



**Priority Program for Infrastructure and  
Service Investment in Victoria's Public  
Transport System**

**Rail Tram & Bus Union  
Victorian Branch  
BUDGET SUBMISSION**

**April 2015**



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## **RTBU**

The Australian Rail, Tram and Bus Industry Union (RTBU) is the industry union for the train and tram sectors in Victoria covering over 8000 members of all grades and occupations across metropolitan train, metropolitan tram, V/Line operations, infrastructure, workshops and rail freight.

The RTBU has members in six divisions as follows:

- Administration
- Infrastructure
- Locomotive
- Rail Operations
- Tram and Bus
- Workshops

The RTBU is committed to representing the interests of its members and to growing public transport and rail freight in Victoria.

## **Executive Summary**

This document recognises and acknowledges previous funding commitments by the State Government in the areas of public transport and rail freight.

The large increase in patronage levels over the last decade has made the timely delivery of these commitments critical in meeting the demands placed on Victoria's public transport system.

However the RTBU believes that there is a strong case for further investment in our public transport and freight systems. Put plainly, the system will not cope with the demands placed on it unless further investments are made in this year's state budget. A commitment to an expanded program of investment will not only ensure the ongoing viability of the system itself but also underpins the productivity of the Victorian economy for years to come.

In order to cope with the forecast growth in demand for train and tram services, the RTBU believes the Government should commit, in this year's budget, to increase and accelerate the delivery of network investments and expansions.

This document identifies the need for a greater funding effort in the three key areas of rolling stock, infrastructure and customer service across the metropolitan train, tram and regional rail networks. Unless these measures are put in place quickly, public expectations for service reliability, customer service, safety and security will not be able to be met.

An overview of the key recommendations included in this submission is set out below.

### **Rolling Stock**

The RTBU is calling on the Government to commit to additional funding for:

- A continuous and fully funded rail and tram rolling stock replacement and refurbishment program commencing with 45 new suburban trains.
- A commitment to the manufacture of locally designed Inter-city, High Speed, Long Distance Rolling Stock.
- The fast track delivery of 50 new trams by mid 2016 and immediately placing an order for a further 70 new trams.

### **Infrastructure**

The RTBU is calling on the Government to commit funding for:

- An accelerated program of upgrading overhead rail electrical lines.
- Duplicate single line rack sections on key metropolitan and regional rail lines.
- The completion of the concrete sleeper program on the metropolitan train network by 2016.

- A \$50m funding increase to the Annual Renewals and Major Periodic Maintenance budget for the regional passenger rail network.
- Tram extensions on routes 82 (Footscray into Docklands) and 48 (North Balwyn – Doncaster).
- An increase in the number of infrastructure and maintenance staff.
- Increased investment in critical infrastructure and maintenance machinery.
- Maintaining a major collision repair capacity at Preston tram workshops.
- Redeveloping Flinders Street Station and the surrounding precinct.
- Purchasing of new tram track cleaning, drain cleaning, welding vehicles and equipment

## **Customer Service**

The RTBU is calling on the Government to commit funding to the following customer service initiatives:

- The upgrading of 26 Host Stations to Premium Stations over the next 3 years.
- The upgrading of 109 unstaffed stations to Host Stations over the next 3 years.
- 100 new mobile Authorised Officers to patrol unstaffed stations.
- 50 additional Station Staff across the V/Line network.
- 50 additional Authorised Officers across the V/Line network.
- 50 additional Customer Service Employees across the tram network.
- 50 additional Authorised Officers across the tram network.

## **Training**

Funding for development of Nationally accredited Rail Training and Development.

## **Local Content**

- A Government commitment to support the local manufacturing, in both regional and metropolitan Victoria, of all new rolling stock.

# 1. Metropolitan Trains

## Infrastructure

- a). Timeframes should be set and planning/feasibility should commence for the extension of the metropolitan electrified system from South Morang to Mernda.

