

Future Melbourne 2026: Transport Reinvestigation

**Analysis of public comment to inform the City of
Melbourne's revised Transport Strategy**

Global Research *for* City of Melbourne

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Table of Contents

Overview.....	2
Key findings.....	3
Methodology and Report Structure	6
Transport’s place in Future Melbourne 2026	7
Theme discussions.....	8
1. City space allocation.....	8
2. Car-use	11
3. Walking.....	13
4. Cycling	14
5. Public transport.....	16
6. Transport pricing	20
7. Parking.....	21
8. Emerging transport technologies	23
9. General transport comments.....	24

OVERVIEW

This report is analysis of transport-related comments received during the City of Melbourne's (CoM) Future Melbourne 2026 consultation process, which took place in March 2016. Existing data has been reinvestigated to identify, synthesise, analyse and present comments made on transport topics in order to inform CoM's future strategic transport planning.

Global Research was commissioned to:

- Reanalyse Future Melbourne 2026 community engagement comments, to investigate transport related topics.
- Synthesise and describe findings relating to transport, in precise themes and topics.
- Prepare a report thematically describing relevant comments enabling the City of Melbourne to better understand community perceptions and aspirations for transport.

Objective:

- This report, along with City of Melbourne discussion papers (and other resources), will inform Councillors, CoM staff and the public in discussions over the direction of the Transport Strategy.

Analysis:

- All transport-related comments within the existing Future Melbourne 2026 NVivo (analysis software) project were identified and analysed under themes and topics, for the purpose of informing the update of the City of Melbourne Transport Strategy.
- Every comment was read and coded by an analyst.
- Comments ranged from single word responses (most commonly answers to survey questions), to comprehensive submissions comprising many words and describing detailed ideas, proposals or opinions. The context of the original Future Melbourne 2026 initiative was kept front of mind during analysis, to ensure data wasn't incorrectly interpreted.
- The content and sentiment of the Future Melbourne 2026 comments directed the synthesis, analysis and presentation of findings, which appear in this report.

KEY FINDINGS

Overall, 1,189 transport-related comments were identified in the original Future Melbourne 2026 data for reinvestigation.

The public transport topic received the most comments with 503 comments made, followed by cycling, which received 211 comments. The headings below present the key points made on individual topics within each of the themes, discussed in detail in the body of the report.

City space allocation

The most commonly identified themes regarding the allocation of city space were:

Perceptions: **Road congestion** is a problem, largely brought about by inadequate planning for population growth and subsequent increased road-use.

Aspirations: **The road network** be just one of a number of infrastructure types used for transport.

The road network be maintained to support current and projected road traffic.

Road congestion be addressed so that people are more able to move freely about the city.

Car use

The most commonly identified themes regarding car use were:

Perceptions: No comments specifically addressed car use perceptions, comments that potentially could have been discussed here were instead discussed under *City Space Allocation*, and *Congestion*.

Aspirations: **Less or no cars** in the city centre was a priority for the majority of respondents.

Car dependency in general was viewed as a practice that is becoming outdated, and promotion of alternative modes of transport is desired.

Walking

The most commonly identified themes regarding walking were:

Perceptions: **Safety** was considered a problem for pedestrians.

Health benefits associated with walking were inferred from the multitude of comments which conveyed an aspiration for walking as a preferred option for Melburnians.

Aspirations: **More walking** in general was important to the majority of respondents.

Active transport modes were often commented on together, e.g., walking and cycling.

Making it easier/safer to walk was considered the way to achieve a more active city lifestyle.

Cycling

The most commonly identified themes regarding cycling were:

Perceptions: **Cycling** was viewed as both valued and accessible, yet in need of infrastructure improvements (for improved safety and connectivity).

Aspirations: **A 'cycling city'** was seen as a worthy and achievable goal for Melbourne.

The cycle network was viewed as promising, in that it is partially completed, but the call is for a more connected network to promote cycling as a mode of transport.

Dedicated cycle ways were most often called for as a measure to improve cycling.

Active transport modes were often discussed together, e.g., walking and cycling.

Public transport

The most commonly identified themes regarding public transport were:

- Perceptions: **Overcrowded** public transport was viewed as problematic.
Public transport was noted in simple terms as a main priority for Future Melbourne.
- Aspirations: **Better or more efficient public transport** was called for generally, often in relation to services contributing to improved environmental or health and wellbeing outcomes.
Increased services/frequency/connectivity were cited frequently as ways to achieve a better public transport system.
An expanded network (e.g., to/between outer suburbs) was seen as another way to improve public transport and its accessibility for all Melburnians.
Airport connection by public transport was a priority for some, often in the context of Melbourne being competitive as a global tourist destination.

Transport pricing

The themes identified regarding transport pricing were all related to public transport:

- Perceptions: **Public transport fares** were considered too expensive for some, and OK for others.
- Aspirations: **Free/reduced fares** on public transport were desired by some, particularly for students, tourists, and the elderly, as a way to encourage use and accessibility.

Parking

The most commonly identified themes regarding parking were:

- Perceptions: No current perceptions of car parking were stated. However, inferences can be drawn from aspirational comments that car parking in the CBD is thought to be both too prevalent by some, and not prevalent enough by others.
- Aspirations: **Less car parks** in the CBD was thought to be safer, more attractive, and to encourage less car use in the city.
More or different ways of parking cars were desired by almost as many as desired less. Comments identified ways in which cars could more efficiently be accommodated when not in use.

Emerging Technologies

The most commonly identified themes regarding emerging technologies were:

- Perceptions: No comments explicitly addressed emerging technologies with regard to transport. However, it can be inferred from aspirational comments that many people perceive emergent technologies as significant.
- Aspirations: **Driverless vehicles** were emphasised as a technological innovation that needs to be addressed and accommodated in Future Melbourne.
Electric cars and their supporting infrastructure were considered a priority.
Embracing technological solutions to transport (and other) problems were viewed by some as a way in which Melbourne can achieve the status of a 'global city'.

