



Trapeze Global Perspectives on **Bus and Tram Networks**

The definition of mobility is changing. No longer are transport modes (bus, rail, car, walking, etc.) mutually exclusive. However, bus and tram networks still play a vital role in moving large numbers of people – they are the lifeblood of a city. But as society’s relationship with technology develops into a more on-demand, customer-centric mindset, public transport authorities must find ways to meet increasing customer expectations – and often with fewer resources.

What’s Changed

- Congestion is damaging passenger experience and reducing operational efficiency. While this makes public transport less viable, air quality is also negatively impacted, and the emissions harm the wider environment
- Mobility patterns are changing. On-demand services have made certain aspects of public transport less desirable, increasing individual traffic (private cars, Uber) levels which impacts bus and tram ridership in some regions
- Rural regions are experimenting with flex-routes instead of traditional fixed-routing

The Impact

- Customer experience and increased options threaten conventional public transport
- Investment in public transport infrastructure is challenging
- New infrastructure is evolving to help fight against congestion – see Bus Rapid Transit
- Increase in management of individual traffic – e.g., pedestrian zones and congestion zone pricing

What Transport Innovators Are Doing

Headway management and transit signal priority to fight congestion issues

Oahu Transit (Hawaii, US) and **Singapore Land Transport Authority** developed headway management systems to limit bus bunching and give a more consistent experience to passengers.

Bus network redesigns raising ridership

Houston Metro (Texas, US) and the **MTA (Baltimore, US)** are entirely redesigning their bus networks to match the new use and demographics of their cities, realising that where routes were going in the past is not where people want to go today – these redesigns have raised or curbed their declining ridership.

A new advanced public transport management system in **Johannesburg (South Africa)** and **Cape Town (South Africa)** helped to increase ridership of the new **BRT Express Bus Service** by delivering a new level of comfort and reliable travel information.

Improving the customer experience with real-time traveler information

Traveline Scotland offers real-time disruption alerts.

Gloucestershire County has a talking app which helps the partially sighted to use mainstream services.

Adopting new payment methods

Transport for London has offset national ridership decline by adopting contactless payments.

Zurich Transport Authority gives riders one ticket for all systems and transfers information across the borders of individual transport agencies.

The Future of Bus and Tram Networks

Imagine a city built around its transit system, not the other way around. Mobility will be central to tomorrow's Smart Cities, offering public transport the opportunity to be the heart of the mobility options. In the future, PTAs will take on the role of mobility managers for their regions, tailoring services to feed the natural movement of the city. People will no longer need to own vehicles because they will have all the possible options at their fingertips – anytime, anywhere. In this world, autonomous vehicles will pick passengers up from home and transport them to the bus, tram, or other high-capacity interchanges. In the future, public transport will be even more vital than it is today – it won't just be the only option; it will be the best one, too.

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