UITPANZ WEBINAR SERIES

Public Transport Contracting: COVID-19 Implications and Beyond

WEBINAR STARTING SOON
Introductory Remarks

Michelle Batsas
Executive Director
UITP Australia New Zealand
Agenda

- Introduction and guidelines
- The State of Franchising in the UK
- Overview of Victoria’s Contracting Arrangements
- Panel Discussion with Q&A
Public Transport Contracting: COVID-19 Implications and Beyond

Michelle Batsas
Executive Director
UITP ANZ

Robin Gisby
Chairman
London North Eastern Railway

Jeroen Weimar
Head of Transport Services
Department of Transport

Emma Thomas
Partner – Infrastructure and Urban Renewal
PwC
• Submit questions via the Q&A function on the control panel
• Questions will be responded to during the Panel session
• Webinar is being recorded and will be sent to attendees
• Short survey at the end of the webinar
The State of Franchising in the UK

Robin Gisby
Chairman
London North Eastern Railway
PUBLIC TRANSPORT CONTRACTING AFTER COVID 19

Robin Gisby
Chairman
LNER and Northern Trains
GB Rail Industry was changing before Covid 19

- 25 years of growth since privatisation has created a growth industry of:
  - 25,000 passenger trains a day providing £8bn of annual revenue
  - Evolution of freight from heavy haul to intermodal

- Operator of Last Resort created to manage franchise failure
  - Trades as DOHL
  - Currently manages LNER and Northern

- Important issues need solving for the next phase of the industry’s development
  - Regional devolution: Scotland, Wales, London, northern conurbations
  - Triangulation between performance, capacity and congestion
  - Cross subsidy between service groups: intercity, commuting, rural, freight
  - Overall levels of funding
  - Industrial relations
  - Role of franchising: cost of bidding, longevity, innovation, revenue risk, contract management

- Williams Review initiated by the immediate crisis of the May 18 timetable change
  - Proposals for industry structure, revenue management, Operator contract
  - Delayed by Brexit, Election and now Covid
Covid 19 has had immediate and significant changes

• 90% reduction in activity
• Government taking revenue risk
• Franchises moved to Emergency Measures Arrangements
  • Cost plus
  • Essential costs only
  • Review of investment plans
• Strong industry support for Initial timetables for Key Workers
• Government advice to Not Use Public Transport
• Extensive discussions on
  • Use of face masks by staff
  • Additional cleanliness and passenger handling measures at station and on train
  • Maintaining social distancing at 2 metres
  • Linking progressive release of lock down to incremental increases in capacity
  • Adoption of face coverings by passengers
  • Restarting Driver Training
  • Pace at which volume will return

“We know that most of the travelling public at the moment are key workers and we are all proud to know that we are making a difference, however small that might be. I can’t say it strongly enough - the whole team is amazing and for me personally it’s like having a giant family.”

“Our trade unions have been fantastic, working with us to ensure we can continue to operate a good service, safely. People are understandably anxious, but our HR department regularly communicates key mental health and supporting information, and line managers have been available at whatever time to ensure there is always someone to talk to.”
Where next?

• Step up in capacity from 6 July

• Moving away from EMAs later this year

• Re emergence of Williams proposals
  • Balancing revenue risk and opportunity?
  • Concession rather than franchise?
  • Aligning track and train?
  • Aligning political, funding and railway geography?
  • Introducing new bidders for concessions?

• Starting “shovel ready” investment schemes
Overview of Victoria’s Contracting Arrangements

Jeroen Weimar
Head of Transport Services
Department of Transport
Coronavirus (COVID-19) and the Department of Transport
2 June 2020
Victoria’s public transport network

**Passenger services**
- 849 routes/lines across 2.6m km annually
- 176m journeys planned on app/website
- 800 myki retailers across Victoria
- 605m Trips a year

**Franchise agreements**
- 115 operators
- $8.9bn in contracts
- 70,000 students carried daily on school bus services
- $850m in annual revenue

**Scale of the network**
- 28,000 stations/stops
- 3,300 vehicles in fleet
- 35,000 Weekday services
- 22,716 Extra services for special events
- 176m journeys planned on app/website
- 800 myki retailers across Victoria
- 605m Trips a year
- 849 routes/lines across 2.6m km annually
- 115 operators
- $8.9bn in contracts
- 70,000 students carried daily on school bus services
- $850m in annual revenue
- 28,000 stations/stops
- 3,300 vehicles in fleet
- 35,000 Weekday services
- 22,716 Extra services for special events

176m journeys planned on app/website
800 myki retailers across Victoria
605m Trips a year
849 routes/lines across 2.6m km annually
115 operators
$8.9bn in contracts
70,000 students carried daily on school bus services
$850m in annual revenue
28,000 stations/stops
3,300 vehicles in fleet
35,000 Weekday services
22,716 Extra services for special events
Restrictions saw a 90 per cent drop in public transport patronage.
Patronage is beginning to return as restrictions are eased
Metropolitan Melbourne - Percentage change from baseline (25 Feb - 2 Mar) - All Vehicles

- 9 March - Labour Day
- 13 March - Australian Grand Prix cancelled
- 19 March - State border closures commence
- 13 April - Easter Monday
- 9 April - Easter Thursday
- 30 March - Victoria enters stage 3 restrictions
- 24 March - Early school holidays commence
- 13 May - Partial easing of Stage 3 restrictions

Graph showing percentage change over time with key dates noted.
Response – the proactive approach

Cleaning and Hygiene
1. Operating regular timetable to allow for safe distancing of passengers
2. Enhanced daily cleaning regime
3. Onboard high touch cleaning for trains, trams and buses
4. Overnight deep cleaning
5. Hand sanitiser/wipes for operator and DoT staff

Protecting front-line staff and the public
1. Removing cash handling
2. Ceasing ticket checking
3. Postponing license testing
4. Closure of regional PT hubs
5. Restricting access to the first row of seats on trams
6. 1.5m exclusion area around bus driver’s seat
7. Additional security measures for critical staff and sites
8. Social distancing measures in place at customer service centres and projects
9. COVID testing regime for operational staff
10. Protocol for managing cases of COVID on network
11. Noise restriction exemptions for dispatch and delivery of essential goods

Communication
1. Enhanced customer messaging – essential travel and transactions only
2. Posters on services advising distancing
3. Social media and other digital campaigns
4. On board and at-stop announcements
5. Engagement with key employee unions
6. Social distancing measures in place at customer service centres and projects
7. Additional security measures for critical staff and sites
8. Social distancing measures in place at customer service centres and projects
9. COVID testing regime for operational staff
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Reporting and monitoring
1. Forecasting patronage demand
2. Network simulations to identify potential impacts and hotspots
3. Enhanced daily monitoring of network operations
4. Rapid problem identification and response
5. Forecasting recovery of R&L customer interactions
Priorities for long-term recovery

1. **Reducing the risk of spreading coronavirus** amongst staff and passengers

2. **Building trust and confidence** with passengers to encourage their return to the network, including active and ongoing communications.

3. **Driving public transport patronage** back to a sustainable level to avoid added road congestion

4. **Spreading peak patronage evenly** to support the health of passengers on services

5. **Delivering services** that match post-COVID expectations from passengers
QUESTIONS?

Please submit questions via the Q&A function on the control panel.
UPCOMING EVENTS

Tuesday 9 June | 10:00 – 11:00 AEST

UITP GLOBAL PUBLIC TRANSPORT SUMMIT
6 – 9 June 2021

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