Word cloud of 50 most frequently used words/concepts in all themes

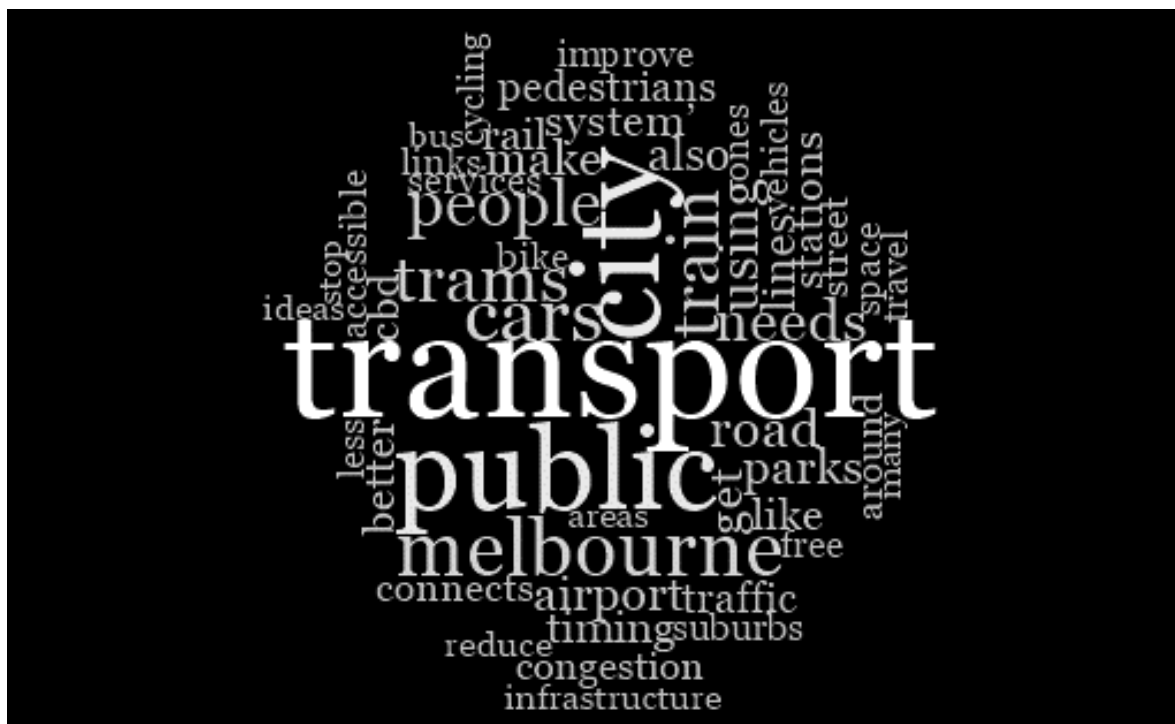


Figure 1: The 50 words most frequently found in comments

METHODOLOGY AND REPORT STRUCTURE

Methodology

The findings in this report are based on a reinvestigation of the information collected from the Melbourne community during the Future Melbourne 2026 process, completed by the City of Melbourne in mid-2016. Global Research completed the original collation, coding, synthesis and reporting of the Future Melbourne 2026 community ideas and comments.

To complete the analysis, Global Research was guided by the City of Melbourne whose discussion paper topics (in progress) provided a topic list. This initial topic list was added to by Global Research analysts, based on knowledge of the information contained within the Future Melbourne project and what was learnt by querying and analysing the suggested topic list.

The transport topics were investigated for perceptions and aspirations. Perception comments included statements conveying how people feel about current transport issues. Aspiration comments include all statements on participants' transport-related hopes, wants or wishes (for the future). Current perceptions can be inferred from the nature of the aspirational comments, however, only statements that explicitly state a perception are discussed under *Perception* headings.

It should be noted that the data was initially intended to inform the Future Melbourne 2026 visioning process. This consultation process asked for peoples' visions, and so naturally garnered more comments of an aspirational nature. A different consultation process, solely focused on analysing appraising transport, would have delivered different results. With that factor acknowledged, these finding can still be considered a broad representation of pertinent transport issues for the CoM community.

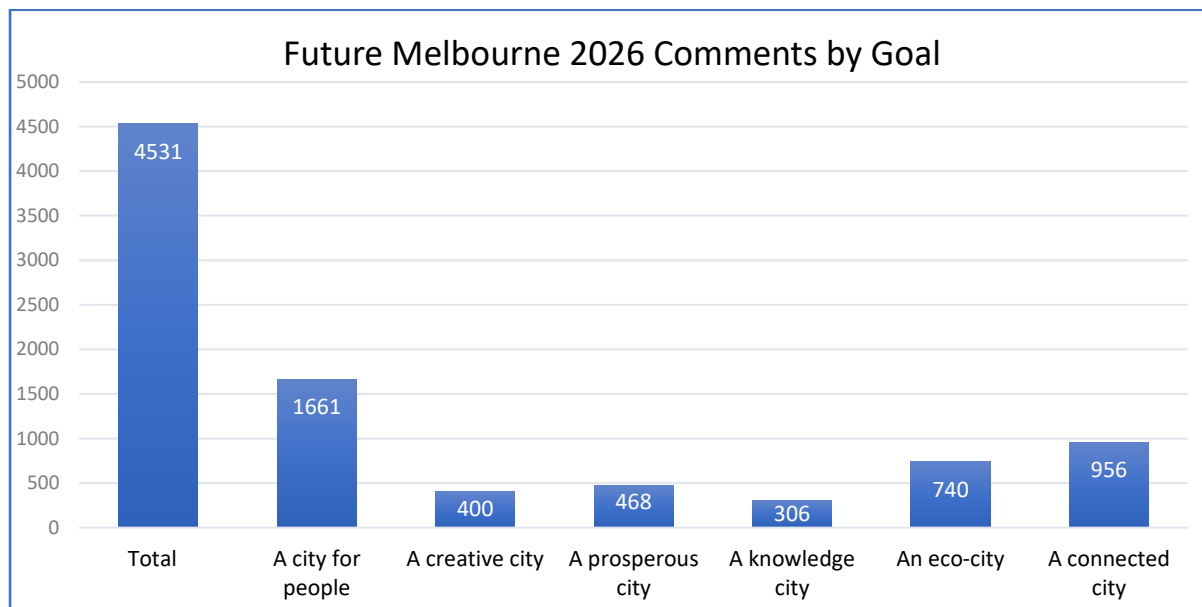
Report structure

- The discussion that follows commence by placing transport comments within the context of the whole Future Melbourne 2026 initiative, then moves on to present findings for each transport theme.
- Each theme discussion begins with an overview that summarises key points across that theme; this is accompanied by a chart illustrating the comment numbers. Each topic discussion is a synthesis of the main points made by the CoM community on that topic. Under topic subheadings, discussion is ordered from those which received the most comments, through to those that received the least. A selection of representative quotes is included to illustrate key points.
- The number of comments identified on each topic is presented to indicate the relative amount of opinion provided. These numbers present a consistent indication of the weight of discussion in particular areas, but do not indicate that a particular topic is more or less significant than others for the broader community. Summaries of the numbers are presented as charts at the start of each section.
- A small amount of repetition may occur in parts of this report, this is so that readers are able to target sections of relevance to them, without reading the report in its entirety.
- Note that some topics are difficult to separate into distinct categories. When this was the case, analysts identified the most suitable category under which to discuss each topic. E.g., comments addressing congestion that did not mention a type of vehicle are discussed in *Congestion*, however, comments which identify a specific vehicle type are discussed under that vehicle type (e.g., freight vehicles, cars, etc.). So, although comments conveying the sentiment 'less cars' may refer to congestion, they are discussed under *Car use*.

TRANSPORT'S PLACE IN FUTURE MELBOURNE 2026

The original Future Melbourne 2026 consultation process gathered over 4,500 comments across 6 broad goals. Of these goals, the majority of the 1,189 transport-related comments discussed in this report came from: **Goal 6. A connected city**, which grouped comments relating to movement around and through the city under several themes (*Priorities* in the original report).

The following chart shows comment numbers across the 6 goals of the initial Future Melbourne 2026 consultation process.



For this reinvestigation of the data, relevant comments were identified within both *Goal 6. A connected city*, and other *Goals* that discussed transport, for example *Goal 5. An Eco-city*, which included topics such as green transport and vehicle emissions.

Note that *Goal 1. A city for people* was largely about liveability, communities, and urban design. Although this report uses the same phrase in relation to *Theme 1. City space allocation*, the original goal did not address transport directly.

THEME DISCUSSIONS

The following sections discuss comments by theme.

