

ITLS-Interfleet Transport Opinion Survey (TOPS)

Quarter 1, March 2010

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- › What is TOPS?
- › National priority issues
- › Highest priority issue in transport
- › Confidence about transport in local area and Australia
- › TOPS index
- › Government responsibility for transport
- › Private sector involvement in public transport
- › Summary

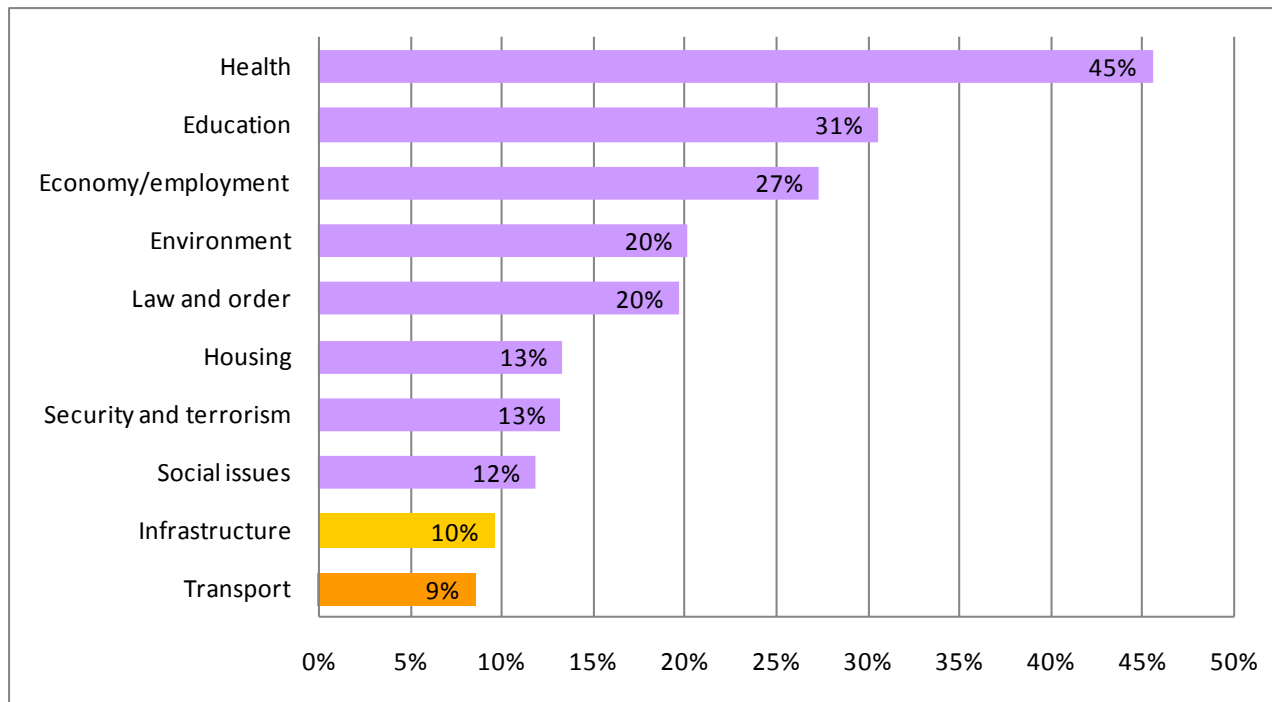
› Aims

- Understand community views on transport
- Track changes in community sentiment about transport over time

› About the survey

- Quarterly survey of 1,000 Australians over 18 years
- Representative sample across Australia
- Telephone survey by Taverner Research
- Quarter 1 surveys: 13-28 February 2010

- › Which two of these issues do you think are the highest priority in Australia today?
- › Top issues: health, then education and economy/employment



Responses sum to 200%

National priorities – transport and infrastructure

Variations by state

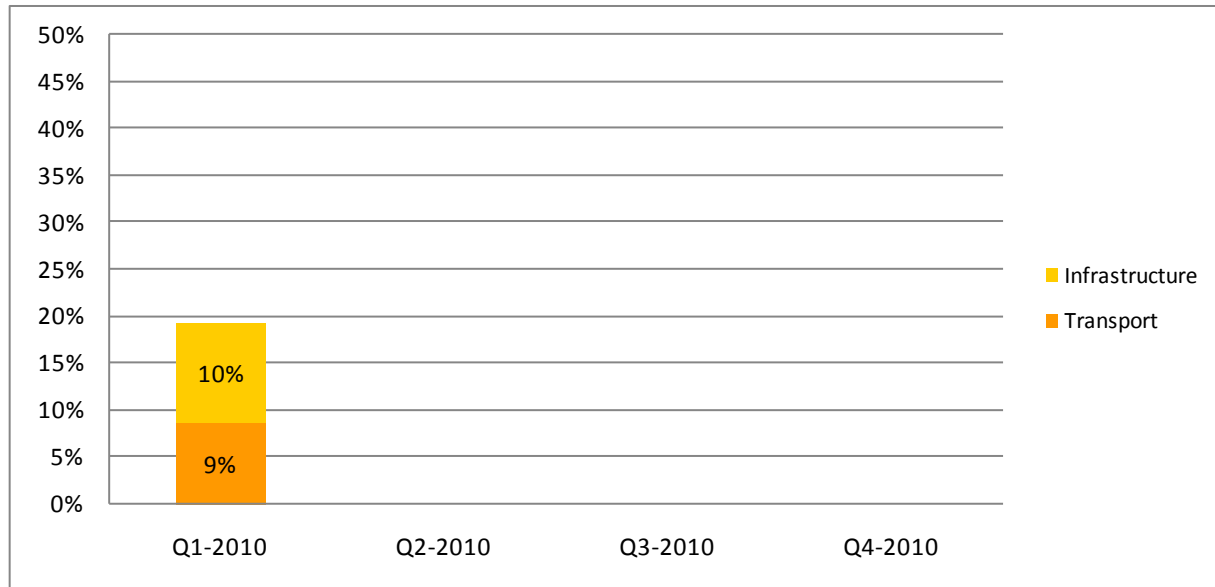
- › One in five Australians nominated either transport or infrastructure as one of the two highest priority issues
- › NSW and Vic more concerned about transport than Qld or WA



% of respondents nominating transport or infrastructure as one of the two highest priority issues in Australia

