

Moving People

Queensland



*Action for a Sustainable Transport
System for Queensland*



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Action for a Sustainable Transport System for Queensland



WHERE HAVE WE COME FROM?

QBIC represents the Bus Industry in Queensland supporting Bus operators, the Bus supply, maintenance and repair industries and all those who work in the Bus Industry in Queensland. Working with Governments we seek to shape the direction of the passenger transport system in Queensland.

We prefer a strategic partnership between Industry, Government and the Community and work closely with our national Industry body the Bus Industry Confederation (BIC).

In 2011 QBIC released its Action Plan 'A clear direction for a better and bigger Industry' to clearly indicate the strategic actions needed for a more sustainable transport system. In late 2014 QBIC developed and released "Moving People Queensland" which established priorities for effective action and highlighted the need for Governments to work collaboratively with our Industry to achieve the best outcomes.

"Moving People" in Australia is a dynamic task impacted by increasing public expectations, the significant urban growth throughout our country and the demand for improved services. Underlying this growth increased standards of safety and comfort challenges our Industry and the opportunities presented by technology are significant.

It is time for us to re-evaluate our priorities and the strategic way forward.





WHAT'S THE PROBLEM?

The quality of life Australians will enjoy in 2030 will depend on our ability to deliver fast, reliable and accessible transport networks. In the next two decades, Australia's population will grow and change significantly; climate change, traffic congestion and public health will be concerns for Governments and the community, and our economy will continue to evolve.

Our transport system will play a vital role in meeting these challenges and ensuring Australia remains a prosperous nation. Our transport system will also increasingly play a broader social role, encouraging active and inclusive lifestyles to improve the health and wellbeing of Australians.

Our economy in Australia has fundamentally changed and as we rely less on our resources sector for our prosperity our commercial, technology and knowledge sectors and our tourism sectors will become more important. In these economic areas "moving people" efficiently, safely and comfortably will be key to our success. The bus Industry, with appropriate Government support will be a key player in our countries future success.

The coach Industry is uniquely positioned to give tourists the experience of driving through our country rather than merely flying over it.

BIC in its national strategy for long distance bus services "Moving People Across Australia" reported that:-



"On average International visitors travelling by coach stay for 26 nights and spend \$8,246 on their trip; an annual contribution of more than \$2.3 billion to the Australian economy.

International visitors travelling on charter or tour coach services average 11 nights and spend \$8,166 on their trip; this equals annually more than 2.5 million nights of tourism and a contribution of almost \$2 billion to the Australian economy spread mostly between the NT, QLD and NSW.

These figures compare favourably with aircraft travellers who spend less time in the country 16 nights and on average spend less money during their visits to Australia at \$6,933 a visitor."

These figures demonstrate the potential benefit to the Queensland economy of a stronger and well supported long distance Bus Industry.

In our urban areas a quality people moving system using Buses at its core will make cities more liveable and encourage the growth of businesses and services. Urban Buses supported by suitable priority measures and infrastructure investment on dedicated bus ways offer an economically viable way out of the growing city gridlocks in Queensland which rail based solutions cannot match.

HOW DO WE SEE OUR INDUSTRY IN THE FUTURE?

The Bus Industry in Australia has developed Moving Australia 2030 *“A transport plan for a productive and active Australia”*

This plan focuses on achieving four critical objectives for Australia’s transport system in 2030:

Sustainability – to improve and sustain our natural environment, and maximise the efficiency of our built environment,

Prosperity – to deliver efficiency, growth and maintain our high standards of living,

Liveability – to improve the quality of life in our communities, and

Health – to improve the health of our cities, regions and population.

QBIC supports and implements this plan through:-

- Creating a positive public transport culture,
- Providing safe and efficient services,
- Delivering best customer service,
- Recognising our responsibilities to the Community,
- Adopting the best available improvements in technology to improve customer services and safety of the Community,
- Working with our people to improve knowledge and skills and to improve career paths and job satisfaction for those who work with us,
- Creating a more seamless and integrated Industry so that users feel they are experiencing a sustainable system with Government and Industry working in close partnership,
- QBIC actively promotes the development of a more sustainable transport system in Australia with improved public transport infrastructure, systems and services and changing travel attitudes and behaviour,
- QBIC supports increased walking and cycling and the use of lower emission vehicles, and
- QBIC expects all levels of Government National, State and Local to contribute significantly to funding improvements in the public transport and sustainable transport systems.



STRATEGIC POLICY DIRECTIONS FOR MOVING PEOPLE IN QUEENSLAND

While all levels of Government have a responsibility to contribute to funds, infrastructure and service delivery the Queensland Government has the central role and cannot take their foot off the accelerator to coast along on achievements and investments of the past.

QBIC calls on the state Government to actively pursue strategic policy directions which will deliver the four critical objectives outlined above. QBIC seeks to work in partnership with the Government and other stakeholders to create a better system for moving people in Queensland.

In this plan we set out the priority areas for Government action.



KEY GOVERNMENT ACTIONS FOR A SUSTAINABLE TRANSPORT FUTURE

Efficient and Safe Infrastructure

- Produce a 'Transit Priority' Plan which combines appropriate infrastructure investments, planning initiatives and the use of simple priority measures for 'moving people',
- As part of this plan introduce dedicated bus priority lanes and signalling in areas where high frequency routes are experiencing congestion,
- Identify up to five peak hour bus lane projects and implement a trial for 12 months,
- Implement a Park n Ride infrastructure investment program, increasing the capacity and amenity of existing high use locations and constructing new ones to provide regional connectivity to the Network,
- Ensure the needs and requirements of the Industry are considered in planning new infrastructure particularly in access to developing residential areas, provision of parking areas and pick up and set down locations in tourism areas, and
- Prioritise the needs of high volume people moving vehicles in the allocation of infrastructure funding.