Perceptions are discussed first, even though comments are overwhelmingly aspirational in nature. Charts under each theme heading show the total number of comments for each theme, followed by comment numbers for perceptions (if any); all other bars represent comment numbers for aspirations.

Under each sub-heading, discussion begins with the most-commented on topics and progresses through to the least-commented on topics.

1. City space allocation

City space allocation broadly addressed how the public envisages the future planning and prioritisation of transport in the city.

Within this theme, the predominant perception was that road congestion is a concern. Aspirations, which numbered far greater than perceptions, showed contention over whether the allocation of space in the city should centre on cars and

traffic, or on people. Topics included: improvements in the efficient movement of people and traffic in the city via the road network and what it caters for; investment in wider roads for fluid traffic movement; harnessing innovations in technology to plan for the movement of people and goods throughout the city, and; prioritising people in the design of the city (as opposed to traffic).

Note that themes 2. *Car-use*, 3. *Walking*, and 4. *Cycling* also address the allocation of city space. As these topics garnered many comments, they are each discussed under their separate topic headings. Comments discussed in this section address how participants feel that traffic movements through and within Melbourne ought to be prioritised, hence, comments are mostly about traffic and the road network in general.

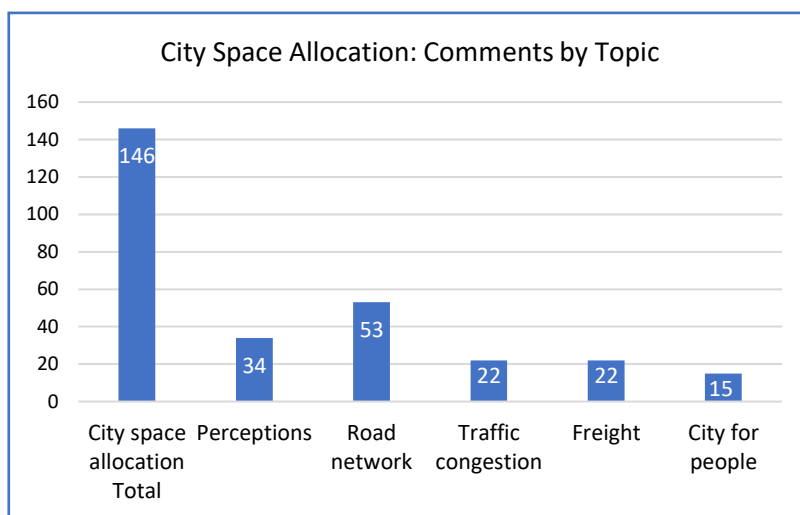
1.1 City space allocation: Perceptions

34 comments

Current perceptions of city transport planning were mixed and included a diverse range of responses, with concerns over congestion taking precedence. Additional concerns identified by the public include: fear that more roads will encourage more auto-dependency; lack of connectivity between the inner city and outer suburbs; uncontrolled growth corresponding with dysfunctional transport options and, more positively; the potential for green spaces in future planning.

Some people saw city and neighbourhood connectivity to accommodate cohesive growth and support diversity, while a few others shared their appreciation of wide pavements and roads.

Additional comments conveyed the disruptive way in which planning has been seen to allow multiple construction sites along one road, and one cyclist mentioned how the modifications to Malvern Road have caused greater conflict between cars and cyclists.



- **Traffic congestion:** The existing perception of traffic congestion levels is largely negative, with around 25 people expressing a strong degree of frustration. Half of these comments also identified the correlation between congestion and a lack of planning for population growth and the “over-development” of some areas.

The growth in population and the increase in inner Melbourne density create the biggest challenges to the structure of the city e.g. transport, amenity, facilities, traffic

The “overflowing” city traffic was referred as adversely affecting quality of life and the city atmosphere, with some comments reacting negatively towards car usage, with others believing that the existing transport layout does not adequately accommodate the flow of cars.

Around five people discussed current congestion as a catalyst for an improved public transport service, while two people mentioned the need to implement a congestion tax in the CBD.

1.2 City space allocation: Aspirations

99 comments

ROAD NETWORK

53 COMMENTS

Aspirations for road network planning were divided into two clear groups, one in support of reducing car dependency in the city and the other in support of improved road infrastructure for vehicles.

- **Multi-modal transport:** The first group of respondents (around 25 people) shared their support for multi-modal public transport options to reduce auto-dependency and congestion, as well as creating opportunities for green space, safer environments for pedestrians and cyclists, and reduced carbon emissions in the city. Additional comments supported dedicated bus lanes, free connections into the city through park and ride systems.

It is crucial to tackle the inequality of road space, a term I call Road Privilege. By this I mean fair allocation of road space to more vulnerable and more sustainable users - namely the pedestrian and the cyclist (and to a lesser extent, public transport).

- **Improve road infrastructure:** The second group (around 20 people) believed that wider roads, more connected and fluid ring-roads and freeways, and additional lanes were important for movement in and out of the city. Suggestions from this group included reducing footpath space, removal or modification of traffic lights, a one-way road system, and arterials through the CBD to simplify traffic flows.
- **Other outlying considerations** for planning included the lack of security at night on pedestrian-only streets, regulation towards building frontage and road characteristics, and consideration of how Uber is integrated into transport planning.

TRAFFIC CONGESTION

22 COMMENTS

Aspirations for addressing traffic congestion varied greatly across responses. Some simply stated variations of “reduce congestion” as an aspiration for the city, while others presented solutions to resolve the issue, including: improved and sustainable public transport options, prioritising pedestrians and cyclists, encouraging flexible business hours to improve traffic flow, road-user charge or petrol taxes in the CBD to encourage conscientious behaviours, and a strategy around urban sprawl.

Growth and urban density are important because with a population boom it is important to make sure that Melbourne doesn't turn into a city full of dark shadows from towers and impossible roadways.

FREIGHT MOVEMENT

22 COMMENTS

All comments regarding freight movement observed that there is an existing dysfunction in the movement of goods in and around the city. Utilising innovations in technology and data capture was the most popular solution, with around five people suggesting it as the future of freight movement. These comments recommended both drone delivery in the CBD and using automated “smart” operations to streamline goods movement according to road usage data, as well as avoiding inefficient “half-loading” of trucks.

Future infrastructure -- The city needs to change the way that technology is used for logistics and transport.

Freight-only detours or links to connect areas was also discussed, and a few people referred to creating a centralised logistics hub to develop a more efficient primary freight strategy.

Additional comments presented the need to reduce goods movement during peak congestion times in the CBD. Curfews and height restrictions were identified as ways to address congestion and make the CBD safer for cyclists and pedestrians.

Some outlying responses, however, mentioned the lack of spaces for delivering goods within the city, with new developments not planning adequately for taxis, disability, service and emergency vehicles.

New developments need to have visitor parking for deliveries - given internet shopping; and for furniture/removal trucks - given often high turnover of residents on annual leases in apartments.