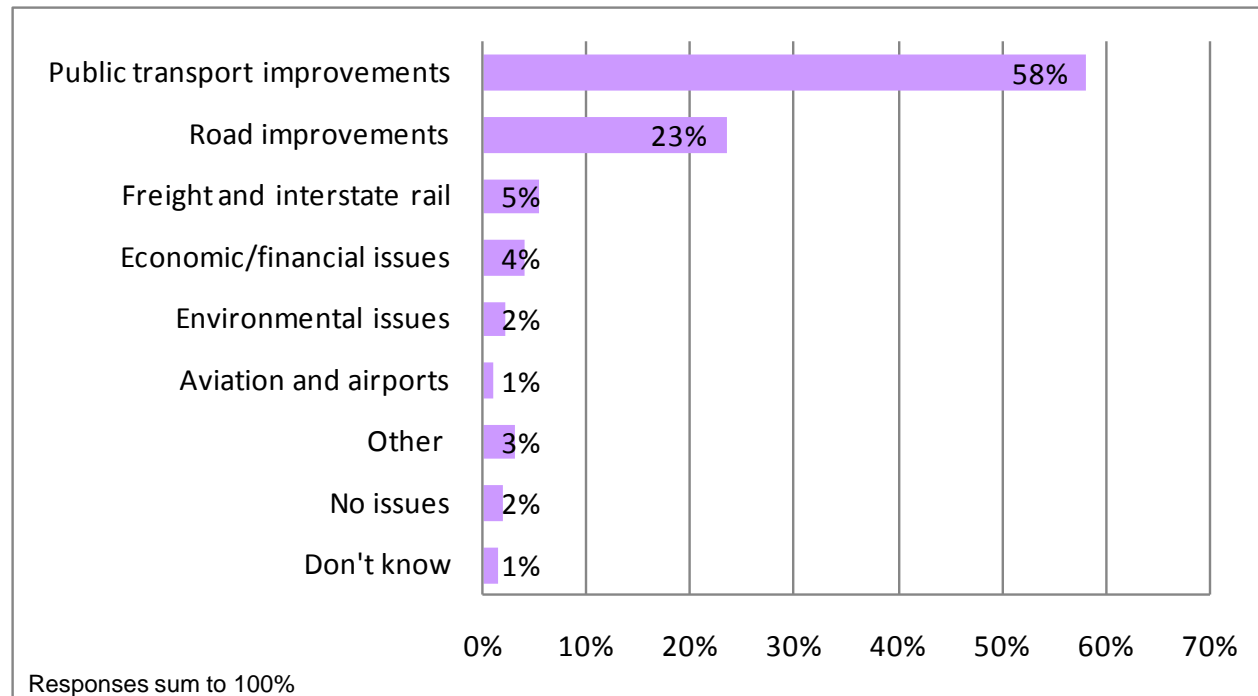
Change over time

- › Updated every quarter



Highest priority issue in transport

- › *What do you think is the highest priority issue for transport in Australia now?* (unprompted)
- › Public transport is highest priority issue



Highest priority issue in transport – comments

Highest priority is Public transport (Sydney respondents)

- › “Lack of transport in public transport/ there is not enough and the trains do not run on time/ the conditions on the trains are too hot and stuffy/ the attitude of drivers on public buses is terrible/ and the bus services never run on time if at all and you find yourself running late for where you need to go and you end up having to catch a cab and it's more expensive”
- › “Nth west of Sydney hardly any public transport, lack of infrastructure”
- › “Public transport/ more accessible to a wider range of people and suburbs and should be more affordable/I think it's limited to inner suburb area however if you are on the outskirts of Sydney it's almost impossible to get anywhere via public transport”
- › “Trains are never on time and we don't have enough”
- › “Public transport - more frequency of buses and trains in west Sydney”
- › “Public transport in NSW is terrible especially the trains/ the timetable does not run on time/ you can be waiting for 20mins for train, there is not enough trains to service the commuters/ especially in peak hour/ you end up using your car which defeats the purpose/ the trains are always hot and uncomfortable/ they spend all this time making the stations look good but don't improve the trains”

Highest priority issue in transport – comments

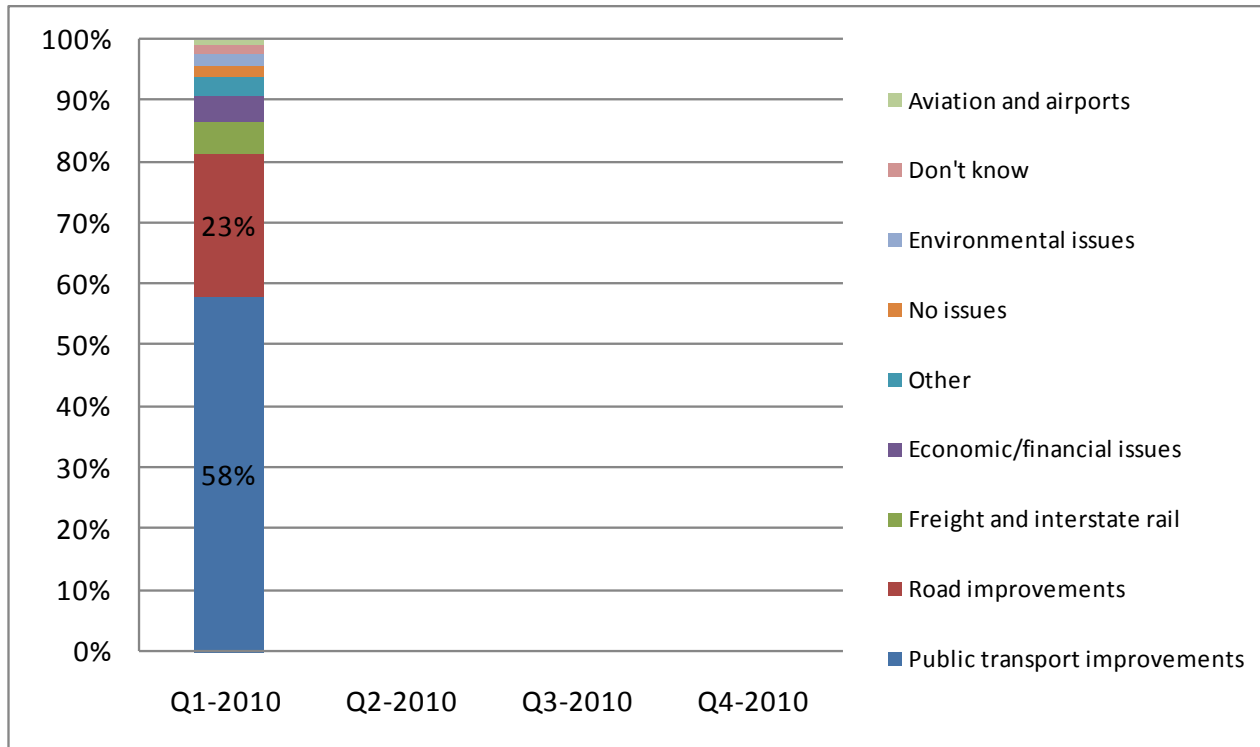
Highest priority is Roads (Sydney respondents)

- › “The aging state of the road and public infrastructure/ years and years of not enough money being spent on maintaining these assets/ I think it would take substantial investment to bring these assets up to a certain standard so we can move forward”
- › “The quality of the roads/ the safety and standard of the roads/ there is no dual carriage way between Sydney and Brisbane/ road deaths due to poor unsafe roads/ we have all this great transport but not the roads to put them on”
- › “Traffic congestion on the roads/ to try and cut off the amount of cars on the road/ have the same system number plate system as they have in England where the last number on the number plate is odd or even selection for using the CBD during the day”
- › “The roads/ Picton road - there are a lot of accidents, why are there so many accidents? Are there too many trucks on that road, there is a lack of overtaking lanes/ the truck drivers the way that they drive think they are the king of the road and don't care about the smaller cars and the smaller car drivers don't want to be stuck behind the trucks so it causes competition and accidents”

