

Chapter 11: Improving social justice in transport

11.1 Social justice and transport

A socially just transport system should:

- ensure all members of the community can move around to fulfil basic needs;
- be secure, safe and affordable;
- have minimal intrusion on people's lives;
- involve the community in the development and management of the system; and
- ensure the costs of providing transport are shared equitably.

Where a household is not well served by public transport for work travel, the household car has to be used, leaving other non-working members stranded each day. Where a second car is purchased, income which could be used for other worthwhile purposes is consumed.

This problem is particularly relevant to new growth areas on the fringes of existing cities, which generally lack well developed public transport services. It can be overcome by providing high quality affordable public transport which makes purchasing a car unnecessary.

The public transport system also has significant social benefits, especially in catering for those who, for whatever reason, do not drive a car. To maximise these benefits, the system must be accessible to as many people as possible, and offer high levels of safety and security.

Excessive motor traffic is also a major cause of intrusion and aggravation in people's lives. Noise, air pollution, and the visual impact of new road facilities are all attributable primarily to a growing population which is increasingly car dependent.

11.2 Equity in coverage of public transport services

Expansion of public transport services must include existing areas not well served by public transport, as well as providing services to new growth areas. While it may be difficult to provide effective public transport services to all urban areas of the region, there must at least be a peak period commuter option available.

The on-demand "personal public transport" services proposed in this IRTP will have significant social benefits:

- new residential and commercial developments can have access to public transport from the first day of occupation;





- maxi taxi or mini bus vehicles can service low density outlying and rural areas with cheaper fares than taxis;
- the fleet of vehicles can also be used for deliveries, including delivery of shopping;
- data from the use of on-demand services can permit better matching of public transport needs with bus scheduling;
- the versatile fleet can more readily match services to individual needs; for example, requirements for low-floor buses;
- community groups that currently own vehicles to transport people with special needs will have access to a fleet of suitable vehicles;
- the need for families to own a second car is reduced, avoiding the high overall costs of car ownership; and
- personal security is enhanced because of door-to-door service.



Planning of transport services and infrastructure should also take full account of the social needs of all groups in society. A key need is to establish a basis for understanding the variations in access to employment and other services across the region. An ongoing monitoring process will identify the levels of transport accessibility for people within the region and the different needs of people in different areas. Future transport decision making processes can then use this data to ensure that appropriate levels of service, accessibility and costs are introduced on a region-wide basis.

ACTION:

A 11.1 Establish a monitoring process for transport accessibility and provide services to people and local communities identified as high priority.

11.3 Accessible and safe public transport

Many public transport vehicles, pathways and stations do not cater well for people with mobility difficulties. This includes older people, parents with young children and people with disabilities. A major challenge facing governments and transport service providers is to make cost-effective improvements to physical access and transport information systems. Queensland generally supports current national proposals to make public transport services more accessible to enable more people to use them.

Personal security on public transport is also a major concern, particularly for older people, children, women and people with a disability. People need to feel that they and their personal property will be safe when using public transport and travelling to and from stops and stations. Safety and security



features will be progressively incorporated into all new public transport systems, including:

- on-board telephones to allow public transport patrons to phone for a taxi, family member or friend to meet them at the stop;
- providing public telephones or electronic call points at bus stops;
- staffing and increased variety of activity at interchange facilities;
- rail station and car park security;
- policing on trains through authorised railway inspectors and railway police;
- flexibility in after hours bus routes that set down passengers at or near their door; and
- increasing the range of public transport choices so passengers can be picked up and set down closer to the door.

ACTIONS:

- A 11.2 Adopt physical access design criteria for infrastructure
- A 11.3 Complete the accessible bus pilot program.
- A 11.4 Plan, design and provide safety and security features for the transport system, including more variety of activity at stations.
- A 11.5 Continue TrainWatch and work with Police on secure design.

11.4 Participation

Regular audits of the transport system will guide the ongoing success of safety, security and accessible transport initiatives.

An advisory group representative of public transport system users, particularly those groups most at risk, will:

- review proposed measures to improve safety and security on public transport; and
- participate in the auditing of the public transport system.

In addition existing schemes such as "Neighbourhood Watch" and "Safety Audit" can be extended to help improve safety and security for pedestrians and cyclists.

The community involvement section of this IRTP provides further details of proposals to gain public participation in transport planning and provision.



Security will be increased throughout the rail system.



Public telephones and clear glazing improves security at bus stops.

**ACTIONS:**

- KA 11.6 Establish a public transport users advisory group
- A 11.7 Audit safety, security and accessibility of the transport system
- A 11.8 Develop local action plans for pedestrian and cycle path safety and security

11.5 Consideration of wider social benefits and costs

The wider social benefits of public transport are important in weighing up transport decisions. The hidden social benefits of public transport in providing services to people without cars, in reducing vehicle emissions and freeing road construction funds for other purposes need to be fully recognised.

At the same time, evaluation of new transport options needs to take full account of community disruption and severance, and ongoing noise and amenity effects. In some cases, major transport corridor proposals which offer significant economic benefits and travel time savings will be ruled out or scaled down in favour of better utilisation of existing systems or minor upgrading which better balance the full range of costs and benefits.

Transport funding

The IRTP encourages public discussion on how to spread the cost of providing transport facilities more equitably. For example, a person who uses public transport for peak hour commuting, and uses a car in off-peak periods, pays the same general taxes and charges as a person who drives themselves to work in congested periods.

Transport pricing measures where the costs of each trip are paid by the infrastructure user could be a fairer way to raise revenue than current measures which tend to charge for owning, rather than driving a car.

Transport pricing measures which relate transport activity to revenue raised for transport improvements are discussed under the "Transport Investment" chapter.

ACTION:

- KA 11.9 Develop a method which incorporates the wider social benefits and costs of public transport into investment decisions