CITIES FOR PEOPLE, NOT TRAFFIC

15 COMMENTS

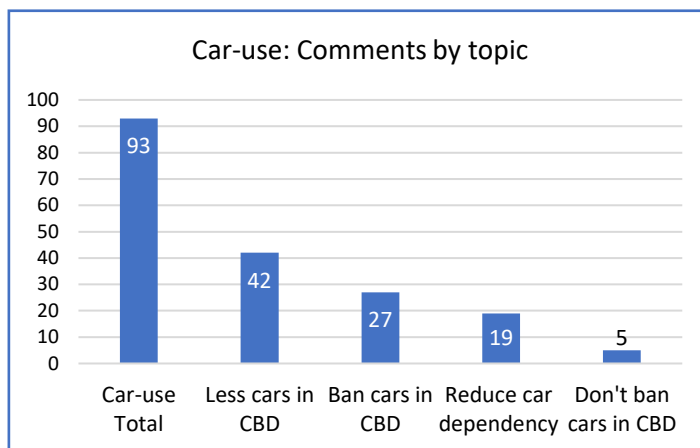
These comments all expressed different variations of the same sentiment, that the city should be built for people, not for traffic movement.

People vs cars. One person in a car takes up between 20 and 40 square metres of public space. With over 1 million visitors every day we are not going to be able to afford that kind of extravagant waste of space. The CBD and its surrounds will have to become a REAL people dominated space, with pedestrians, cyclists and public transport as the dominant modes and private cars well down upon the list.

The rationales for this included: prioritising liveability and community, cars as a waste of space allocation, and noise reduction.

2. Car-use

No comments specifically discussed their perceptions of using a car in the city, however a large number of people responded with their aspirations for less car usage in the future. Most of these responses simply called for less cars in the CBD, with a proportion suggesting banning cars completely. Five people explicitly opposed banning cars from the CBD. Additional comments aspired for more behavioural change, through less dependency of the public toward private cars.



2.1 Car use: Perceptions

0 comments

No comments specifically addressed their current perceptions of car usage.

(Note: General usage comments were mentioned elsewhere under 'congestion' and 'traffic', comments here are ones that explicitly referred to using a car.)

2.2 Car use: Aspirations

93 comments

LESS CARS IN CBD

42 COMMENTS

Public aspiration for less cars in the CBD revealed a desire for the city to prioritise the people moving about the streets. Most comments simply asserted the need to reduce cars, however some people mentioned the direct benefits to be had with the additional space made available.

- **Less cars:** Around 30 of the responses simply stated, “less cars” with the objective of increasing public transport to connect the city.

less vehicles in the city, and a workable solution to getting people out of cars before the CBD and onto public transport systems.

Others within this group voiced their view that less cars will mean a more friendly city, with more of the public using bicycles.

- **More space on the streets:** Around ten participants talked about the civic benefits of reducing car presence in the CBD. Such benefits included: safety, less noise, emissions control, more open space and calm, comfort for pedestrians, and increased urban density.

People vs cars. One person in a car takes up between 20 and 40 square metres of public space. With over 1 million visitors every day we are not going to be able to afford that kind of extravagant waste of space. The CBD and its surrounds will have to become a REAL people dominated space, with pedestrians, cyclists and public transport as the dominant modes and private cars well down upon the list.

One person suggested a car-free nights or weekend strategy, “when most people are out” as a way of reducing car usage in the CBD, however another comment stated that although less cars is positive, exclusions must be made, such as taxis, emergency services and disability vehicles.

BAN CARS/TRAFFIC IN CBD

27 COMMENTS

The prevailing sentiment in these commenters was to simply ban private car usage in the CBD. Some of the reasons provided by people include: utilising the former streets as parks, pedestrian malls or green spaces, lowering carbon emissions and unhealthy fumes in the city, and to prioritise people, cyclists and allocate more investment towards public transport alternatives.

Additional responses suggested that other matters, such as population density, could be addressed through innovative use of the space once occupied by cars.

Close the city to private cars (or set up usage fees that seriously discourage them). Buy the city car parks and turn them into low cost housing, or short term (overnight) low cost hotels cubicles for country and interstate visitors or innovation centres for hi tech innovation businesses.

REDUCE CAR DEPENDENCY

19 COMMENTS

These comments expressed their aspiration for a more healthy and liveable city, where people are not reliant on their “love affair” with cars. Future thinking, enhanced streetscapes, reduction in emissions and noise pollution, and community aspirations were some of the arguments presented in these responses. They also challenged how this could be achieved in the city, calling for “workable solutions” and a “radical approach”.

Urban exclusivity -- yes a community not dependant on cars and the traditional street scape with the enhancement of closed streets and community transport environmental vehicles and community interaction

DON'T BAN CARS IN CBD

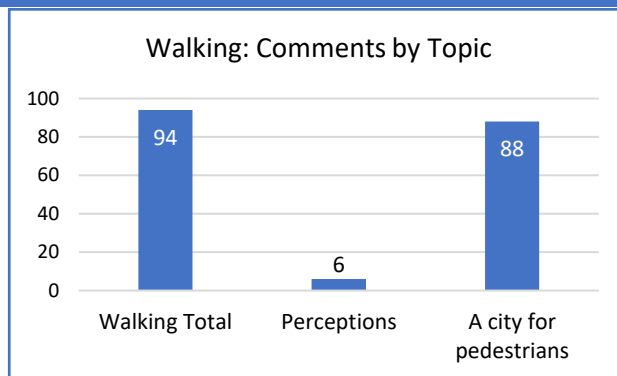
5 COMMENTS

Five comments disagreed with the idea of banning cars in the CBD. Practicality and efficiency of movement were reasons identified by these people, however the degree of explanation was minimal, as indicated by the following comment:

I don't think it is practical to completely ban cars from the CBD. However, many measures could be taken to significantly reduce the number of cars in the CBD.

3. Walking

A few people commented on their perceptions of walkability in the city – the streets being perceived as unsafe, with a strong distrust among pedestrians towards drivers, was the most common sentiment. Aspirations for city walkability largely came alongside the desire for a reduction in car usage and increase in public transport and other forms of active transport, such as cycling.



3.1 Walking: Perceptions

6 comments

Perceptions of walkability in the city were largely influenced by levels of perceived security and safety felt by respondents as pedestrians. Around three comments explicitly mentioned the difficulty or danger of crossing roads, and their distrust of car drivers.

Crazy - the footpath either side of Punt Rd opposite South Yarra Primary school is already dangerously narrow... Try watching the cars that don't stop. The footpath at this point definitely needs to be widened. Kids safety matters more than car movement.

One response stated that the increase in traffic congestion is the cause of minimising space and feelings of safety for pedestrians. However, another person talked about how great Melbourne is as a walking city, using the laneways, Bayside and Docklands pedestrian networks as an example of “leisure and discovery” for people on foot.

3.2 Walking: Aspirations

88 comments

All responses express their aspiration for a CBD that favours pedestrian movement. The degree to which the CBD should be pedestrianised, however was mixed. Some comments called for the removal of private cars completely, opening carriageways that are dedicated to public transport, cycling, walking and green spaces for micro-climates. Others identified specific streets to pedestrianise, for example: Elizabeth Street, Spencer and Bourke to King, and the ‘Paris End’ of Collins and Spring Streets. Other comments simply aspired for safe and pleasurable, less-crowded streets to walk around the CBD.

I would like to see a more romantic safe and inclusive city. Melbourne city is a dangerous place that is difficult to move about in by foot, car or by train. A city that encourages and make it easy to travel with children, crossing roads and steps

Arguments given for a pedestrian-oriented city included encouraging “active transport”, physical and mental health benefits, leisure and entertainment, as well as activating shop frontages and retail opportunities.

