

The Met.



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Introducing The Met

The Metropolitan Transit Authority, or The Met, has been responsible for Melbourne's public transport system since 1983.

It has drawn together Melbourne's trains, trams and buses and offers Melbourne commuters a fully-integrated, multi-modal service. The Met is Australia's largest fully integrated transport system, moving over 400,000 people a day.

Patronage has risen by 11 per cent since 1983 to approximately 300 million trips per year.

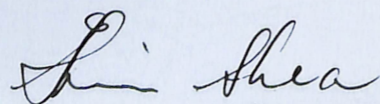
By responding to customer needs — giving passengers modern vehicles, better services and amenities, innovations such as light rail — The Met is fulfilling its charter — to provide an efficient, effective public transport service to the people of Melbourne.

The Met aims to provide reasonable access to transport services — particularly to those who are solely dependent on public transport as a means of travel.

The Met employs some 12,000 people. Its workforce includes drivers, computer operators, skilled tradesmen and women, civil and electrical engineers, linesmen, guards, sales and marketing staff, economists and numerous other professions.

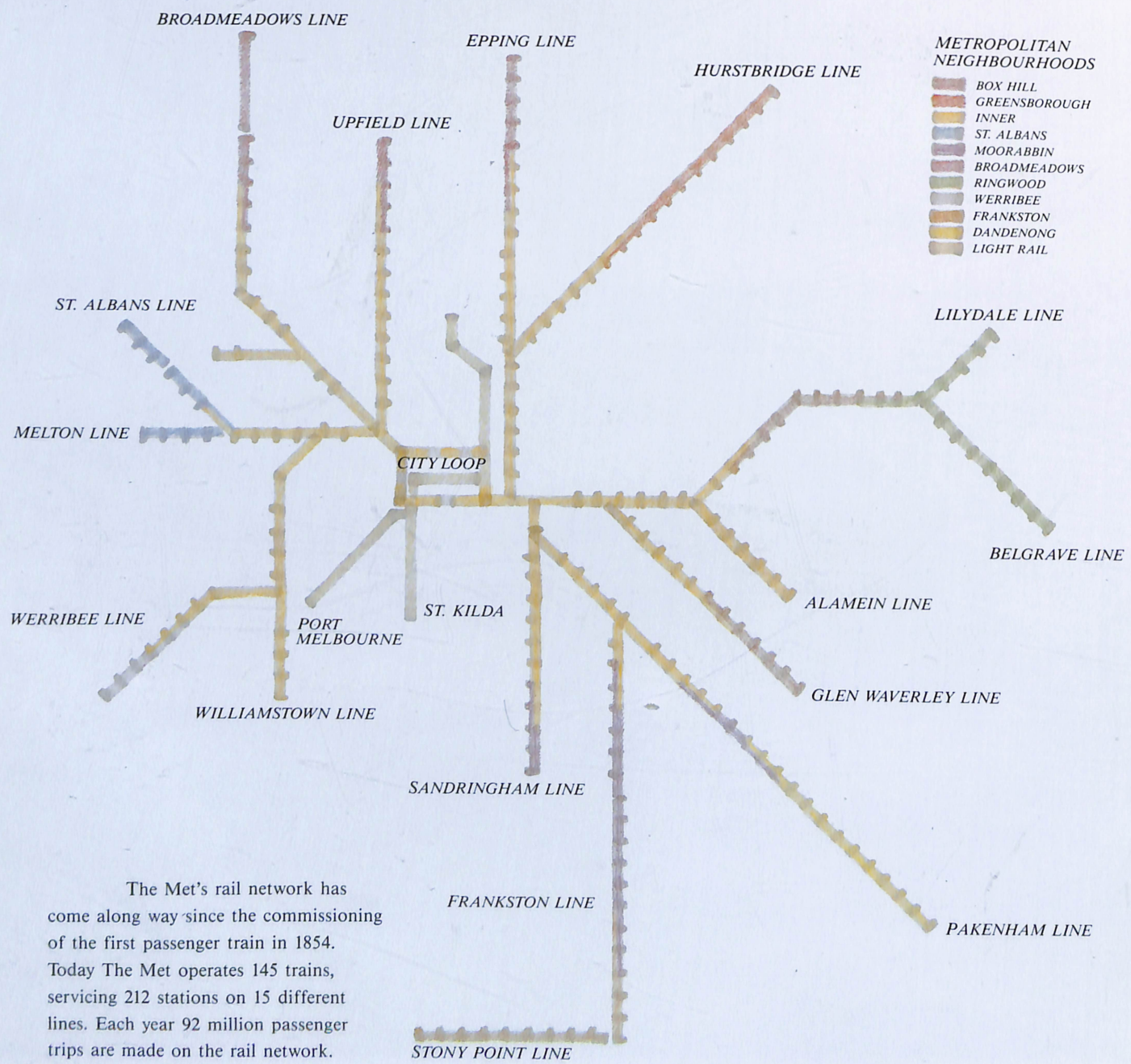
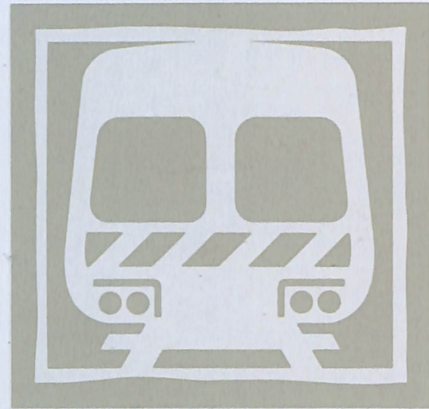
In the current economic climate, the public rightly expects the greatest possible return for its transport dollar. The Met will continue to explore all avenues throughout the organisation, seeking to improve wherever possible.