Highest priority issue in transport

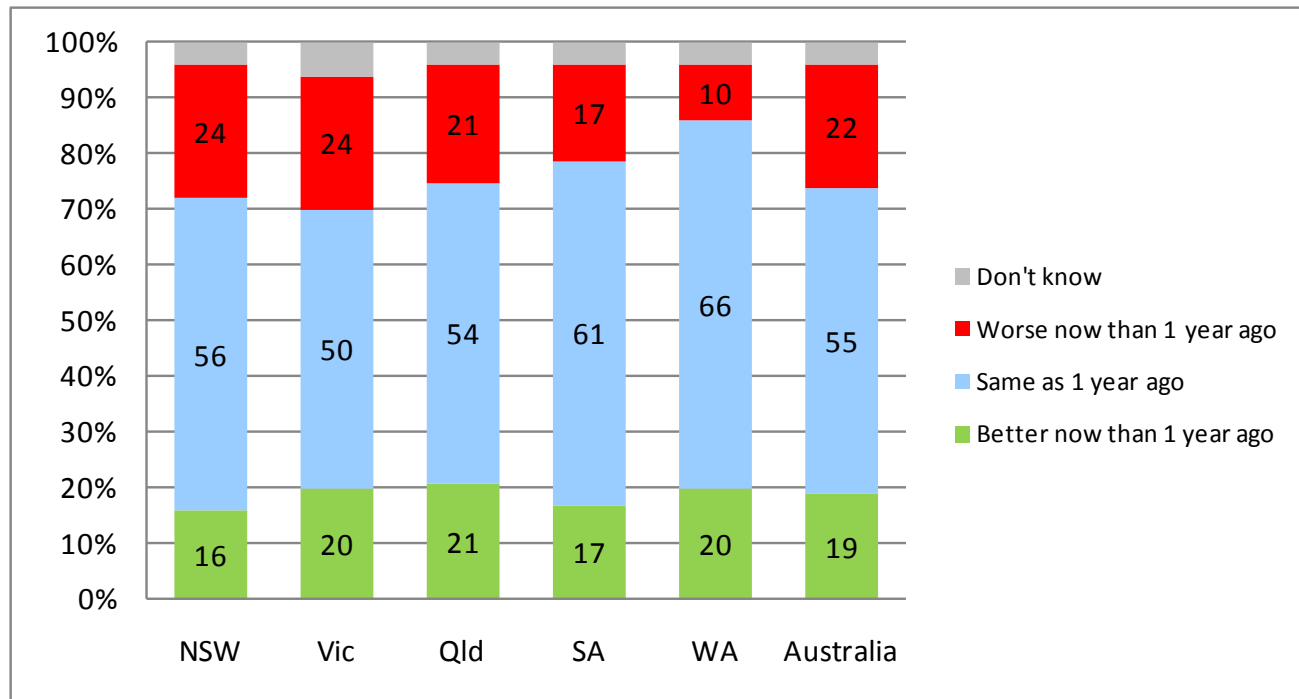
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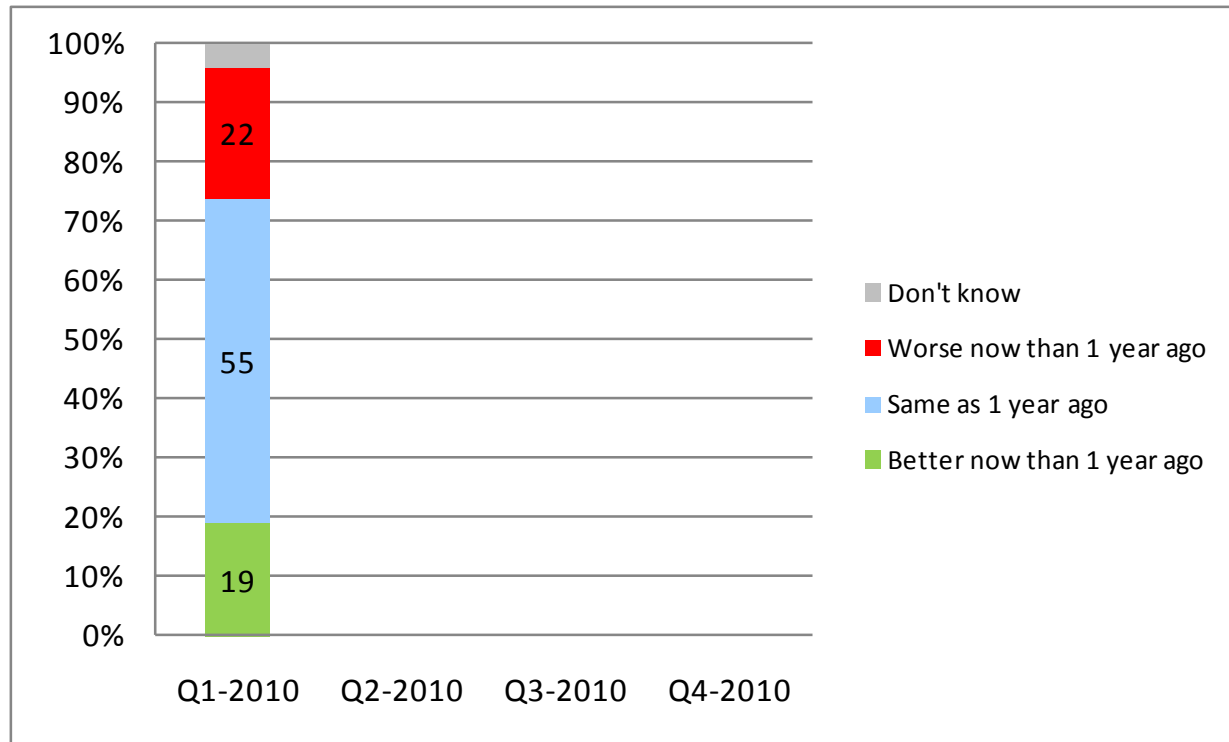
Local area 1 year ago

- › *Compared to 1 year ago, do you think the state of transport in general in your local area is better now, the same or worse now?*



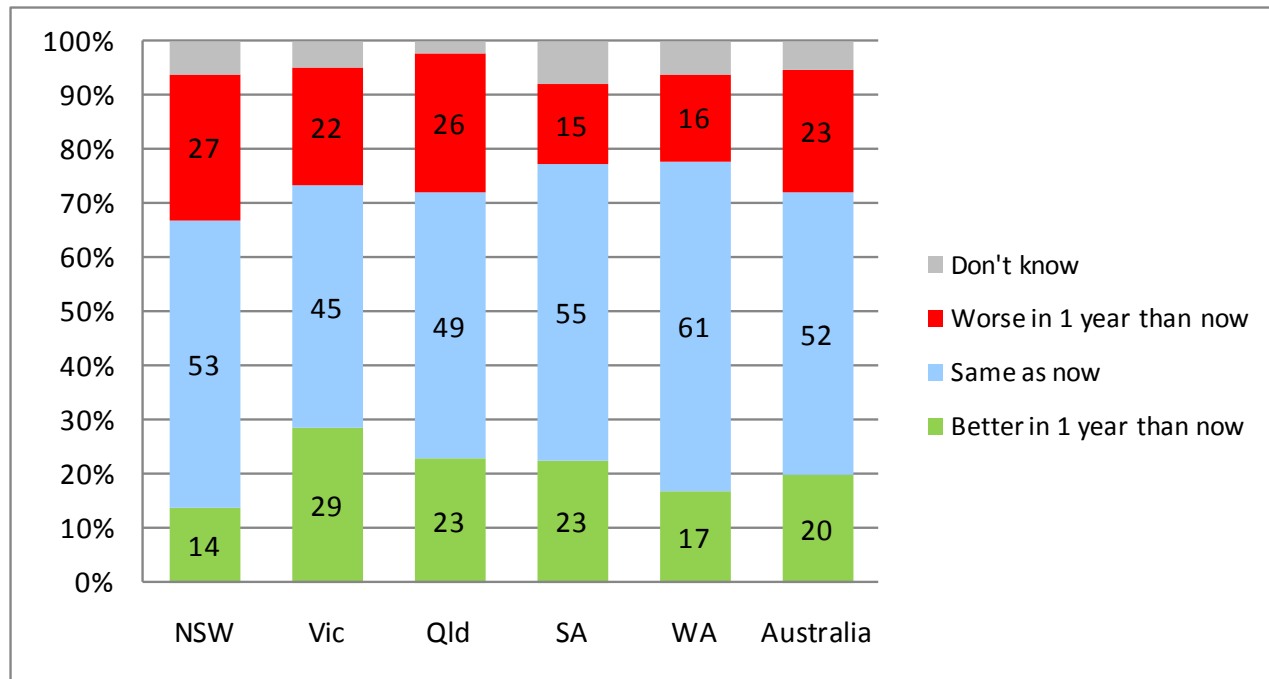
Change over time – Local area 1 year ago