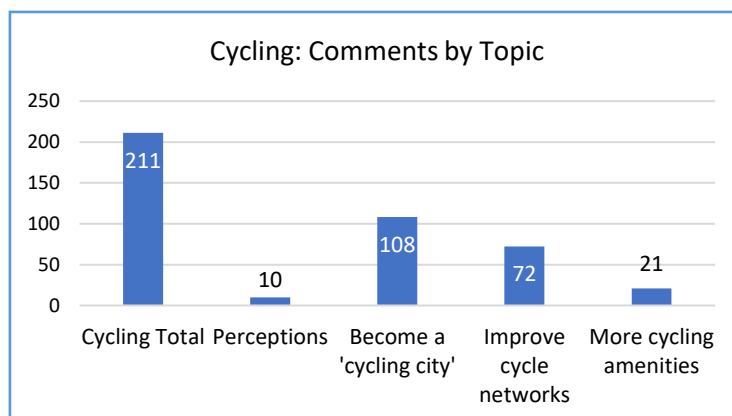
Around 30 of the responses discussed pedestrianised aspirations for Melbourne mutually with multi-modal transport outcomes; where different public transport options, cycling and walking will become co-dependent in the future city. A few additional people mentioned timed road closures, whereby the city is opened to pedestrians during the lull in traffic.

Another 15 comments described more future-thinking prospects such as sky-walks in Melbourne, or elevated walkways, with some explaining that this will allow room to install green infrastructure alongside the road ways beneath.

I'm looking forward to a CBD designed for me, and anyone in an electric wheelchair, to traverse it from south east to north west via interlinking buildings, without ever having to set foot on the pavement.

4. Cycling

Cycling was often mentioned as a desired form of active transport, and often this was alongside walking. The sentiment most often conveyed was that active, and forms of transport other than personal cars, was the way of the future, and a necessary step to take for a healthy city, with a healthy population.



4.1 Cycling: Perceptions

10 comments

Participants made observations that cycling in and around Melbourne was either good, adequate or promising. Most of the perceptions noted that as a cyclist, they found the experience pleasant, and wished to see further improved cycle networks (e.g., the 'plugging of gaps' in the network for a more comprehensive system). Those who observed without identifying themselves as cyclists liked seeing the increase in the number of cyclists, identified Melbourne as a world leader as a cycling city, and made suggestions that the outer suburbs keep up with developments in this area.

4.2 Cycling: Aspirations

201 comments

BECOME A 'CYCLING CITY'

108 COMMENTS

- **Melbourne as a 'cycling city'**: Seventy-four participants either specifically mentioned Melbourne as a cycling city, or mentioned cycling in a way which connected their cycling comments to the city as a whole.

In great cycling cities, cycling appeals to almost everybody as a feasible, logical, and convenient form of transport (or recreation/exercise), not just to the 1% that are fearless enough to battle it out with traffic on the road.

Healthy Cycling City

People had a variety of suggestions as to how Melbourne might become a 'cycling city', some of which are discussed elsewhere. Many of these were about safety (see below). Other ways that 'cycling city' status could be achieved included: planning, education, infrastructure, amenities, support and attitude change.

Outlying comments included encouraging employers to provide incentives to employees who cycle, and one person who recommended rigorous policing of cyclists who break road rules.

- **Encourage cycling by making it safer**: People identified safety as a concern for cyclists, and one that potentially reduces the numbers of people who use cycles as a form of transport. Twenty-nine comments noted that making cycling safer, or increasing perceptions of safety, would encourage cycling. Scandinavian cities, in particular Copenhagen, were mentioned as examples of how cycling can be both safe, and incorporated into every day city life.

Melbourne's flat topography is ideal for cycling but cycling routes could be much safer.

- **Remove helmet law**: Somewhat counterintuitively, five people recommended removing the mandatory helmet law as a measure to increase cycling safety. The law is viewed as potentially ineffective as a safety measure, and one which hinders cycle use.

- **More or improved cycle lanes:** Participants who addressed aspirations about the cycle network mostly called for more, or improved bike lanes. Thirty-four comments spoke in general terms of wanting more, or better cycle lanes. It was anticipated in many cases that this would increase cycle use rates, the inference being that this was good for reducing road congestion, and for general health.

Create bike lanes and paths that make cycling to work a no-brainer due to it being so cheap and fun!

Bike paths should be upgraded and maintained to encourage usage.

In some cases, elaborate suggestions included specific areas for improvement (such as the potential for aerial bike routes), but in most comments the sentiment was conveyed in simple terms, as the quotes above indicate.

- **Dedicated cycle areas or other cycle priority measures:** Twenty-six participants spoke of creating more cycle paths that are either more obviously separated from road traffic (through creating wider or more clearly marked cycle lanes), or that are physically separated from vehicle traffic.

I think the key to a successful future as a true bike city is to engineer the complete separation of cyclists from cars and pedestrians.

In most cases this was thought to result in moving people more efficiently around the city. In a few cases people anticipated that this would also reduce tension between road users in vehicles and those on bikes. Copenhagen was identified a few times as an example to emulate. An additional measure for prioritising cyclists included sequencing traffic lights to improve continuity for cyclists.

- **Better network connectivity:** Several participants commented that a smoother cycle journey could be achieved through a more or better-connected network. In some cases people spoke of better links within the cycle network as desirable to promote cycling (e.g., ‘plugging the gaps’), and in other cases better connections between the cycle network and other forms of transport were called for (e.g., transport hubs for cars, trains, and trams, as well as pedestrians).

Melbourne bike routes are like a crappy love life: you think your taking a safe path then it cuts off without any signs leaving you hella vulnerable. So, when making a bike path, commit to it, make it long-lasting, continuous and secure.

- **Other:** One person commented that bike riders should be “registered to use roads”. They anticipated that this would create capital for building new cycleways.

MORE CYCLING AMENITIES

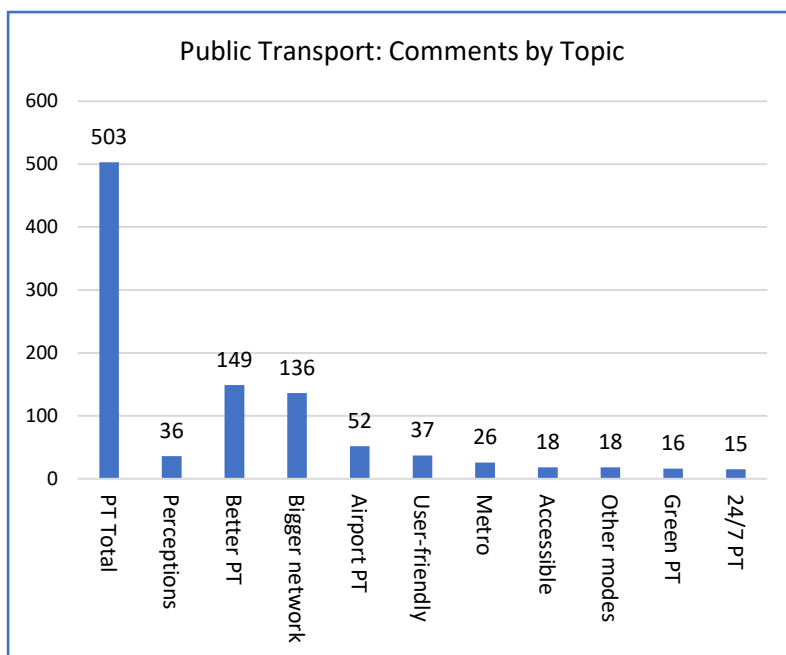
21 COMMENTS

In addition to calling for more cycleways and better networks, participants identified other amenities that they consider would encourage cycling as a mode of transport in Melbourne. Most of these comments were about making it easy for people to cycle, with bike share options the most frequently mentioned. The following measures were also suggested. A metro-map style publication for cyclists, making available places to shower and change once at a destination, cycle hire at key transport hubs, addressing safe cycle storage issues both at home and once at your destination (e.g., bike cages), the option of using a MYKI pass to swipe for access to a share bike, beautifying cycle ways with LED lighting displays.

it would be good to have secure bike racks possibly with a cage and having your own code/key to get in.