Improvements in efficiency have led to better services encouraging more people to use public transport, enhancing the future of The Met and its employees.

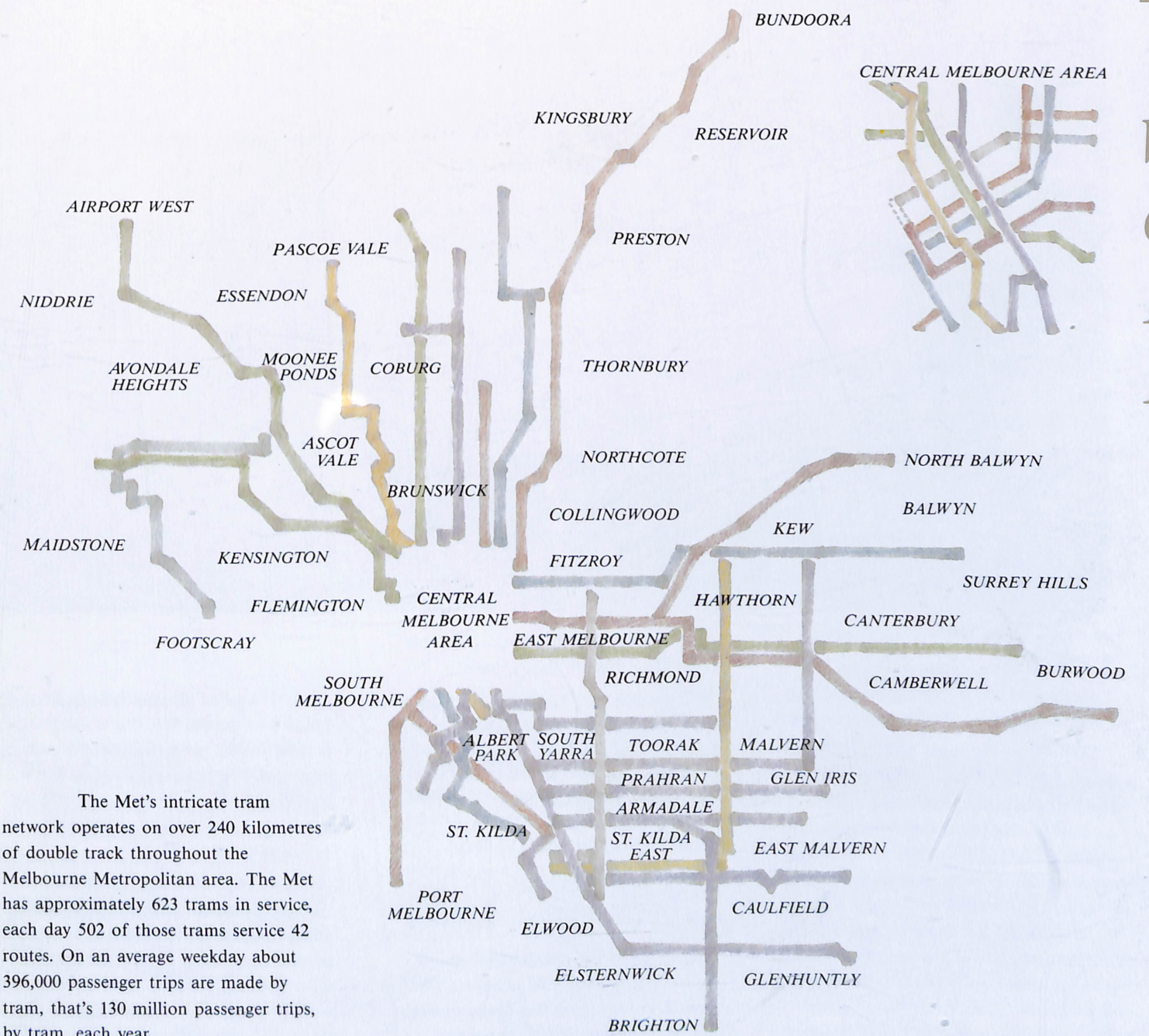
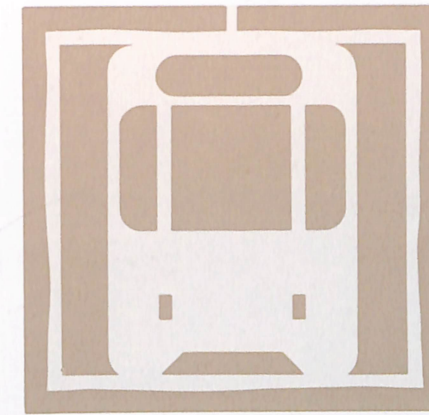