- › Updated every quarter



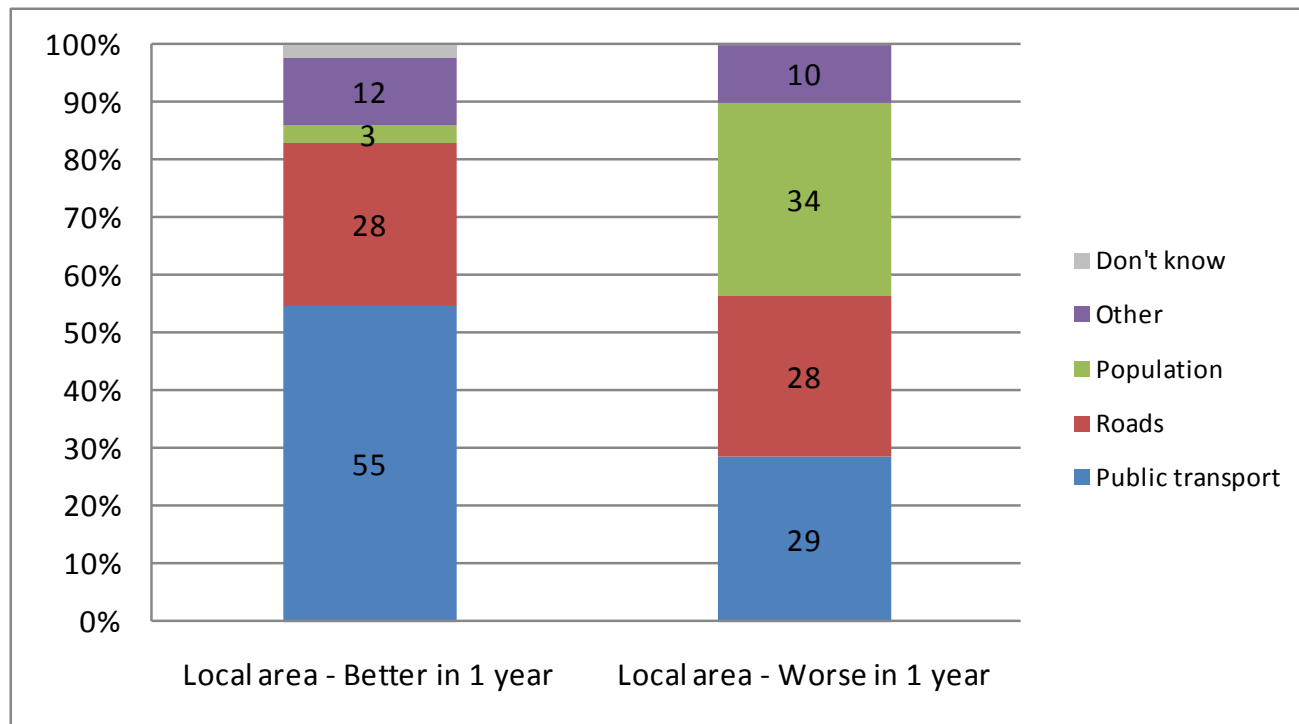
Local area in 1 year's time

- › *Do you think that in 1 year's time, the state of transport in your local area will be better than it is now, the same, or worse than now?*
- › Victorians most confident about local transport getting better, NSW least confident



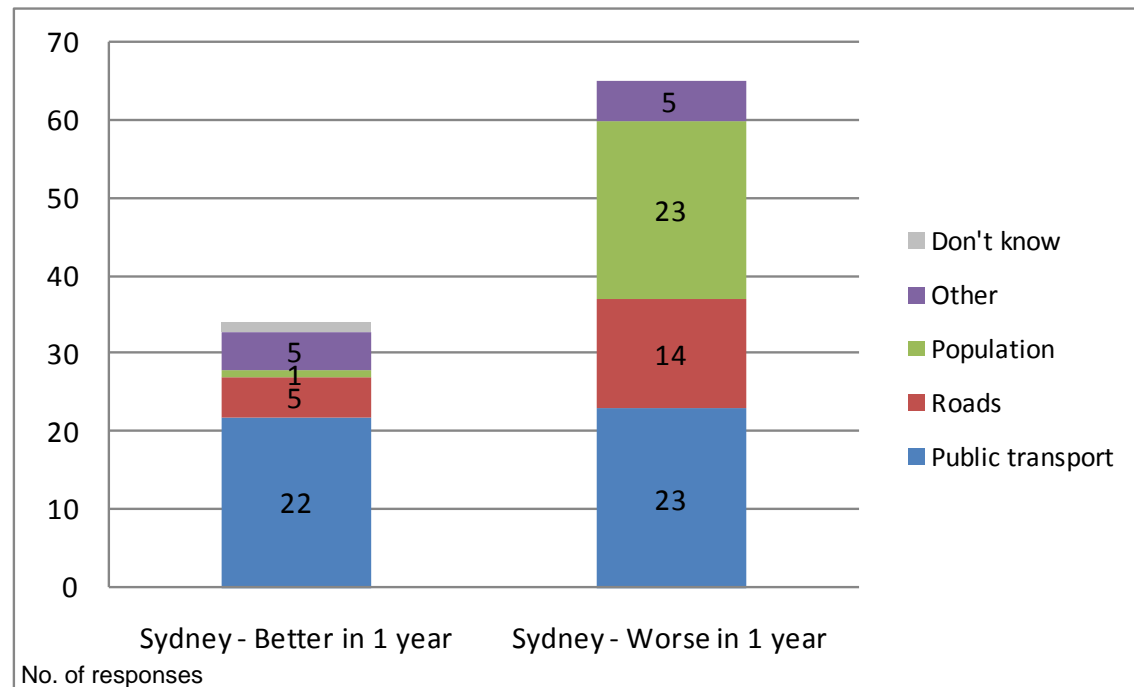
Change in local area – better or worse in future

- › *What were you thinking of most when you answered that question [transport in local area in 1 year's time]? (unprompted)*



Sydney residents – transport in local area in 1 year’s time

- › 16% (34/207) think transport will be better
- › 31% (65/207) think transport will be worse
- › Reasons for thinking “better” or “worse”



Better in 1 year’s time in local area because..

