

Appendix 9

Urban Service Standards

METROPOLITAN RPTS – SERVICE DESIGN PRINCIPLES

Passenger Travel Need Methodology:

The Department of Infrastructure, Energy and Resources has a methodology to define targets for year round core regular passenger transport services necessary to meet the essential public transport travel needs for individual catchments within the defined Metropolitan Areas.

The methodology is based upon use of the latest available data from the ABS Population Census. Data used in preparing the following Schedule is 2001 data. As soon as is practicable this will be updated by using the 2006 Census data. This may change the classification of travel needs in given catchments and may also lead to changes in catchment boundaries and the boundaries of Metropolitan areas.

The Department may also, for reasons of special community, decide to modify the needs classification of a catchment if considered appropriate.

In addition, there is a need to provide school day services to meet the peak and specialized student travel needs that cannot readily be accommodated on the year round standard weekday services operating on the Approved Routes. These extra services are designed by Metro as required.

Service Design Objectives:

The overall public transport objective is for Metro to design and operate a network of general access passenger services that meets the targets for the number of general year round services supplied by catchment and time period specified in this schedule.

Satisfactory compliance with the targets is that the number of year round services is within plus or minus 25% of the target, provided this can be achieved within the specified Revenue Kilometres.

The Level of Service in a catchment for a time period is calculated by taking the number of year round services provided by Metro as part of the CSA divided by the target number of year round services to be provided for that catchment and time period under the table 8.2. A weighted average Level of Service for all Metropolitan areas can be calculated by weight the Level of Service calculation for each catchment and each time period, by the number of services specified in table 8.2 for that catchment and time period as a percentage of the total number of services for all catchments and all time periods. It is a long-term objective that the weighted average Level of Service shall steadily be increased towards 100%, as resources permit and opportunities arise to modify services.

A supplementary design objective is for Metro to provide such additional school day services as are necessary to meet the peak and specialised demands for student travel in the Metropolitan areas that cannot reasonably be provided for in other ways.

Route Design principles (year round services):

- Routes should be separated by a minimum distance of 1 kilometre
- Routes should follow a fixed alignment, preferably along major arterial roads, that are as consistent as possible for all applicable temporal periods (ie. peak, counter-peak, inter-peak, off peak) whilst recognising that increased penetration may be appropriate during peak and inter-peak periods to meet specific travel demands;
- Routes should travel a reasonably direct path between trip origins and attractors with minimal deviation from the main route alignment;
- Routes should generally be out and back routes or two-way loop services. One-way loop services should only be used in exceptional circumstances;
- Concentrate services on high frequency corridors and nodes as a means of reducing route competition and promoting route frequency;
- Routes should be designed so that 90% of residences are within 500m of the route in peak periods and 1000m of a route in off-peak periods.

Note – Reference to year round services does not imply services delivered every day of the year, but rather services provided year round on the days that table 8.2 indicates that services should be provided.

Timetable design principles, wherever practical:

- Services are timetabled with regular frequency that are understandable to the users; (ie. memory timetables based on consistent headways)
- Services are evenly spread out over defined temporal periods
- There should be defined temporal bounds for timetables, with similar spans for areas of similar assessed need
- There should be consistency in terms of like timetables developed for areas of like need.

Route Integration principles, wherever practical:

- Provide for coordinated transfers at bus stations.
- School day only services should be kept to a minimum in order to maximise the frequency and availability of general access services.

Supplementary principles, wherever practical:

- Services should have consistent route identification regardless of the direction of travel.

- Services are to be supported by passenger information (timetables, electronic information) that is readily understandable to the community.

Table A9.1 - Hobart, Launceston & Burnie Metropolitan Area Catchments Needs Classifications

Urban Catchment	Peak	Counter Peak	Inter Peak	Mon-Thur Evenings	Fri Evenings	Sat	Sunday
Hobart							
Howrah - Camelot Park	B	B	B	B	B	B	B
Howrah Heights	C	C	C	included above	included above	included above	included above
Rokeby-Lauderdale -Seven Mile Bch	B	B	B	A	A	A	A
Warrane-Mornington-Rosny Point	B	B	B	B	B	B	B
Risdon Vale-Lindisfarne	A+D	A+D	A+D	A+D	A+D	A+D	A+D
Kingston - Blackmans Bay	A+C	A+C	A+C	A+C	A+C	A+C	A+C
Taroona -Proctors Rd	B	B	B	B	B	B	B
Sandy Bay	A+C	A+C	A+C	A+C	A+C	A+C	A+C
Mt Nelson	C	C	C	C	C	C	C
South Hobart - Fern Tree	A	A	A	A	A	A	A
Botanical Gardens	Non-Core	Non-Core	Non-	Non-Core	Non-Core	Non-Core	Non-Core