The Upfield to Somerton line should also be reopened to ease the current capacity and flexibility constraints in the system

- b). To improve the overall capacity and safety of the rail network the following mainline single-track sections should beduplicated:

- Dandenong – Cranbourne
- Greensborough - Eltham
- Eltham - Hurstbridge
- Gowrie – Upfield
- Mooroolbark – Lilydale
- Ferntree Gully – Belgrave
- Heidelberg – Rosanna (Tunnel)
- Altona Loop

- c). The rapid population growth in Melbourne’s outer west means that funding for the planning and delivery of the electrification of the Sunshine to Melton line is now urgent and should be committed to in this year’s budget.

- d). This year’s state budget should fund a program to ensure that raised platform ramps \ are installed at all stations as soon as possible to provide easy access for disabled and special needs travellers.

## Rolling Stock

- a) A continuous and fully funded rail rolling stock replacement and refurbishment program, commencing with 45 new suburban trains, should be introduced into this year’s state budget.

As part of such a program, the RTBU is calling on the Government to commit to local rolling stock manufacturing in both regional and metropolitan Victoria when it comes to making infrastructure investments in our rail and tram system.

Victoria has a long and proud history of rail manufacturing. Construction of the *VLocity* DMU, the *E-Class* Tram and SSR’s “*Prototype 1*” EMD shows that Victoria has the skills and capability to construct the trains and trams of the future, required to service the growing needs of our public transport and freight systems.

## Customer Service

- a). To improve safety across the metropolitan train system there is an urgent need to provide 100 new mobile Authorised Officers to patrol unstaffed stations. Authorised Officers have authority to issue Infringement Notices for illegal vehicle parking, trespass, offences on rail property, etc. and can be flexibly deployed based on intelligence received.
- b). There are currently 81 Premium Stations, 26 Host Stations and 22 single person AM Stations across the network.

With the rapid increase in patronage experienced by the system there are now a growing number of stations that experience more than 5,000 validations per week. These stations should be progressively upgraded to Premium Status especially given the recent abolishment of Zone 2.

- c). The metropolitan system does not have a centralised security monitoring facility in which real time CCTV across the entire network is monitored. Such a facility would play a critical role in preventing assaults and deterring unsociable behaviour as well as creating a sense of presence at any location through real time interactions. Monitoring staff would have the ability to make announcements through a "long line" public address system directly to the place being monitored.

To establish this facility will require a modest investment to upgrade CCTV cameras; the majority of the required equipment is already in place. The facility would require 20 additional operators and supervisors to provide adequate coverage on a seven day week basis.

## Homesafe Introduction

- a). The provision of all night public transport on Friday and Saturday nights under the State Government's Homesafe policy is a welcome innovation to Melbourne's world-class metropolitan rail service. However, the State Government and Metro must ensure the adequate provision of staff to ensure the smooth running of Homesafe and public safety.

By our estimates, the following staff ratios will be needed under Homesafe:

### **Half-hourly train services**

	<b>Fri</b>	<b>Sat</b>
<b>Customer Service</b>	150	150
<b>Authorised Officers</b>	120	120
<b>Signallers/TC4's</b>	2	18
<b>Metrol</b>	8	8
<b>Network Security &amp; Surveillance</b>	3	3

### **Hourly train services**

	<b>Fri</b>	<b>Sat</b>
<b>Customer Service</b>	119	119
<b>Authorised Officers</b>	100	100
<b>Signallers/TC4's</b>	2	18
<b>Metrol</b>	2	2
<b>Network Security &amp; Surveillance</b>	3	3

The changes to Driver establishment requirements will be minimal (if any) irrespective of a 30 minute or 1 hour service on the weekends. The increase to a '24 hour service' is fundamentally a rostering exercise for Train Drivers with predominantly an increase in shifts.

The above estimates do not take into account the number of relief staff, barrier staff or Multi-Modal Authorised Officers that would be needed on weekend shifts.

b). Issues surrounding Homesafe, including accounting for public safety, impact on freight and commercial rail and allocation of resources, must also be resolved prior to its full implementation. To this end it is essential that Metro conduct a full trial of Homesafe prior to January 2016. The RTBU is prepared to fully cooperate in any trial of Homesafe in the best interest of our members.