KEVIN SHEA
Managing Director





The Met's rail network has come along way since the commissioning of the first passenger train in 1854. Today The Met operates 145 trains, servicing 212 stations on 15 different lines. Each year 92 million passenger trips are made on the rail network.



The Met's intricate tram network operates on over 240 kilometres of double track throughout the Melbourne Metropolitan area. The Met has approximately 623 trams in service, each day 502 of those trams service 42 routes. On an average weekday about 396,000 passenger trips are made by tram, that's 130 million passenger trips, by tram, each year.

Transport comes of age

The Met provides public transport services to nearly three million people living in the Melbourne metropolitan area — Victoria's capital city covering 1700 square kilometres. It operates over 1100 trains, trams and buses. Another 900 buses are operated under contract.

The Met encompasses three basic modes — trains, trams and light rail vehicles and buses. Each mode is tailored to specific commuter needs and together they form an integrated system.

Met train services best support long-distance travel, some stations are as far as 60 kilometres from the city centre. Trip lengths average about 16 kilometres, and stations are located every one to two kilometres.

The rail network covers 336 kilometres and is spread over 15 routes which converge on the central city area.

Trams also cater for large numbers of people but are designed to provide services through areas with high densities of homes, shops and businesses. The average trip length on trams is just over four kilometres, with stops every 300-600 metres.

The tram network covers 241 kilometres with some 42 different tram routes.

The introduction of the North-South light rail system on the St. Kilda and Port Melbourne lines was a significant development for Melbourne's transport network. Light rail is a new and innovative approach to efficient, convenient public transport. In the first few months after its introduction patronage increased by nine per cent on the previous service attracting new customers. It is a system which combines the flexibility of trams with the ability to transport large numbers

of people on converted heavy rail reserves, in road median strips and carriageways shared with cars.

The vehicles are articulated, joined in the centre by a 'concertina' section. The vehicles seat 76 people and comfortably carry another 106. Each unit costs about \$1.35 million, is 23.5 metres long and has a top speed of 70 kilometres per hour.

To improve tram travel times the Fairway System was implemented giving priority and right-of-way to trams. Tram lanes are clearly marked on the roads and cars must move over and allow trams right-of-way at all times. Later model trams are equipped with a transponder which activates traffic signals giving the trams priority.

Buses cater best for more dispersed trips within The Met's neighbourhood areas. Routes and frequencies can be readily adjusted within these neighbourhoods to meet changing needs, whether in newly developing outer areas or in older suburbs where travel patterns have changed.

Currently some 1200 buses are used to carry 86 million passengers over 55 million kilometres each year.

Specially designated bus lanes have been introduced on freeways, improving travel time on longer journeys.

The Met's new air-conditioned MAN buses are being progressively delivered and incorporate the latest in design. The vehicles are economical to run and maintain and incorporate the latest safety standards including an anti-locking braking system.

In 1987 a new \$3 million bus workshop was completed providing the latest facilities to repair and service all buses in The Met fleet.