5. Public transport

The public transport theme received the most comments of all the themes discussed in this report. Participant comments about perceptions of and aspirations for public transport were in excess of 400, significantly more than any other theme. Often the context was in regards to identifying public transport as an issue that the city will need to focus on in future, although there were also a substantial number of comments in which multiple inter-related transport issues were raised.



5.1 Public transport: Perceptions

36 comments

Public comment on perceptions of public transport were largely about the current system being unable to cope with the volume of people who use it. Thirteen comments stated that trams, trains and public transport in general is overcrowded. In some cases it was stated that this makes for an unpleasant experience, and acts as a deterrent.

The trams are already heaving with people - standing up all the way - that's unacceptable.

Five comments addressed the situation from the perspective of those living in the outer suburbs; they state that the journey takes too long. The public transport system was spoken of as confusing, or difficult to use (in unspecified ways) in four comments. In a few cases public transport was viewed as unsafe, as good, and as 'dirty' (diesel fumes and noise from buses were identified as a source of pollution). Single comments included: trams cause congestion (and hold up car traffic due to their slow cornering), trams add to a sense of place, and that Melbourne public transport is one of the worst systems worldwide.

5.2 Public transport: Aspirations

467 comments

BETTER OR MORE EFFICIENT PUBLIC TRANSPORT IN GENERAL

149 COMMENTS

Several themes and topics emerged from the comments made on aspirations for a better, or more efficient public transport in general. Key topics raised under each of the themes are discussed below.

- **Improved public transport:** the word most commonly used in the call for better public transport was variations for 'improve'. In around one hundred comments people used either 'improve/improved/improvement' or 'better' in relation to public transport.

Any improvements to public transport will assist citizens: locals and visitors, to move around and will make the city greater.

In addition, the following words were also used to convey this sentiment: good, sophisticated, world-class, and fix. Most often the aspiration for better public transport was stated simply in the context of making improvements to any existing functioning system – or even more simply

by noting ‘public transport’ as a key priority for Future Melbourne. In many cases, public transport was spoken of less favourably, in relation to the city simply needing a basic, or adequate system that operates with reliability and efficiency

Efficient and seamless public transport in and around the city.

- **Encourage public transport use:** making public transport popular, and the first choice for citizens and visitors, was seen by many people as desirable. Popularity and increased use of public transport was viewed as a natural consequence of an efficient and reliable system. People stated that this should be a goal for the city. Benefits that people associated with this included ease of movement around the city, less congestion, a reduction in travel times, reduced environmental impact, and improved personal health.
- **Growth of capacity as population grows:** In around ten cases, the call for better public transport was noted alongside observations that there is a need for the capacity of public transport to grow or increase in line with population growth.

Public transport will need to be updated to cater for the increased population

PUBLIC TRANSPORT NETWORK EXTENDED OR MORE FREQUENT

136 COMMENTS

- **Extended network/new lines:** Peoples’ aspirations for Melbourne public transport that were more specific, most often discussed network extensions in their vision for Future Melbourne. Dozens of comments in this section expressed a view that networks should be extended to reach more places in the city, often the outer suburbs.

Also existing lines extended and upgraded. This will allow our suburban ‘second cities’ to grow and compliment the greater city, while allowing for suburban growth corridors to be well serviced, inclusive of our growing metropolitan city.

Several people suggested cross-city rail, or a loop rail system connecting several points around the CBD. A loop system was perceived by people as a means for greater mobility about the city without the need to change trains in the city centre – thus is seen as a solution to CBD congestion and needless travel.

- **Improved connections:** Many people highlighted that smooth running public transport relies on a well-connected system. Comments used words such as ‘connected city’, connectivity and well-connected to convey this. Improved connections were identified as one way to improve Melbourne transport for the future, with many people highlighting network connectivity as a priority.

We need our public transport to connect and that means better links between buses, trams and trains.

There should be an extra line added to connect to other lines easier, without having to go through the CBD every single time. Most other cities in the world have this, this would reduce the stress on the city loop and CBD stations as well by not needing to funnel every train through the city stations.

Several people identified ways in which connectivity might be improved. Most often these suggestions were about specific travel routes. Suggestions included: an extended tram line in Burwood, “a direct tram from Chapel Street to the other side of the city”, extend the tram network to include Kensington, and, addressing the “missing tram link from Richmond to Southbank”.

- **More frequent services/better timing:** People stated that more, more frequent, or better timed public transport should be a priority. Many of these comments used phrases such as “more trains”. This could mean more physical units, or more frequent arrival of them, but the sentiment is clear that people feel that there is not a frequent enough service to satisfy the need. Timing of services was also addressed in terms of late trains/trams/buses being frustrating

and the cause of loss of both productivity and in public confidence in public transport. Some specific suggestions to improve this included updating signalling, bus priority routes, and most often (as already stated), simply more trains.

Public transport should be so frequent and efficient that people consider it a luxury to own and maintain a car!

improving the frequency and capacity of city-wide public transport

PUBLIC TRANSPORT CONNECTION TO AIRPORT

52 COMMENTS

Rail connection from city to airports was supported by over 50 people. Many people spoke of this in the context of having Melbourne viewed as a global city, one that competes with other cities as a destination.

Airport rail is essential - there are too many people missing flights because of problems on Tullamarine. Unless we shift people to an airport rail line, these delays will be exacerbated with expansion of airline travel and Melbourne's population growth. The reliance on taxis, many taking single passengers, to and from the airport is highly inefficient and costly...

Various plans were put forward by people for how to enact rail connections to airports, but people mostly used an urgent tone in their comments, some suggesting that this is a long overdue project. One person wondered how well a city to airport connection might service those travelling from suburban Melbourne.

MORE USER-FRIENDLY PUBLIC TRANSPORT

37 COMMENTS

Almost forty comments addressed specific improvements to the public transport system, most of these were about user-friendliness, and ways to encourage use of public transport. Improving MYKI services was the most mentioned, comments about which fell into two camps: interest in an easier-to-understand system for visitors with the potential for refunding credit, and fixing usability/reliability issues at the point of loading credit.

i know that when I first used a MYKI card, I had no idea when to tap on/off to give me the lowest fair - I checked the Internet and the explanation was very confusing.

Other suggestions included several which addressed safety (reducing the gap at platforms, improving lighting in stations, ensuring tram stops do not leave people stranded, and increased police presence on public transport), implementing a 'standing only' section on trams, and ticketing issues (e.g. having conductors on trams instead of authorised officers who one person felt were "threatening").