Fair Contract Arrangements based on Best Value for Money

- Build on the successful negotiated contract processes with operators which have delivered quality, safe services and value for money for Queenslanders. In considering the contractual arrangements Government should:-
 - » Value the Community goodwill which operators have built up,
 - » Value trained and experienced employees and the investment that operators have made,
 - » Consider the valued history of existing contractors when making decisions on consolidation, new growth areas and the introduction of additional services. In most cases, if not all, the area/route has been serviced by a school contract for many years and there needs to be a process where any offers from the school operator to provide future urban services should be considered on a level playing field with those offered by a commercial contract holder, and
 - » Ensure contracts are sustainable and viable for all stakeholders.
- To ensure a sustainable school transport for the future establish a review group with Industry, Government and Community representatives to develop payment rates and methodologies. The review should take a whole of system approach which integrates STAS fares, Kilometre rates and qconnect methodologies.
- The review should be chaired by an independent representative and should have a firm timetable.

- To improve efficiency and value for money in delivering school transport services establish a working group to investigate the better use of systems and technologies to streamline interface with Government systems for school, operator accreditation, bookings and information dissemination to operators.

The Governments approach to business agreements (contracts) with all operators should:-

- » Consider the impact contract boundary changes and consolidation will have on operators with the objective a fair and successful outcome,
- » Provide operators with approvals and access to new urban growth areas to encourage business expansion and innovation, and
- » Ensure a sustainable and fair asset funding model is in place for Buses and other equipment.

Upgraded Equipment, Vehicles and Passenger Information Systems

- Introduce an accelerated fleet replacement program which will reduce fleet age, improve safety and deliver more attractive and comfortable vehicles.
- Government should immediately introduce consistency in Mass requirements with other States, increasing limits to 18tonne. Current restrictions in Queensland represent unnecessary red tape and affect the viability and competitiveness of Queensland Bus operators.
- Vehicle replacement strategies should consider:-
 - » Quality standards,
 - » Alignment of Australian Design Rules and the Disability Standards for Accessible Public Transport,
 - » Procurement based on a whole of life cost, and
 - » Support for Australian manufacturing and jobs.
- Ensure a system is developed to provide management information that is able to be used to inform Network Planning decisions and improve on time running.
- Provide on board route information and messaging to cater for the vision or hearing impaired and reduce the apprehension levels of new users.
- Ensure systems implemented are integrated and ensure they include school services information.

Refocus efforts to create a more Sustainable Transport Culture

- Review marketing effort to also focus on outer Brisbane and regional centres to promote public transport use.
- Promote marketing messages which explain Travel Demand Management and the benefits to health of walk/cycle/bus travel options.

Improved Services and Planning Systems and Increased Service Funding

- Extend the use of high frequency services to include major regional centres.
- Fund expanded public transport services and infrastructure by introducing a modern road pricing system.
- Establish land development laws which ensure public transport infrastructure and start up service funding are provided in new residential developments.
- Fund innovative services which utilize already existing community passenger transport vehicles and services to encourage public transport use in growth areas while demand for regular public transport services builds.
- Develop a Go Card based system for school transport to streamline payments and help create a public transport culture amongst our youth.

Improve Government Regulation of the Industry

- Urgently review the operation of vehicle inspection stations to better meet the needs of the Industry. Taking Buses off the road through the week costs money. Weekend or after hours vehicle inspections would significantly improve the system.
- Ensure that DA approvals are processed in a timely manner.
- Embrace the changes put forward by NHVR, i.e. let's move to a National Policy on Rego's, Drivers Licenses, road user charges etc.
- Promote through the NHVR a National Policy on Drivers Authorisations.
- Provide better resources to enforce Operator Accreditation requirements uniformly and consistently across the State. If the Government cannot commit to adequate resourcing then consideration should be given to removing the system all together to create a level playing field. The current poorly enforced system is not sustainable.

STRATEGIC ACTIONS FOR INDUSTRY

QBIC recognises that the bus Industry has a responsibility to play its part in providing the best possible passenger transport system. We make a commitment to pursue strategic actions for a better system.

- To develop in consultation with the NHVR an Industry Code of Practice (CoP) to give effect to the Chain of Responsibility (CoR) provisions.

Urban and School Services

- Implement Bus Industry Confederation national Incident Management Guidelines and prepare Incident Management Plans.
- Deliver a stronger focus on transport security by :-
 - » Providing a safe and secure environment for drivers,
 - » Working with Government security agencies to have in place appropriate security procedures and action plans, and
 - » Review security relating to vehicles and depots as part of Incident Management Plans.
- Develop Industry wide strategies for attracting drivers.
- Develop a strategy for electric vehicles, new ticketing technology and on Bus information systems.
- Develop models for more flexible transport services and seek partners to fund trials.

Long Distance, Charter and Tourist Services

- Develop infrastructure priorities which will support tourism growth and lobby Government to allocate funds.
- Support the implementation of BIC's "Moving people across Australia" Action Plan.
- Support the development of a National Land Transport Tourism Plan.
- Develop modern technology information systems for use across the sector.





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