One of The Met's highest priorities is safety, for both passengers and staff. Well maintained vehicles, advanced communications networks, public awareness campaigns and security services are all examples of The Met's commitment to safety.

The Met's sophisticated Automatic Vehicle Monitoring (AVM) system allows trained operators to track trams and buses by computer. Ultimately the system will monitor up to 2000 vehicles along 450 bus and tram routes. As well as improving vehicle flow and

responding to emergency calls, AVM can provide passenger information and assist in compiling vehicle loading information.

Monitoring train movement calls for equally advanced computer technology and is the responsibility of The Met's Metrol system, commissioned in 1983. Operators are responsible for controlling the movement of trains and maintaining and restoring scheduled running of trains. Although the system is largely automatic it provides operators considerable flexibility to respond to any problems such as late running, that may occur.

The establishment of the Police Transit District and the Transit Patrol Department is a significant step toward a more secure public transport system. Both groups working together give transport security ready access to the entire resources of the Victoria Police.

The transit patrol team gives a higher uniform presence at stations and on vehicles which can be a deterrent to would be offenders. All transit patrols are linked to the Victoria Police communication network, enabling them to summon the nearest police patrol if

assistance is required. It is arrangements such as these that add to the security and comfort of passengers while being a deterrent to would be offenders.

The Met is pursuing an aggressive marketing approach in the provision of its services to better meet community needs and expectations. Comprehensive market research has been undertaken and a number of retail outlets established to offer a more convenient service to its customers.

A long-term investment

Over the last five years, significant improvements have been made to Melbourne's public transport system. Vehicles are modern and more comfortable; travel is smoother, faster and more reliable; stops and stations offer better information and facilities.

Services for the three modes of transport are co-ordinated, and a 'neighbourhood' or region based fare structure has been introduced.

The program of investment in public transport has been unprecedented since the core of the fixed rail networks was built and electrified in the 1920's. Since 1983, The Met has invested more than \$1 billion in public transport. This investment, combined with a new management structure and operational changes, has resulted in a vastly improved system.

Major initiatives:

- The Met was established in 1983 by the new Transport Act — it brought all Melbourne's passenger transport services under single management and allowed for the introduction of an integrated multi-modal approach to the city's public transport.

- A new fare structure has been introduced based on a 'neighbourhood' system. Under this system the metropolitan region is divided into a number of 'neighbourhoods' or local regions. Tickets are multi-modal, based on the number of regions transversed and travel time rather than the modes of transport used.

- Fleet improvement — The Met has phased out its old train fleet built prior to 1971, replacing them with locally built air-conditioned trains. More than 70 new



trams have been introduced across the system, and the first of some 100 new MAN buses on order are operating. The Met has also ordered 130 light rail vehicles, a number are already in operation.

- Australia's first light rail system has been constructed, running through the heart of the central business district to the bayside suburbs of St. Kilda and Port Melbourne in the south, and East Brunswick in the north.

- Networks have been expanded to meet changing demands. The underground rail

loop in Melbourne's central business district was completed in 1985 at a total cost of \$600 million.

- Extra tracks have been laid on a number of key rail lines so that more express services can be run. The tram network has been extended to meet changing passenger requirements and new bus services introduced in many outer suburban areas.

- An automatic fleet monitoring system has been established providing monitoring of The Met's tram and bus fleet movements.

The system provides direct communication from the control centre with drivers and passengers, and enables easy access to emergency services.

- Better services have been provided — train services have been revised on busy lines to reduce over-crowding and light rail services introduced on poorly patronised rail lines, resulting in more frequent services at more realistic operating costs.

- More buses, more often — bus timetables have been revised to better

co-ordinate with trains and other long-distance services.

- Reviews of bus services and passenger needs are also leading to better services, pin-pointing service gaps and allowing for adjustments. The flexibility of bus services enables the redesign of whole networks as passenger needs and travel patterns change.

- Improved tram and bus reliability has been made possible by initiatives such as priority lanes for buses and the 'Fairway' system providing priority for trams — both

protect these vehicles from traffic congestion and make travel faster and more reliable.

- Train service reliability has also been improved through improved track maintenance and replacement of the entire systems overhead wiring.

These initiatives can be seen as a long-term investment in Melbourne's public transport system. They represent significant improvements and are paving the way for an exciting future.

Building on the past

As an organisation The Met is involved in a lot more than running trams, trains and buses.

Special project groups take care of property development, building reconstruction and design and more efficient use of existing resources. The Met is constantly looking to improve its operations in an effort to provide better services.