METRO/UNDERGROUND SYSTEM

26 COMMENTS

In addition to general calls for better-connected or extended networks, 26 people identified metro services as a way to achieve this. People like the idea of Melbourne as a world city having a metro system that is efficient and user-friendly, for Melburnians and visitors alike.

I would also like a metro roaming around and inside the city

People sometimes spoke of a metro system in ways which connected Melbourne with other 'world' cities, such as London, New York and Tokyo.

ACCESSIBLE PUBLIC TRANSPORT

18 COMMENTS

Often people spoke of accessibility in terms of connectedness between forms of transport, which is discussed above. Comments about accessibility discussed in this section were in relation to making public transport accessible to certain groups that are perceived as having been excluded from accessing public transport in some way. Children, elderly people, people with disabilities, and people from lower socio-economic groups are mentioned in accessibility comments.

People feel that all members of the public must be able to use public transport with ease, for the system to be most effective. A few comments highlighted that transport hubs should be created in suburbs so that other parts of the city are accessible to those who live there.

The Melbourne government should aim to provide fast and reliable public transport for individuals who are living far from the city center. Every corner should be linked to city by maximum of 30 minutes travel time.

A couple of people used the word 'intuitive' in their description of the type of public transport they aspire for Melbourne, highlighting that it should be easy, or easier than it is now, to access.

OTHER (TRANSPORT ON WATER, MONO-, EXPRESS, OR BULLET TRAINS) 18 COMMENTS

Public transport by water was suggested by eight participants, whose comments conveyed that utilising the river would add novelty to journeys as well as relieving road pressure. Other forms of rail were mentioned by as many people, with monorail, elevated light rail or bullet trains/express transport all discussed. Some found the novelty of a different form of rail appealing, and others were more concerned with modes that most efficiently moved people through the city.

Water transport in our city -- Let's use ferries for transport in Melbourne. We could connect the Fishermans Bend neighbourhood to the central city by ferry. Maybe we could have commuter kayaks on the Yarra River: blue kayaks to complement our blue bikes!

'GREEN' PUBLIC TRANSPORT 16 COMMENTS

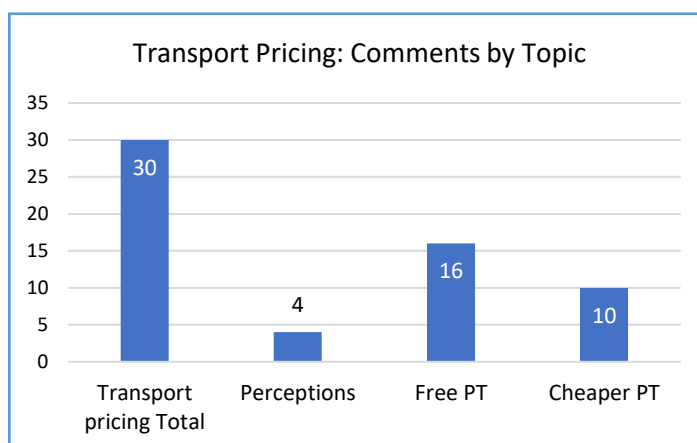
In some cases people's calls for more or better public transport came alongside justification of it as an environmentally sound practice. Most of these comments use simple words such as green, eco-friendly, clean, or sustainable to convey their meaning. In a few cases the environmental-friendliness of public transport was conveyed comprehensively in long and well-developed comments. These comments passionately made a case for a focus on public transport and mass transit, and that these transport modes should themselves use environmentally friendly energy.

24/7 PUBLIC TRANSPORT NETWORK 15 COMMENTS

Having a public transport system which is operational at all hours of the day and night was important to fifteen people. Many of these suggested that this should at least take place at weekends, which would improve access to the city and potentially also improve economic outcomes for small businesses in the city.

6. Transport pricing

These comments were largely in response to concerns regarding the cost of *public transport*, as opposed to transport in general (private vehicle costs, fuel, etc). Free public transport received the most comments, with specific groups identified for free fares, for instance; students, elderly, youth and tourists. Other people aspired for a reduced cost in taking public transport citywide, to incentivise higher usage and to avoid fare evasion.



6.1 Transport pricing: Perceptions

4 comments

All comments regarding the cost of public transport in Melbourne were supportive of paying for the service, although there were only four responses. All comments agreed that some contribution should be made (as opposed to a free service) because payment is strongly tied to value and worth, with one person advocating the current price as being one of the cheapest in OECD cities.

You have to make some sort of contribution - the true cost of your fare is about 4 times what you are paying. If you pay nothing then you simply need to raise this money through taxes to pay for the system to operate - or cut services elsewhere - is that what is being advocated here?

One person suggested that fuel tax could subsidise the cost of public transport, another recommended free off-peak travel, and another discussed a pay per trip model (regardless of distance).

6.2 Transport pricing: Aspirations

27 comments

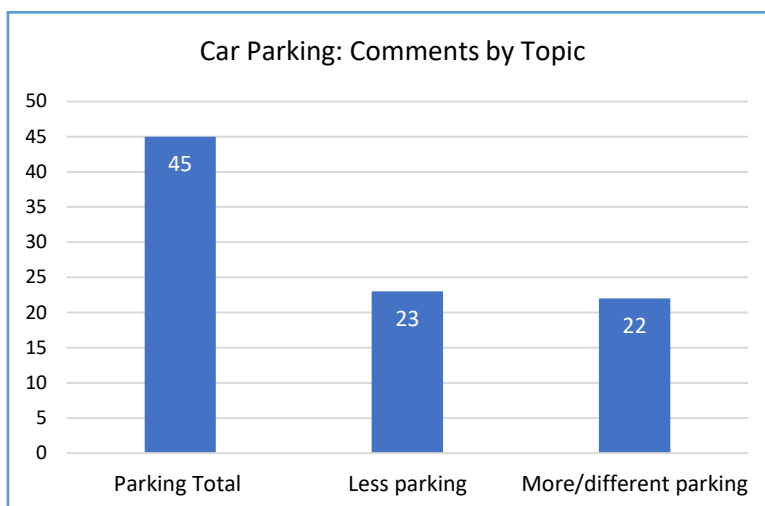
People's aspirations regarding the cost of public transport were split into two groups: Those who want it to be free, and those who would like it to be cheaper, or for the charging system to be restructured.

- **Free public transport services:** Around 16 comments requested free public transport to better connect the inner city and outer suburbs, as well as “better” transport services. From this group, certain population groups were prioritised for free fares such as; youth, students, elderly and tourists. Students were the most popular candidates, with five comments requesting that public transport become free for students and post graduates. Free transport for special events was suggested by four participants.
- **Cheaper public transport services:** Approximately ten comments aspired for a city with cheaper public transport services in place, and much of these comments discussed a correlation between expensive fares with fare evasion. Many of the reasons specified by people calling for cheaper transport fares were related to making the inner city accessible to the wider communities. Suggestions included: Abolishing the free tram zone and using this money to subsidise the fares for longer traveling distances: free weekend train travel; affordable transport for concession card holders; and, comments that state generally that cheaper public transport will encourage more use.

Do agree with cheaper fares overall - encourages greater usage which is good for the environment... I would also like to see much cheaper fares for short trips. If you want to travel one or two stops you still pay the full whack - \$3.90.