## **Staff Safety**

a). The safety of all front-line staff in metropolitan and regional rail remains a critical issue. 2014-15 has seen an alarming number of incidents in which staff have been threatened, abused and been subject to violent behaviour. While much of this behaviour comes from an unruly minority of the travelling public, there is an endemic lack of respect from the general public towards staff more generally, from which this behaviour stems.

To this end, it is incumbent upon the State Government and PTV to fund a safety campaign to improve front-line staff's safety at work for front-line staff. This safety campaign should have two broad aims:

- 1) A public arm, designed to better educate the travelling public as to the crucial work performed by front-line staff in public transport and to respect them in their workplace; and
- 2) To provide all front-line staff with basic training to better guarantee their safety, including self-defence, first aid and conflict resolution training with annual refresher training.

It is imperative that moves towards such a safety campaign begin by the latter half of this year.

## **Station Upgrades**

The State Government's pursuit of several major rail infrastructure projects also presents an opportunity to upgrade and renovate a number of stations in Victoria. These stations have been neglected and are underutilised by the travelling public and local community.

a). The RTBU believes the following stations should be upgraded to Premium Stations:

<b>Station</b>	<b>Line</b>	<b>Current status</b>	<b>Community interaction</b>
1. Moonee Ponds	Craigieburn	Host	Shopping centre, schools, Moonee Valley racing, Interchange
2. Huntingdale	Pakenham	Host	Shopping centre, Interchange
3. Hoppers Crossing	Werribee	Host	Shopping centre, Interchange
4. Glen Huntley	Frankston	Host	Schools, shopping centre, Interchange
5. Holmesglen	Glen Waverley	Host	TAFE, shops etc., Interchange
6. Seaford	Frankston	Unstaffed	Shops, schools, Interchange
7. Keilor Plains	Sunbury	Unstaffed	Interchange
8. Lalor	South Morang	Unstaffed	Interchange
9. Hawthorn	Lilydale/Belgrave	Unstaffed	Shops, Interchange, also AO depot

10. Altona	Werribee	Unstaffed	Shops, Altona loop
11. Albion	South Morang	Host	Interchange
12. Newmarket	Craigieburn	Host	Shops, special events, schools
13. Brunswick	Upfield	Unstaffed	Schools, Interchange, shops,
14. Chelsea	Frankston	Unstaffed	Interchange, shops, schools
15. Prahran	Sandringham	Host	Shops, Interchange, schools

- b) The RTBU also believes a number of stations in school zones which are presently only staffed for 4 hours each morning should be upgraded as fully-staffed stations so as to improve public safety. These stations are::

Station	List	Current status
1. Rosanna	Hurstbridge	Unstaffed
2. Heyington	Glen Waverley	Unstaffed
3. Kooyong	Glen Waverley	Unstaffed
4. Strathmore	Craigieburn	Unstaffed
5. Windsor	Sandringham	Host
6. North Brighton	Sandringham	Host
7. Heatherdale	Lilydale/Belgrave	Host
8. Malvern	Pakenham	Host
9. Syndal	Glen Waverley	Host
10. Yarraville	Werribee	Host

## 2. V/Line

### Service Increases

- a). Victoria's major regional centres have experienced significant population growth and travel demand and therefore require increased train services.

It is recognised that although additional peak services are required now these will eventually be delivered by the Regional Rail Link. However, the current hourly off-peak service patterns can be reduced to 30 minutes to Geelong and Melton in a relatively fast and cost effective manner.

Some corridors (Bendigo past Kyneton, Ballarat past Melton) will require additional track to provide sufficient capacity in order to improve service reliability.

Funding for these upgrades and increases in service frequency should be included in this year's state budget.

- b). Inter-city locations have similarly experienced tremendous demand growth. Funding for a third daily service should be provided to Swan Hill and a fourth service planned for introduction to Warrnambool, Shepparton and Bairnsdale.

