ITLS-Interfleet
Transport Opinion Survey (TOPS)

BusNSW Leading Edge seminar, 8 July 2011

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Outline

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

Source: Parramatta Advertiser, 13 Jan 2009
Source: SMH April 2009

ITLS-Interfleet Transport Opinion Survey
What is TOPS?

› Aims of TOPS
  - Understand community views on transport
  - Track changes in community sentiment about transport over time

› About TOPS
  - Quarterly survey of 1,000 Australians over 18 years
  - Representative sample across Australia
  - Telephone survey by Taverner Research
  - 6 quarters of data
    - March 2010
    - June 2010
    - September 2010
    - December 2010
    - March 2011
    - June 2011
Which two of these issues do you think are the highest priority in Australia today?

- Australia – Top issues: health, then economy/employment and education
- 1 in 4 say either transport or infrastructure is one of top 2 issues
NSW most concerned about transport
What do you think is the highest priority issue for transport in Australia now? (unprompted)

› Public transport is the highest priority transport issue!
Victorians most committed to public transport as highest transport priority
Support for public transport by demographics

- Support for public transport highest amongst
  - public transport users
  - city residents
Highest priority issue in transport – Sydney respondents

Public transport in general

- “Developing effective public transport systems in our cities. All forms of public transport. A more integrated system that serves all areas of the city. All our cities.”
- “Public transport / For people who don’t have access to it / in the north west and south west / buses and trains”
- “Public transport / Needs to be more efficient, cleaner and modern / Both buses and trains”
- “To make public transport more regular and more efficient and the infrastructure needs to be brought up to date because of the growing population”
- “More public transport in general”
- “Public transport in cities. The lack of capacity. There doesn’t seem to be enough planning for future”

Buses

- “Buses are unreliable and overcrowded and bus routes are being cut in major cities”
- “Lack of public transport ie bus services on the northern beaches in Sydney. There’s no other public transport, the buses don’t come very often, and they’re not reliable”
- “More buses. More out to the western suburbs”
- “Sydney buses / Keeping to the timetables and there should be a monitoring system so passengers via mobile phone would know where the next bus is”
- “Updating the network of buses and make them more reliable”
Highest transport 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 20 mins 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”
Confidence about transport – 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?

› Australia – less than 1 in 5 say local transport is better than 1 year ago
› NSW – consistently negative, Vic – big decline post-election in Nov 2010
Confidence about transport – local area in 1 year

*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?*

- Australia – only 1 in 5 say transport in local area will be better in 1 year
- NSW – negative, Victoria – pessimistic post-state election
- Hard for governments to manage community expectations

![Transport in local area in 1 year by state, Mar 2010-Jun 2011](chart_image)
Reasons for confidence – better in 1 year

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

› Australia – about half were thinking of public transport
What were you thinking of most when you answered that question [transport in local area in 1 year’s time]? (unprompted)

› Australia – thinking of population changes, roads and public transport
Better in 1 year’s time in local area because..

› Thinking of public transport

- “Because going to put more bus service around western suburbs / connected with rail”
- “Because there is light rail coming near us and it will be one more option”
- “I live in inner west / we’re getting new light tram in 2 years and new Metro buses along Parramatta Rd”
- “I am hopeful / because the issue of getting a train service for the Hills district is already being talked about”
- “Improvements in relation to bus, in relation to congestion so they’re working better. The traffic takes primary roads now not small roads”
- “The bus lines [lanes] that they’re building on Windsor Rd”
- “There might be a few more bus services, that has improved”

Government initiatives are being recognised
Reasons for “worse” in 1 year – Sydney comments

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

› Thinking of population changes
  - “Because I think population is increasing, the trains aren’t being improved, nor buses. And traffic engineers are restricting flow on roadways ie excessive traffic control signage, restrictions, physical barriers etc”
  - “Government started too late for updates, and population will outdo the infrastructure needed to back it up”
  - “More building of apartments but not the same level of infrastructure for transport”
  - “Just more developments here mean more people need to travel on the roads and on public transport as well”

› Thinking of public transport
  - “I haven’t heard anything about fixing public transport. We don’t have a cohesive transport plan where everything meets together eg buses and trains interconnect”
  - “Where I am there are only buses, they don’t run frequent enough. But more buses there are more congestion but no plans to solve it”
  - “I live in Mosman, I was thinking about the ferries. The ferry used to run every half hour and during the day they run every hour”
Confidence about transport – Australia in 1 year

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?

› Australia – 1 in 4 say Australia will be worse, 1 in 4 say Australia will be better
› NSW – becoming less negative over time

Transport in Australia in 1 year by state, Mar 2010-Jun 2011

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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?

› Australia – more positive about long term than about 1 year

› NSW – becoming more confident about Australia in long term
TOPS index – change in confidence over time

Index = 100 in March 2010, based on ratio: better/(better+worse)

› Australians becoming less confident about transport improving in local area
› Australians becoming more confident about transport improving in Australia in 1 yr
Do you think your State government or the Australian federal government is most responsible for transport?

› Australia – State govt is most responsible for transport

› NSW – increase in “both state and federal govt” post-March 2011 state election (North West Rail Link vs Epping-Parramatta Rail Link)

Government most responsible for transport by state, Mar 2010-Jun 2011

- Don’t know
- State and federal govs
- Federal government
- State government
Private sector involvement in public transport

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

› Australia – more people want more involvement rather than less
› Victoria – least supportive (and most experience with private sector)
Public transport is the highest priority issue for transport
About half say transport in their local area is the same as a year ago
Few people see transport in local area improving in 1 year’s time
If transport improving, more likely to be thinking of public transport
Australians more confident about transport being better in 5 years than in 1 year
NSW – 55% say their state govt is most responsible for transport
NSW – 41% support more private sector involvement in public transport
Victoria – suffered post-election decline in confidence: difficult for governments to meet community expectations
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   › See TOPS reports at sydney.edu.au/business/itls/tops
   › Register for quarterly emails

2. Use TOPS for advocacy

3. Build on TOPS
   › Add questions, more analysis

Next TOPS release: mid September 2011