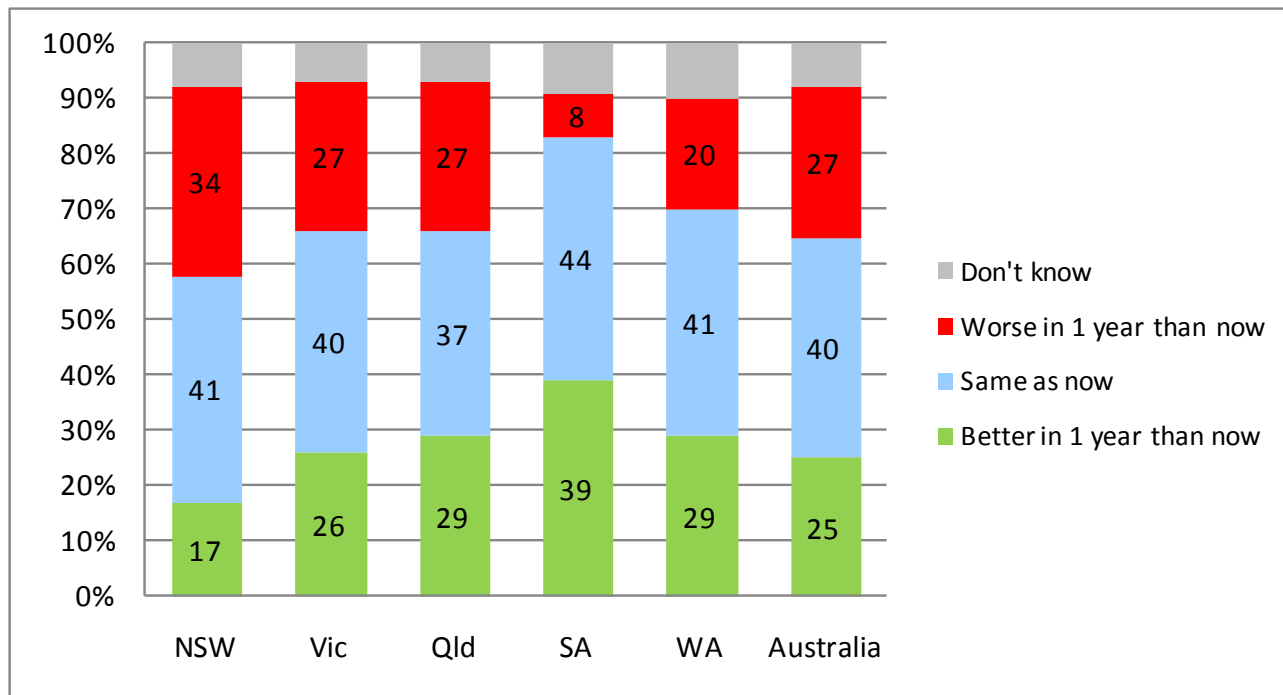
- › 65% (22/34) were thinking of public transport [Govt’s initiatives are being recognised]
 - “Because in the area in which I live I would hope that there would be closer public transport via bus and for it to be closer to where I live/ I hope that it would be better in the next year”
 - “They are doing some rail work on a track line/ I’m hoping the timetable will be better and takes less time to get into the city and make it more accessible”
 - “They are going to duplicate the train line from Cronulla to Sutherland in peak hours”
 - “They are doing a lot of work in putting in a new railway station”
 - “They’re improving the timetables, more trains and also changing the zoned areas makes it easier to manage”
 - “Because there are a lot initiatives being taken by the government to improve public transport, change of timetables and further development of the train stations by building a car park at Quakers Hill and there is also a plan to build a lift for handicapped commuters and commuters who travel with children and prams”

Worse in 1 year’s time in local area because..

- › 35% (23/65) thinking of population changes
 - “Worse because of the increased density we are having here in St Ives/ and more people on the road”
 - “There is more people moving into the area and they are reducing buses, not increasing them in our area nth west of Sydney “
 - “The area we are in is getting more people and the roads are going to stay the same “
- › 35% (23/65) thinking of public transport
 - “Because there has been no changes for a long time in public transport / they talk about plans for public transport but nothing has been done for decades/ so I don't see that changing”
- › 22% (14/65) thinking of road issues
 - “Because the maintenance of the roads is not keeping up with the aging of the asset ie the road/ it's deteriorating year by year”
 - “Because nobody will give up a car and there is no room for the cars on the road now”
 - “The govt and councils are not doing anything about the roads to improve the roads”
 - “Traffic on the road, congestion can't improve unless they improve roads”

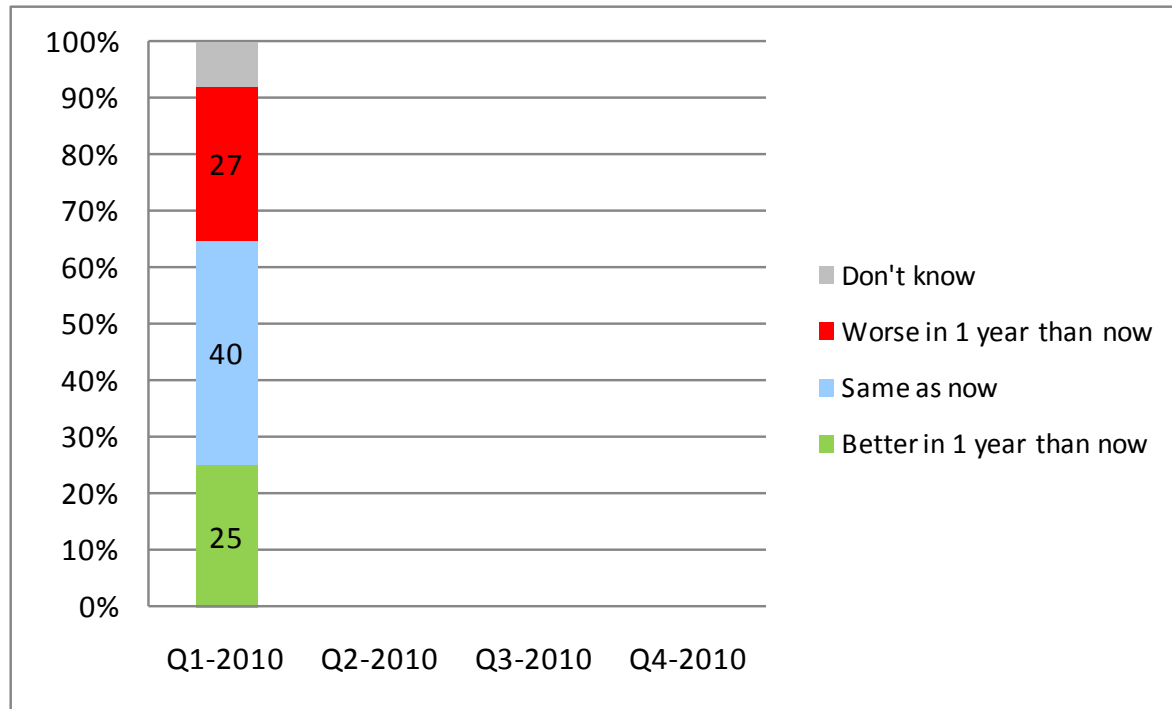
Australia in 1 year's time

- › *Do you think that in 1 year's time, the state of transport in Australia will be better than it is now, the same as now, or worse than it is now?*