Duplication and/or passing loops will be required at some locations to support the additional timetabled services proposed.

## **Rolling Stock**

- a). V/Line is still deploying car sets which are now more than 40 years old. Funding to replace the 55 with VLocity DMUs should be provided in this year's state budget.

These converted Harris cars were previously used on the suburban network and are currently used for inter-urban services to Bacchus Marsh, Geelong, Sunbury and Seymour.

- b). Funding is urgently needed for a minimum of twenty, 3-car V/Locity sets to meet patronage growth on the existing network and the forecast growth from the new Regional Rail Link.
- c). The V/Line N-set fleet (introduced between 1981 and 1984) is used on long distance dual class inter-city services. These cars no longer provide reasonable customer comfort on warm days due to insufficient air conditioning systems. Long term funding should be allocated for their replacement.

Pending their replacement funding should be provided for air conditioning upgrades to avoid the need for bus replacement in higher temperatures.

- d). Funding to carry out maintenance at regional centres should be provided to allow for programmed maintenance of the V/Line DMU fleet. This would also be in line with Government policy to create jobs in regional areas.

## **Infrastructure**

- a). There is a significant maintenance deficit on both the Regional Passenger and Freight Networks. If network renewals are not completed when it falls due this will lead to a reduction in service reliability. It is estimated that the Annual Renewal or Major Periodic Maintenance budget on the Passenger Network is under funded by approximately \$70M per year.
- b). To improve overall system capacity and safety the following mainline single-track sections need to be duplicated:
- Kyneton to Kangaroo Flat.
  - Deer Park West Junction to Bacchus Marsh
- c) Upgrade of Bacchus Marsh Station including a second Platform.

## **Customer Service Staff**

- a). Increases in patronage and growing customer expectations are placing considerable strain on existing station staffing levels. It is estimated that at least 50 additional staff need to be deployed across the network to improve customer service by
- (i) Extending the hours of staff coverage at key locations (first to last service); and
  - (ii) Staffing stations which are currently unstaffed but which have significant patronage.

The Premium Station concept should be introduced to V/Line with a target of five (5) stations being upgraded annually over the next three years.

- b). V/Line has a small group (a total of 12) of Authorised Officers. There is an urgent need to increase the size of this team by at least 50 to provide an effective spread of coverage across the extensive V/Line network to provide customer service, reduce anti-social behaviour and assist with fare compliance/revenue protection.

### **3. Trams**

#### **Tram Frequency**

- a) An increase in tram frequency is urgently needed. It is now common place for trams to be overloaded or for passengers to be left behind.

Timetables should have a 4 minute headway during peak periods and 8 minute headway during off peak on most routes.

#### **Current Tram Fleet Size**

- a) W, Z-3, A and B class trams are in need of a financial injection to bring them up to an acceptable standard. Basic items such as running gear, body work, interiors, driver cabins and CCTV require a dedicated funding program commencing in this year's state budget.
- b) The Z-Class trams, particularly Z-1 and Z-2 trams, should be retired as soon as possible. The retirement of these trams was originally planned to happen after the 2006 Commonwealth Games.

These Trams are now 40 years old and should not be running. Z-3 and A-class trams need to have a life extension program to bring them up to reasonable standards. If this occurs it would ease the financial burden on government to replace these trams in the very near future.

- c) The fleet of B-Class Trams (132) are arguably the best trams in the tram fleet. They have been serving our tram industry since the mid 1980's. While they are a good tram they are tired and in need of a major refurbishment. If the B-Class fleet is addressed in this way they would be operational for up to a further 20 years. This would ease the financial burden on government to replace the B-Class trams with new trams over a much shorter time frame.

#### **Extra Maintenance and Infrastructure Workers**

- a) The current KDR, maintenance and infrastructure workforce is significantly under-resourced at the shop floor level. They are struggling to meet current workload demands, especially considering that the majority of the rolling stock is old and in desperate need of major work resulting in considerably more hours required to keep these trams on the road. Without more workers, the maintenance of rolling stock and infrastructure will fail with serious consequences for fleet availability.