The past 70 years have seen some extraordinary changes in metropolitan Melbourne. The population and metropolitan boundaries have grown rapidly, making new and increased demands on the city's rail system.

One thing that has not changed is the train maintenance depot that was built in the Jolimont Rail Yards near the city centre in 1918 to support the then new electric train fleet. What suited the early 1900's is a far cry from the design needed to carry the maintenance requirements of modern trains into the twenty-first century.

The Jolimont Decentralisation Project will see the removal of the Jolimont Rail Yards and maintenance depot and their replacement by two decentralised maintenance depots with adjoining stabling facilities located at the more appropriate sites of Epping and Newport. The project is rebuilding the metropolitan railway system and will mean a vast improvement in maintenance standards and a reduction in operational time losses.

The new depots will be fitted with the most modern train maintenance equipment, tailored to the Comeng train fleet and future train types.

Undoubtedly one of Melbourne's better known landmarks, Flinders Street Station, presents a unique development opportunity.

The Met is offering the rights to airspace above the station platforms, concourse and certain portions of the station building for commercial development.

One of the key objectives in the project is the full restoration of the station building. Station platforms will also undergo refurbishment.

The quality of The Met's service is partly judged by the appearance of facilities and vehicles.

The Station Reconstruction Program covers the refurbishment or rebuilding of each station in the system over the new few years. If a station is damaged beyond normal maintenance repair or if it no longer meets the needs of customers or staff, it is scheduled for reconstruction.

Another station improvement program aims to make stations more attractive through landscaping and the removal of graffiti. Poor signage and graffiti can act as a deterrent to potential customers even though services may be excellent.

Both programs are working towards making stations and amenities practical and attractive and keeping them that way.

An innovative approach to minimising graffiti has also been developed — colorful murals depicting lifestyles and community activities are appearing at selected stations.

A well designed and maintained mural is refreshing and can actually assist

in reducing graffiti problems by restricting space available for graffiti and providing a legitimate outlet for local artists.

Developing stations and integrating them with local community projects and developments is another fresh approach by The Met.

The forerunner in this program is the new Broadmeadows Station Development, which will include new station facilities and commercial developments.

Until its re-development, Broadmeadows Station was a constant target for vandals. It was demolished to make way for a \$7.2 million development. Local residents will have the benefit of a new station, a bus interchange, new traffic signals and a pedestrian overpass, plus a restaurant, shops and office space.

Through re-development and by responding to the needs of the community The Met is consolidating the future of Melbourne transport.



Into the future

The city of Melbourne is growing and changing. To keep pace, The Met's services are frequently assessed, and where demand occurs, expanded and altered.

Anticipating Melbourne's growth, The Met developed 'MetPlan' — a strategy to meet the transport needs of Melbourne into the twenty-first century.

It focuses on The Met's resources and our city's changing requirements over the next 15 years. Its goal is to make public transport in Melbourne a viable alternative to the private car.

Proposals included in MetPlan:

- An expansion of train and light rail services, special cross-town bus services and more feeder services to trams and trains.
- Decentralisation of train maintenance and stabling facilities.
- Modal interchanges at major district centres.
- New and simplified ticketing system.
- Rail stations integrated into local communities incorporating shops and other facilities.
- Improved access for people with disabilities.

The extension and improvement of Met services is expected to increase patronage by 20 per cent to 360 million trips per year over the next 15 years.

A key feature of MetPlan is the expansion of the train network and extension of a light rail network. All major new corridor developments in Melbourne will be served by train or light rail.

These two networks, together with a new network of cross-town bus routes called MetLink, will provide for longer distance journeys. The existing bus and tram networks will continue to provide for local, shorter city trips and cross-town trips, including the feeder services to the train, light rail and MetLink networks.



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Taking it to the world

As an operator of a fully-integrated multi-modal transit system, The Met is continually involved in the planning and evaluation of system improvements. This practical experience has enabled The Met to develop strong costing, financial and operational analysis capabilities. The Met has developed considerable expertise in design and specification of major transport projects in all areas — vehicle, electrical, signalling, track and depot construction, mode conversions, vehicle control systems, rostering, timetabling, ticketing and all training programs.