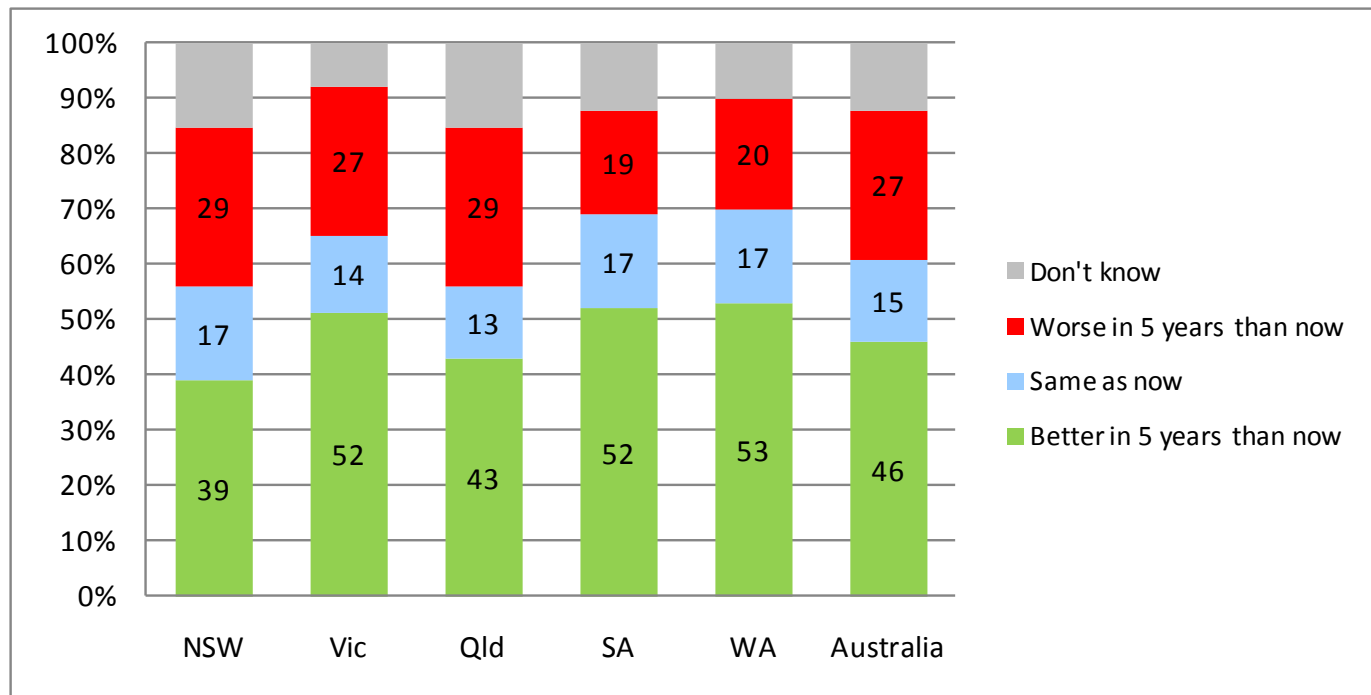
Change over time – Australia in 1 year's time

- › Updated every quarter



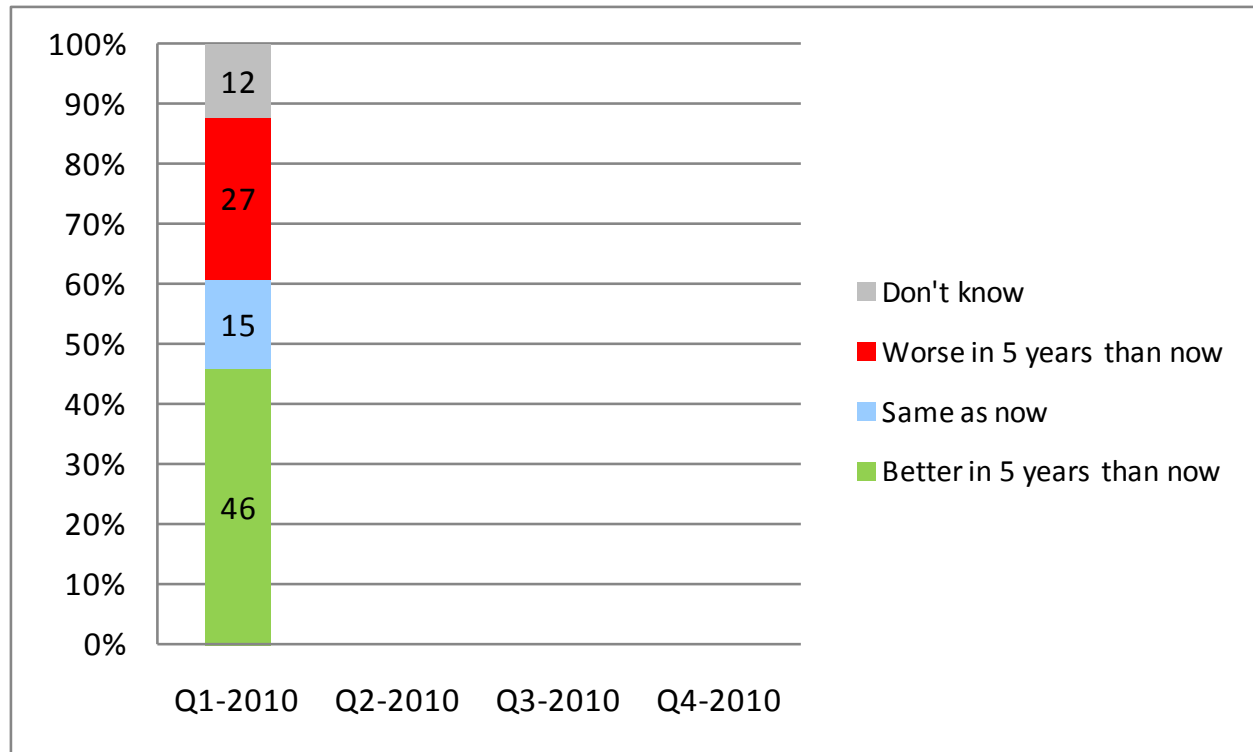
Australia in 5 years' time

- › *Do you think that in 5 years' time, the state of transport in Australia will be better than it is now, the same as now, or worse than it is now?*
- › SA and WA more positive than NSW and Qld



