residential development along corridor)	Medium					
Maximum parking rates with developments rather than minimum parking requirements / paying for extra car parking spaces	Medium					
Integration with land use planning and transport and characterising roads public transport use (Adelaide strategy)	Medium					
Right type of mixed use/activity generating	Medium					
Car parking strategy e.g. short stays in activity centres. Look at parking on the corridor	Medium					
Correct market signals for infill and greenfield development	Medium					
TOD principles in terms of a regional city	Medium					
Expanding infill around activity centres	Medium					
Infill development	Medium					
Improved urban design	Medium					
Congestion tax	Low					

Use of corridor by alternative modes						
Options	**Priority**	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**
Dedicated cycle lanes south of Moonah	High	3	2	A	1	2
Dedicated space (rail, trains) vs. flexible use (pedestrians, bikes and others)	Medium					
Light rail - possible reliability benefits (expensive)	Medium					
Trams on street	Medium					
Bus rapid transit - lower cost option	Medium					
Use of adjacent corridor at congested points in network (Moonah to Glenorchy)	Medium					
Monorail	Medium					

Facilitate multi-modal trips						
Options	Priority	Q1	Q2	Q3	Q4	Q5
Secure bicycle parking at select locations along the corridor	High	3	4	A	4	2
Bike racks on buses	High	3	4	B	2	3
Park and ride to connect to direct bus routes (eliminate windy back routes)	High	3	4	B	2	4-5
Improving walking and cycling routes to main bus stops	High	5	4	A	3	4
Taxi ranks at bus interchanges	High	4	4	A	3-4	3
Kiss and ride	High	4	4	A	3	3
Park and ride opportunities	Medium					
Improve facilities at bus malls (e.g. secure bicycle parking, park and ride)	Medium					
Community bikes	Low					

Marketing and branding						
Options	Priority	Q1	Q2	Q3	Q4	Q5
Distinguish corridor service via colour / quality of infrastructure (e.g. low emission buses, brand the corridor, real-time information, TV on buses)	High	5	5	A	4-5	2
Identify major attractors on corridor - stand out infrastructure at these points. Start with yellow paint markings.	High	4	5	A	5	1-2
Wi-Fi needs more extensive marketing	Medium					
Differentiating the corridor service needs to look at associated services and context (e.g. good coffee while waiting, pizza, book swaps at bus stops)	Medium					
Marketing shoulder services - Incentives to travel off peak (e.g. Melbourne free if arrive in CBD before 7am)	Medium					
Remind people in catchment about service	Medium					
Demographics of area - influence bus stop site	Medium					
Express route - trade walking for travel time	Medium					
Customer surveys - focus on marketing	Medium					

Pricing and fare structure						
Options	**Priority**	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**
Tax deductibility	High	2	5	B	2	4
Technology - phone apps	High	2	4	B	3	3
Weekly and monthly tickets	Medium	3	4	B	4	2
Different methods of payment on the bus	Medium					
No cash payments during peak periods	Medium					
Regular users bonus - Greencard 20% discount	Medium					
Wi-Fi on buses - additional services included in fare	Medium					
Alterations in fares by time	Medium					
Fare and ticket integration	Medium					
Changing school and work travel times, with each staggered to reduce congestion	Medium					
Different fare structure for corridor	Medium					
Free bike parking	Medium					
Cashless bus	Medium					
Free buses	Low					

Reliability						
Options	**Priority**	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**
Traffic light priority for buses and bus lanes at major intersections/ clearways/ queue jumps/ grade separation for buses at intersection/ tunnel for buses	High	5	2	A	2	5
Rationalisation of bus stops	High	5	2	A	2	2
Real time information - "bus is never late"	High	4	4	A	4	4
Address one-way street system in Hobart CBD - more two-directional streets to increase flexibility for bus in the CBD, removes CBD diversions	Medium					
On-board bus improvements - multi-door entry and exit (tag on, tag off)	Medium					
Prioritise buses	Medium					
Using rail corridor to bypass congested sections of Main Road	Medium					
Discourage use of traffic on Main Road - cars utilise other streets, free Main Road for buses	Medium					
Allow buses to travel through Elizabeth Street mall	Medium					
Onboard information - TV screens, tourist information, service information	Medium					
Underground bus mall	Low					

Other innovations						
Options	**Priority**	**Q1**	**Q2**	**Q3**	**Q4**	**Q5**
Parking along route - alternative use of this space	High	4 - 5	1	A	1	2
Central median lane for turning vehicles (is this the best use of road space?)	High	3 - 4	2	A	2	3 - 4
Smart roads - using existing space better and not having a 'build new roads' mentality	High					
Tourist pass - bus services and information	Medium					
Assess journey time by passenger, not vehicle	Medium					
Political leadership - politicians using buses	Medium					
Vibrance around bus infrastructure	Medium					
Onboard entertainment / incentives to travel by bus	Medium					
Broader policy changes - staggered school starts	Medium					
Congestion charges for city to free up space on roads	Medium					
Incentives for corridor travel	Medium					

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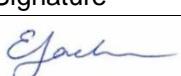
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