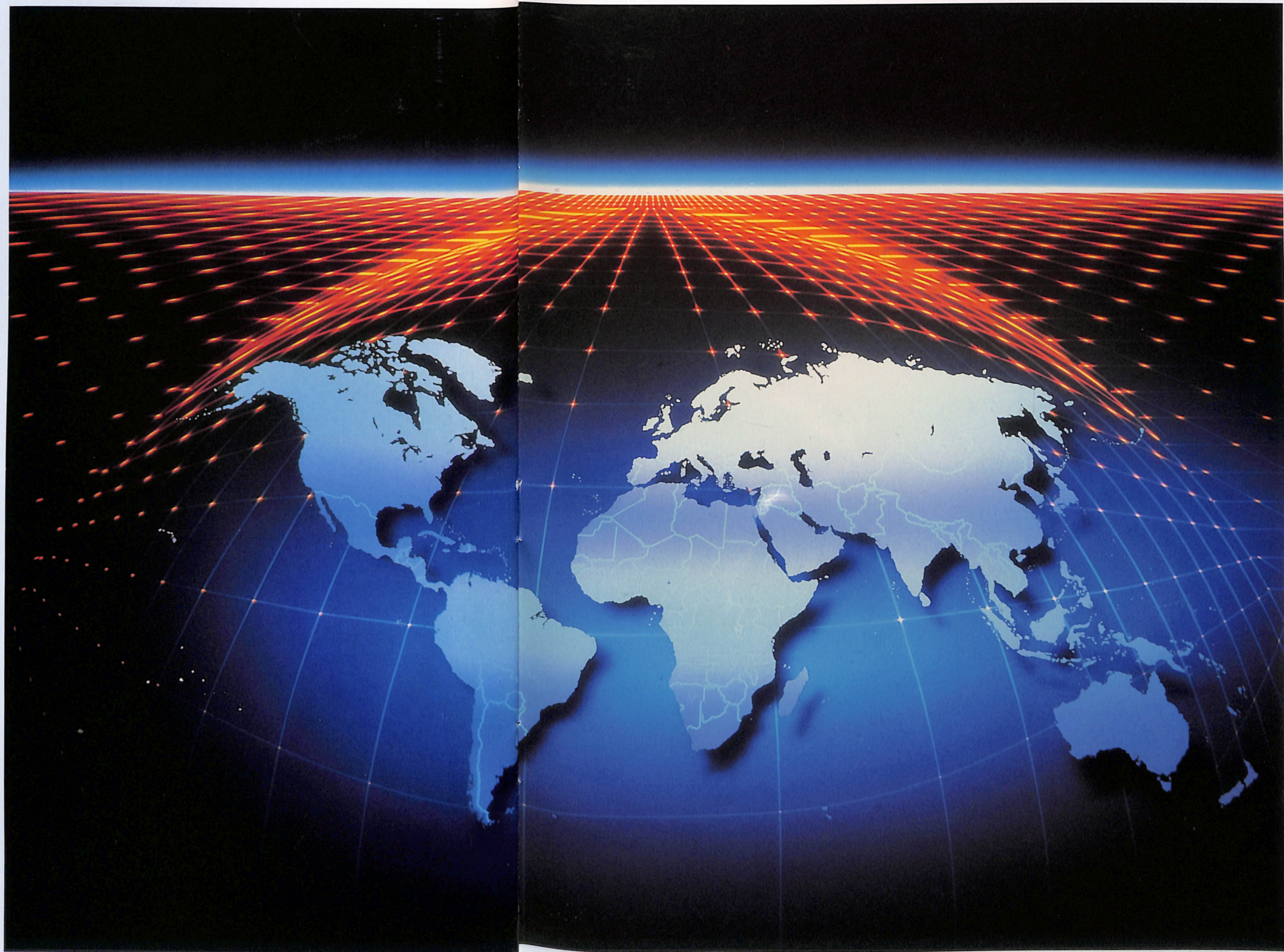
When competing for construction or consultation contracts, The Met's major advantage over many competitors is that it can demonstrate a working integrated public multi-modal system.

Interested parties can visit Melbourne and experience the system for themselves. It is not just a theory but an operational reality.

It was this expertise and experience managed through its consulting arm, Melbourne Transit Consulting Services that won The Met, in partnership with Leightons, a \$200 million contract to build a light rail system in Hong Kong. This involved consultancy, construction of the system, training of staff, supply of light rail vehicles and commissioning of the system.

In 1988 the Hong Kong light rail project was completed on time and on budget.

The Metropolitan Transit Authority is the complete transit authority. Together with Melbourne Transit Consulting Services, it combines over 100 years practical experience with up-to-the-minute expertise on light rail, trams, buses and train services.



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