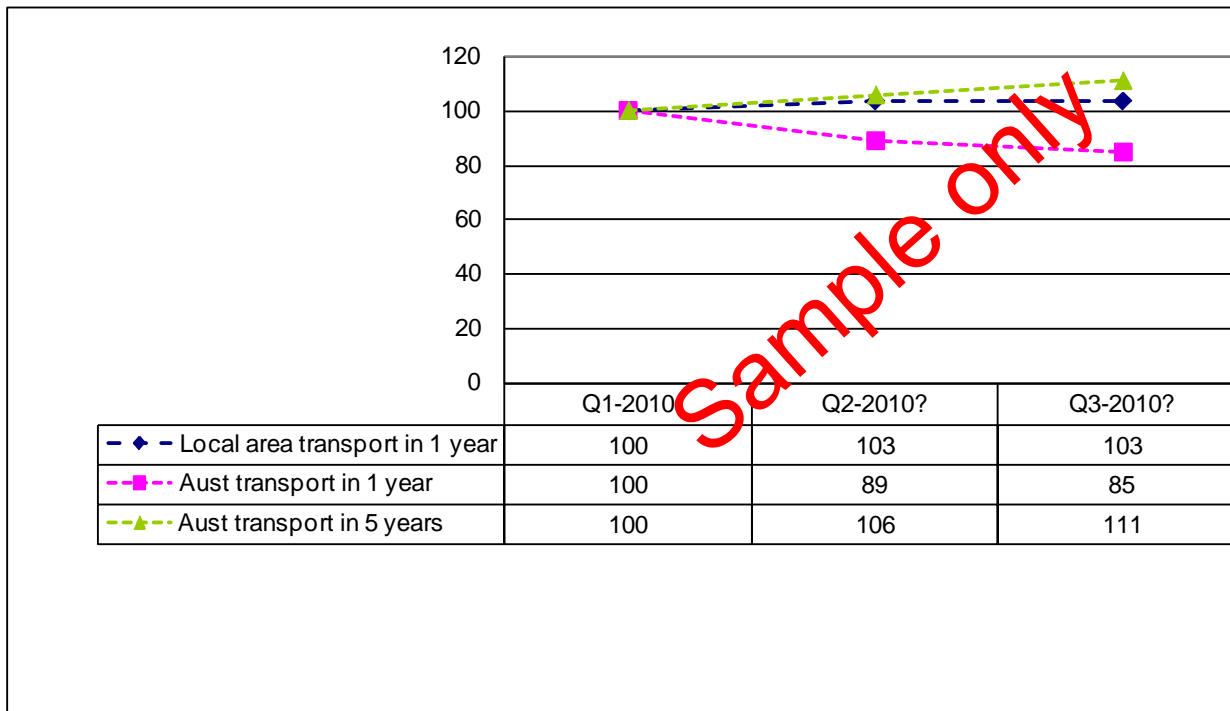
Change over time – Australia in 5 years' time

› Updated every quarter



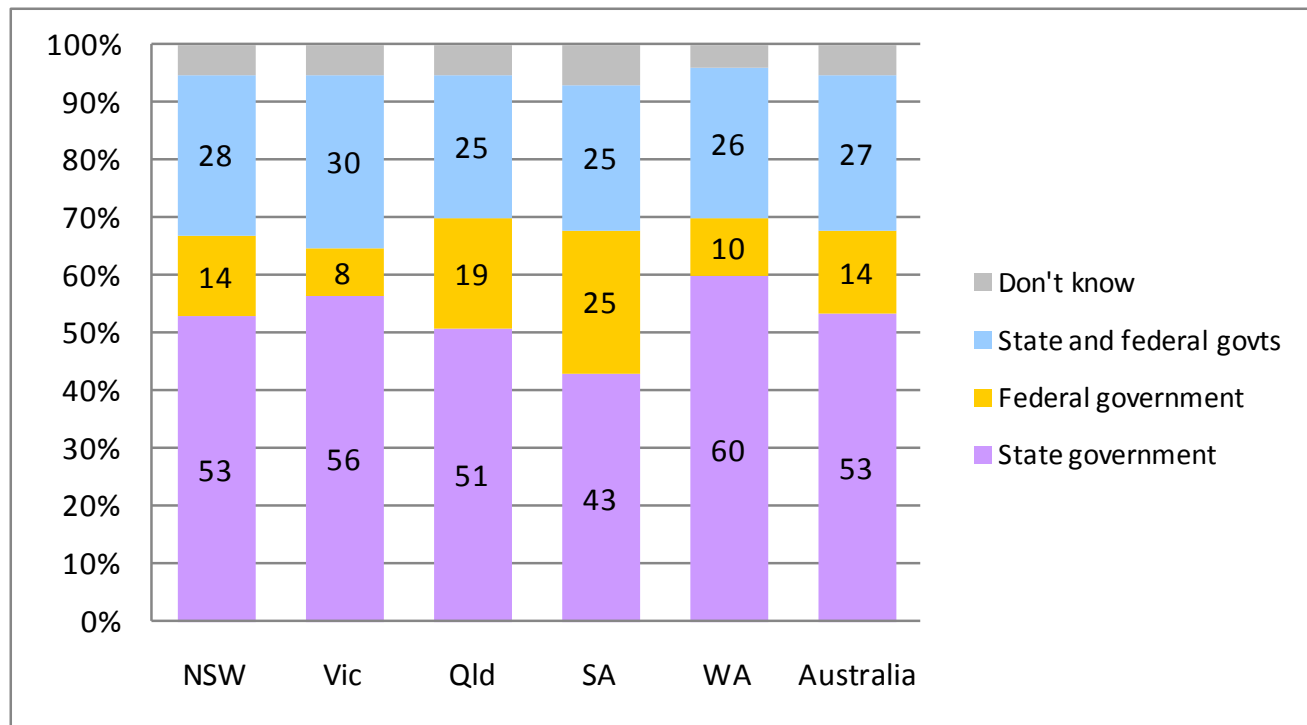
Change in confidence over time

- › Index = 100 in March 2010, based on ratio: better/(better+worse)
- › Index > 100 means Australians are more confident about transport improving
- › Index < 100 means Australians are less confident about transport improving



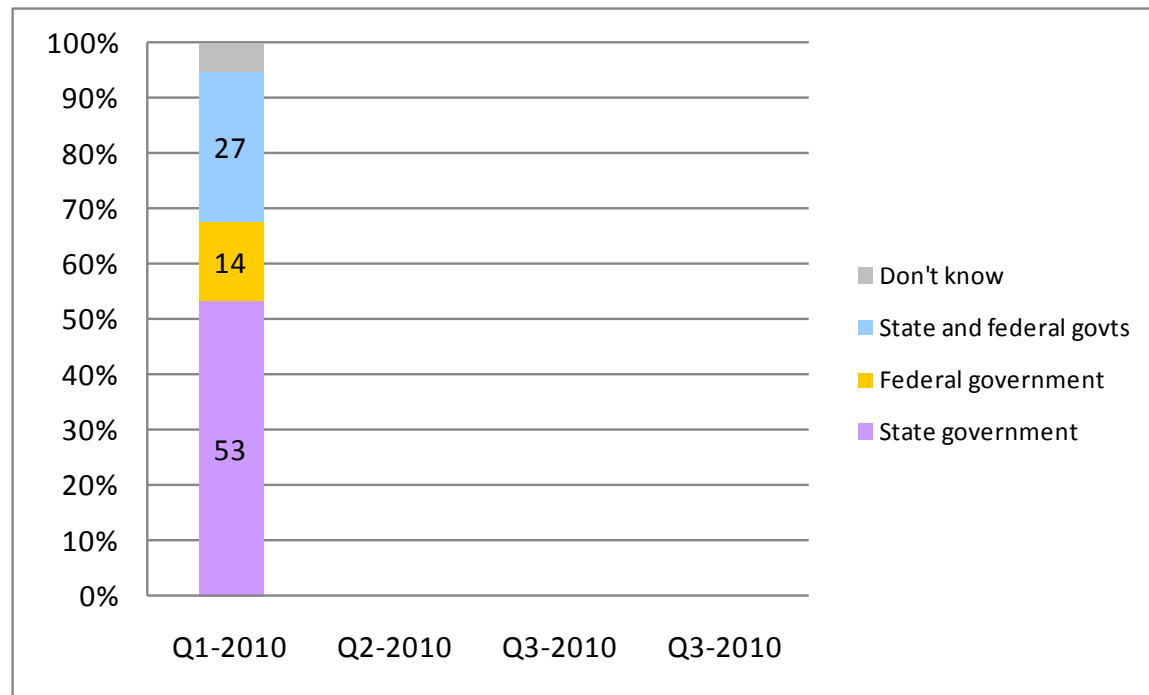
State vs federal government

- › *Do you think your State government or the Australian federal government is most responsible for transport?*