			Core				
Lenah Valley-West Hobart - Mt Stuart	A+B	A+B	A+B	A+B	A+B	A+B	A+B
Main Road Corridor	Special Corridor	Special Corridor	Special Corridor	Special Corridor	Special Corridor	Special Corridor	Special Corridor
Glenorchy Upper Tolosa Park	B	B	B	A+D	A+D	A+D	A+D
Glenorchy - Jackson & Brent	C	C	C	C	C	C	C
West Moonah & West New Town	B	B	B	B	B	B	B
Lutana & Goodwood	A	A	A	B	B	B	B
Rosetta & Chigwell	B	B	B	B	B	B	B
Abbotsfield-Austins Ferry	B	B	B	B	B	B	B
Old Bch-Gagebrook-Brighton	C	C	C	A+D	A+D	A+D	A+D
Bridgewater	C	C	C				
Launceston							
Invermay, Mayfield, Rocherlea	A+C	A+C	A+C	A+C	A+C	A+C	A+C
Ravenswood & Waverly	B	B	B	B	B	B	B
Norwood & St Leonards	B	B	B	B	B	B	B

Trevallyn-Riverside	B	B	B	B	B	B	B
Kings Meadows-YoungTown	A	A	A	B	B	B	B
East Launceston	D	D	D	C	C	C	C
Prospect -Hadspen	B	B	B	B	B	B	B
West Launceston-Summerhill- Blackstone Heights	B	B	B	B	B	B	B
Legana	D	D	D	D	D	D	D
Burnie							
Montello-Acton	C	C	C	C	C	C	C
Romaine-Havenview	D	D	D	D	D	D	D
Wivenhoe	E	E	E	E	E	E	E
Shorewell-Brooklyn - Hospital	C	C	C	C	C	C	C
Somerset	C	C	C	C	C	C	C

These classifications are based on 2001 Census Data. They are subject to modification.

Table A9.2 - Target Number Of Year Round (General Access) Services

Daily Services Targets								
	<i>Needs Score Threshold</i>	Peak direction	Counter Peak	Inter Peak	Evenings Mon - Thur	Evening Fri	Saturday	Sunday
No Core service	<i>0</i>	0	0	0	0	0	0	0
E	<i>0.52</i>	4	1	4	0	0	0	0
D	<i>0.81</i>	6	2	5	0	0	4	0
C	<i>1.8</i>	10	6	12	0	0	10	0
B	<i>4.14</i>	20	14	24	4	9	25	10
A	<i>6.95</i>	30	23	46	8	12	35	22
A+D	<i>7.76</i>	36	25	51	8	12	39	22
A+C	<i>8.75</i>	40	29	58	8	12	45	22
A+B	<i>11.09</i>	50	37	70	12	21	60	32
Special Corridor	<i>13.9</i>	60	46	92	16	24	70	44

Table A9.3 - Target Year Round (General Access) Service Frequency

Time of day	Strong Need A LEVEL	Average Need B LEVEL	Moderate Need C LEVEL	Low Need D LEVEL
Peak Direction	06:30 to 9:00 15:00 to 18:30 Every 12 mins	07:00 to 9:00 15:00 to 18:30 Every 15 mins	07:30 to 9:00 15:00 to 18:00 Every 40 mins	07:30 to 9:00 15:00 to 18:00 Every 60 mins
Counter Peak	Every 15 mins	Every 20 mins	Every 90 mins	Every 90 mins
Inter peak	9:00 to 15:00 Every 15 mins	9:00 to 15:00 Every 30 mins	9:00 to 15:00 Every 60 mins	9:00 to 15:00 every 60/120 mins
Off peak evenings Mon -Thur	18:30 to 22:30 Every 60 mins	18:30 to 22:30 Every 120 mins	NA	NA
Off peak Friday evenings	18:30 to 00:30 Every 60 mins	18:30 to 00:30 Every 120 mins	NA	NA
Off peak Saturdays	07:00 to 00:30 Every 60 mins	08:30 to 18:30 Every 60 mins 18:30 to 00:30 120 mins	08:30 to 18:00 Every 120 mins.	NA
Off peak Sundays - Pub Hol	08:30 to 19:30 Every 60 mins	09:30 to 19:30 Every 120 mins	NA	NA