#### **Track Cleaning and Tram Recovery Vehicles and Equipment**

- a) The current equipment to maintain and clean the track system is totally inadequate, with the large number of very old vehicles constantly breaking down. New modern vehicles and equipment are desperately needed with more effective track cleaning functions.

These new vehicles should be operating on a more frequent basis to reduce the risk of insulated tram incidents. Over the last six years the tram network has experienced a dramatic increase of tram incidents resulting from inadequate track cleaning functions.

## **Customer Service Employees (CSE)**

- a) The Tram network is grossly understaffed in Customer Service and Authorised Officer areas.

Melbourne has a significant program of major events as well as tram line reconstructions and the small number of CSEs (currently around 70) are unable to cope with the consequent workload. Fifty more CSEs are urgently required. Government must hold KDR accountable in maintaining CSE numbers to 100 as per the franchise contract, that is actual CSEs on our tram system.

## **Tram Route Extensions**

- a) Route 82 from Footscray into Docklands

The current terminus for route 82 is situated at Irving and Leeds Street, Footscray. To link the 82 route to Docklands only requires an additional 4.5 km of new track.

The best option would be from Droop Street, Footscray to continue into Hopkins Street, right at Whitehall Street and left into Footscray Road into Docklands. This proposed route is relatively easy to deliver with both Whitehall Street and Footscray Road having median strips. The laying of track and overhead would also not be a problem. An alternative route could use Dynon Road.

This proposed extension would not only give people in the inner Western Suburbs a very attractive public transport option into the City, but would also take pressure off the rail system from Footscray into the City; this rail line is already overloaded notwithstanding patronage growth. This proposed extension would also take considerable pressure off road traffic and bottlenecks in Footscray Road. With the tram on dedicated tracks it would be faster than motor vehicles in traffic congestion.

- b) Route 48 North Balwyn – Doncaster

The case for additional public transport options for people in this region is long standing, well developed and very strong.

The best option is to extend the North Balwyn 48 Route to Doncaster Shopping Town (Tram Road). The current terminus is at Doncaster Road and Balwyn Road. The route could simply continue down Doncaster Road for 8 km to Doncaster shopping town. Infrastructure costs would be minimal - it would require an 8km extension but it would create a great opportunity for a tram and bus interchange at the Doncaster shopping town.

- c) In addition to the two tram route extensions set out above, funding should be provided to plan the following tram route extensions for the long term:

- Route 59 Airport West - Tullamarine – Gladstone Park
- Route 112 – Beyond West Preston - Reservoir
- Route 3 – Extension of Waverly Road beyond Darling Road to East Malvern Station

## **W-Class Outer Circle Tourist Tram Route**

- a) This proposal would address the dilemma of how to best utilise Melbourne's iconic W-Class trams into the future. Tens of thousands of tourists come to Melbourne each year primarily to ride on W-Class trams. The current tram franchise mandates that 38 W-Class trams must be kept in service.

This being the case, funding needs to be made available to carry out a major overhaul of these 38 W-Class trams as their current condition is not up to standard. The RTBU proposes an Outer Circle Tourist Tram Route which requires minimal infrastructure works with a small section of double track in Park Street and two sets of curves needing to be laid. The terminus would be located at Peel Street, north of Queensberry. This would leave the option open for connection to the Royal Melbourne Zoo.

## **4. Local Content**

- a) The RTBU is calling on the Government to commit to local rolling stock manufacturing in both regional and metropolitan Victoria when it comes to making infrastructure investments in our rail and tram system.

Victoria has a long and proud history of rail manufacturing. Construction of the *Velocity* DMU, the *E-Class* Tram and SSR's "*Prototype 1*" EMD shows that Victoria has the skills and capability to construct the trains and trams of the future needed to service the growing needs of our public transport and freight systems.