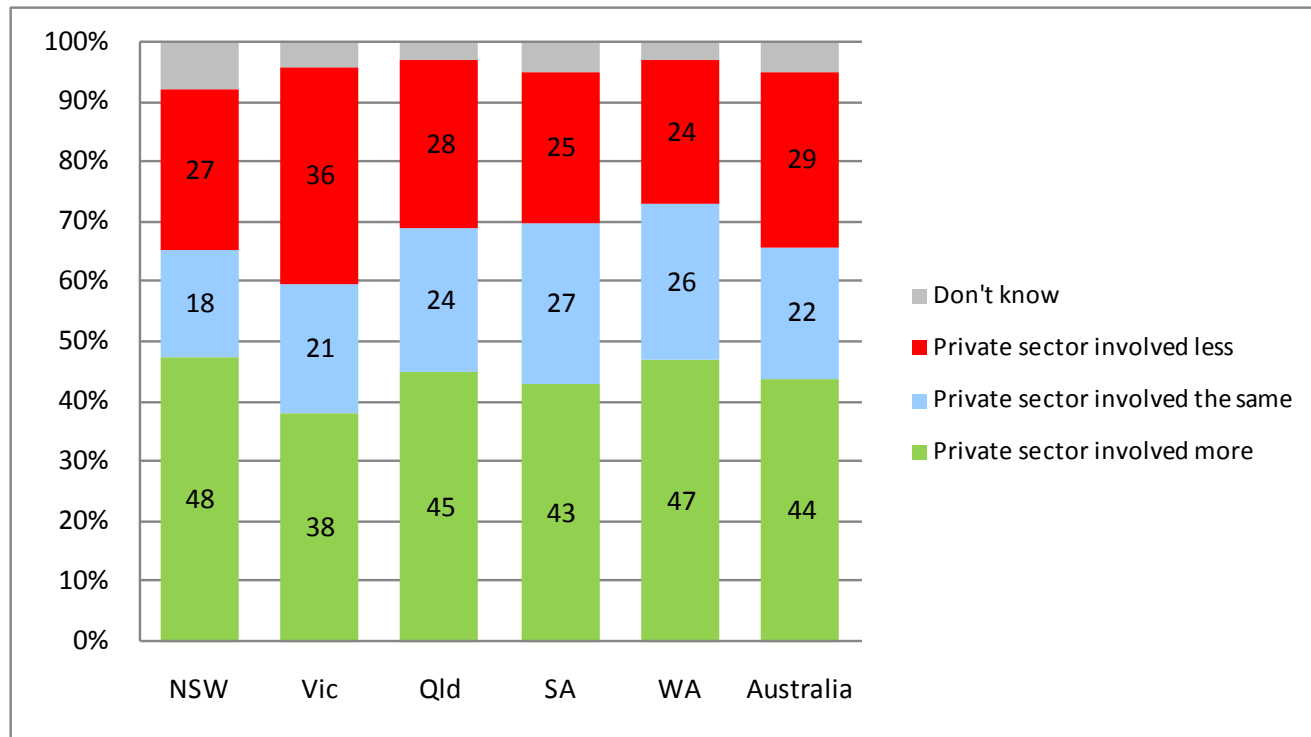
Change over time

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Private sector involvement in public transport

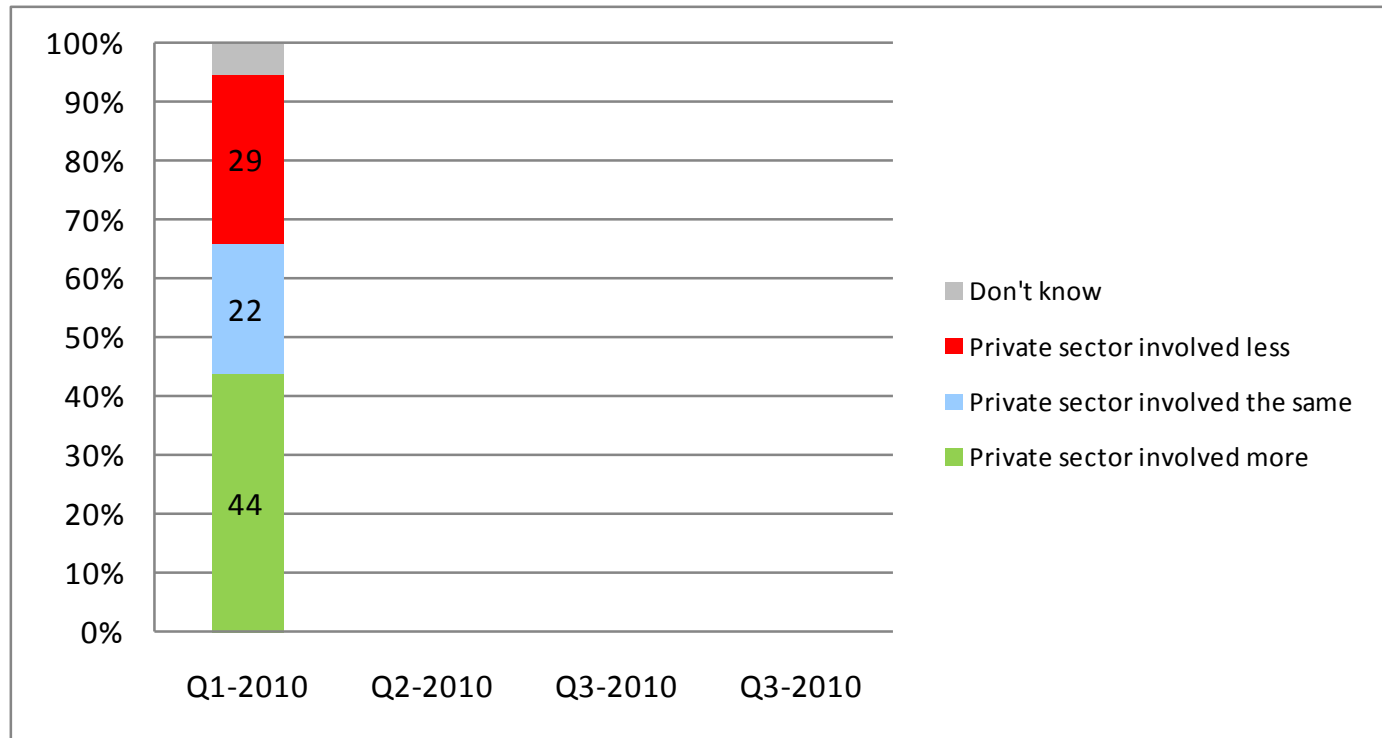
- › *Do you think the private sector should be involved more, involved less, or the same as now, in the provision of public transport?*



Private sector involvement in public transport

Change over time

- › Updated every quarter



Highlights

- › Over half of Australians say public transport is the highest priority issue for transport
- › About half of Australians say transport in their local area is the same as a year ago
- › Few people see local transport improving in 1 year's time
- › If transport improving, more likely to be thinking of public transport
If transport getting worse, thinking of roads, public transport and population impact
- › Australians more confident about transport being better in 5 years than in 1 year
- › 53% of Australians say their state govt is most responsible for transport
- › 44% of Australians support more private sector involvement in public transport
- › Next TOPS release: June 2010