7. Parking

Aspirations for vehicle parking opportunities in Melbourne were mixed, with an almost even split between people desiring less car parking – or none at all – in the city, and those who believe that there is currently insufficient parking spaces around the city. Supporting arguments varied greatly, however familiar themes to the report again surfaced, such as; pedestrianised cities, cycle-friendly behaviour, increased public transport uptake, visual amenity, reducing congestion and carbon emissions, making the CBD more accessible for more communities, and encouraging the use of smarter technologies.



7.1 Parking: Aspirations

45 comments

LESS CAR PARKING

23 COMMENTS

Several different matters were raised by people who strongly supported the aspiration for fewer car parking spaces, particularly fewer visible car parking spaces around the city centre. Some comments suggested that regulatory changes, for instance; remove parking requirements for new developments, establish parking permits, or increase curb side parking rates to “reflect market demand”. Others called for the removal of curb side parking altogether for the safety of cyclists and pedestrians, particularly on busy streets such as Punt Road which is referred to as being “inundated” during sporting events.

A phased reduction in parking -- over time (say 10 years) reduce the number of parking spaces in the city and increase parking prices to drive a behavioural change to a more pedestrian centric city

- **Carpark buildings:** For those people that referred to parking buildings or “developer carparks”, comments discussed a type of zoning enforcement, where parking buildings must be stationed around the city edge, or in grey field areas, to free up “valuable” space in the CBD. Another raised the need to be offsetting the energy requirements of large parking buildings, and the cost of ventilation and lighting in buildings unoccupied by people.
- **Behavioural change:** Around five people referred to the benefits of behavioural change as car parks are phased out of the city. Benefits included; increased uptake in public transport usage or “active transport” options, park sharing schemes, and becoming a pedestrian centric city.
- **Future opportunities:** Additional comments discussed the future opportunities that will emerge from having less parks in the city, such as using smart technology to help users find parking locations and activating green spaces in defunct parking areas.

MORE, DIFFERENT CAR PARKING

22 COMMENTS

Some people expressed an aspiration for more parking in the centre city, because the current parking situation does not adequately accommodate car usage. Around ten people simply requested more parking, or establishing resident parking permits.

more parking available as it is fairly limited in some areas and it puts me off driving in the comfort of my own car to get to destinations, the cost of parking is also becoming too expensive

- **Parking buildings:** A couple of comments describe the opportunities for parking buildings in the city, particularly underground parking, to free up space for other uses in the city, while a few others suggested parking buildings along the city fringes instead. Further comments discussed the benefits of enforcing solar and green roof technology as well as rainwater storage in parking buildings to perhaps offset some of the carbon costs.

We all must be aware of the truth that car transport is still the best possible and its gonna be here for a long time. I am also talking about reducing car traffic, and that can be done by making streets wider. I was not talking about building new parkings, but replacing existing ones with the underground parkings. That would be also a solution for traffic made by supply vehicules.

- **Smart apps:** A popular solution for future parking in the city was to utilise smart technology apps and data to streamline parking. This was suggesting by around five people, who referred to the reduction in fuel emissions caused by “circling”, to reduce congestion and to make it easier for people to pay and plan their trip.

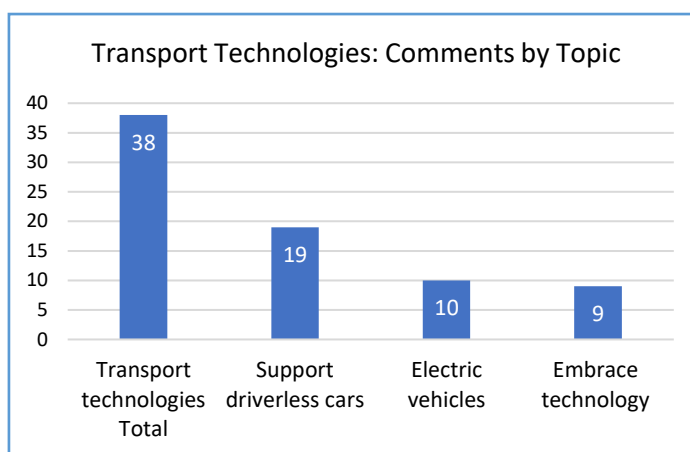
Significant potential exists for the City of Melbourne through a strengthening of their revenue stream by incrementally pricing curbside parking based on demand and allowing users to top up their car parking remotely, via a smartphone App.

One outlying comment talked about the difficulty of finding motorbike parking in Melbourne, and identified an opportunity for creating more motorbike spaces as car parking is phased out. Motorbikes were suggested as a solution to car congestion and pollution.

8. Emerging transport technologies

Emerging technologies, in regards to transport, were in most cases about either the use of electric or driverless vehicles. (Note that autonomous, self-drive, and driverless vehicles were used interchangeably in this section to discuss similar technology.)

Additionally, phone applications (apps) with the purpose of improving or easing the movement of people about the city were mentioned, as well as technology assisted industries (such as Uber).



8.1 Emerging transport technology: Aspirations

38 comments

Nineteen comments were made concerning driverless car use. Some projected that this technology would be needed, others that this technology is inevitable, and lastly, others asserted that incentives should be made for this technology to be both developed effectively, and adopted. Portions of the consultation data came from online forums, and this is evident in the 'to and fro' discussion on driverless cars that typified parts of this section. Seven comments or so were dedicated to debate on the merits, or otherwise, of autonomous vehicles in this way.

Driverless Car Trial -- London's doing it, California's doing it, why can't the city of Melbourne do it? They'd reduce road accidents by 10 fold, ease congestion because of the lack of need to park. A future technology that will without a doubt be part of the world within the next decade, let's be right up there with the best in the world

The ten comments on electric, plug-in, cars/vehicles were mostly discussed in the context of mitigating the negative environmental effects associated with petrol/diesel vehicles. The infrastructure needed to support this technology was acknowledged by some, who proposed that charging stations at least be considered in planning for future Melbourne (this included at travel destinations, such as workplaces or the CBD, and in apartments).

Charge spots for electric cars -- To encourage the uptake of electric cars and get more petrol cars off the road.

Some well-developed comments proposed Melbourne embrace increased technology use, and become a world leader in such areas. The use of personal devices as way-finders, and as the vital component in a "smart transport system" was highlighted. Three comments discussed Uber as a technology-reliant industry, but all in different ways: "Uber pool ride sharing" was promoted by one person, another recommended that Uber and taxi companies get unequal benefits and costs, and another suggested that Uber drivers get allocated pick-up spaces in the city. Finally, one participant recommended that emergent technologies be monitored for the potential effects of changes.

Our solution is a Smart transport system, using AI, sensors and crowd sourced data to advise you of your perfect route across all transport types.

Our proposed solution to the current problem in growing cities is a multi-terrace infrastructure supported by a data-driven intelligence system. The multi-terrace infrastructure contains three levels. The underground level contains the essential transportation system which is an autonomous pods network.

9. General transport comments

Finally, a collection of comments spoke of transport in a general, or context-free way.

Note: in other sections transport was discussed in a more detailed way, this section captures comments which used the word ‘transport’ without specifying a type, so are general in nature. Because the sentiment of these comments is consistent, comment numbers are not charted under topics.

9.1 General transport: Aspirations

28 comments

All comments discussed in this section simply mention “transport” (or variants of, such as, good transport, more transport, or better transport) in response to survey questions asking for people’s priorities for, or vision of, the future development of Melbourne. These comments highlight that people view transport – generally – as a significant issue for Melbourne in the future.