

Let's make public transport more reliable

FEBRUARY 2023

 Malta Public Transport



Who we are

- CMC Group is a Spanish Group of Companies founded by largest transport company in Spain
- Extensive experience in the transport sector being its core business
- Group operates more than 27,000 vehicles (buses, coaches, trains, and light rail) in Malta, UK, Spain, Portugal, France, Germany, Switzerland, US, Canada, China, Morocco, Bahrain, and Cyprus
- Main companies now include largest shareholding in National Express Plc, ALSA in Spain, and ALSA in China
- Our philosophy is to adapt our international experience and successes to the local context in Malta



Our main objective

TO INCREASE MODAL SHARE FOR RESIDENTS WHICH FORM 70% OF CURRENT PASSENGERS

- The main outcome of our research is that people want shorter journey times, higher frequencies, and a reliable and punctual service



**SHORTER
JOURNEY TIMES**



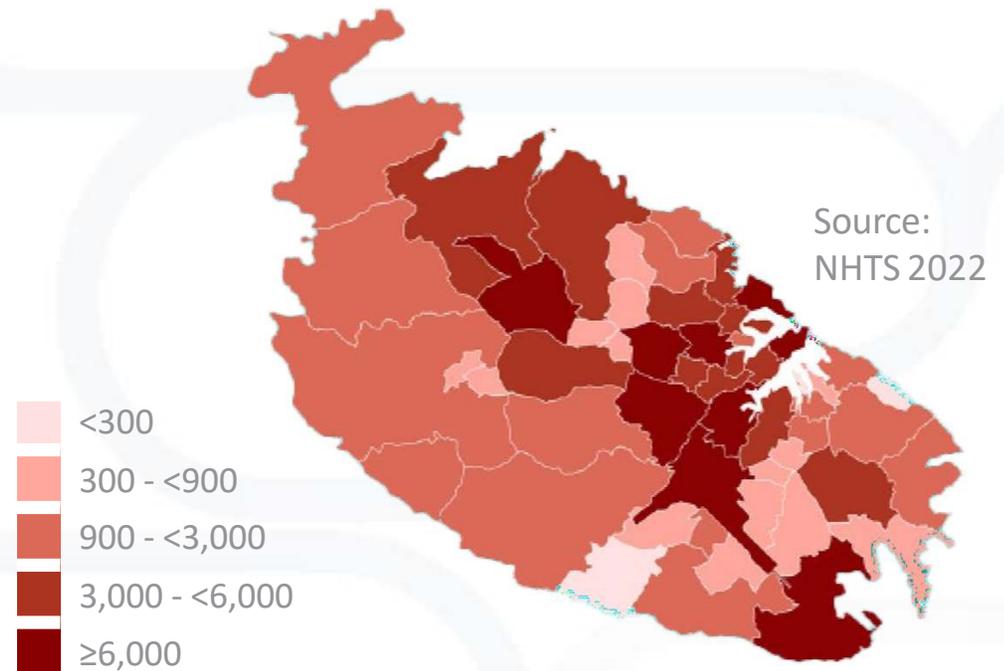
**HIGHER
FREQUENCIES**



**RELIABLE &
PUNCTUAL SERVICE**

Why we're doing this

- Mobility needs and expectations have changed over the last decade
- The population has grown and changed
- Employment shifted locations, new business districts and industrial zones are emerging
- Time is more important than ever
- Public transport is a vital weapon against climate change



Why we're doing this

- Public transport is the cleanest and most sustainable option
- Bus Modal Share is currently estimated at 9% (source: *Onest Survey Nov 22*) compared with 8% in the previous year
- 240,000 unique residents used the bus at least once in 2022
- A solution is required in the next four years
- Current mass transport solutions that are being studied cannot realistically be implemented in this time frame
- Various targets set by government including a recent one in the Sustainable Development Strategy to reduce modal split of car use by 41% by 2030 when compared to 1990, may be very ambitious



Why we're doing this

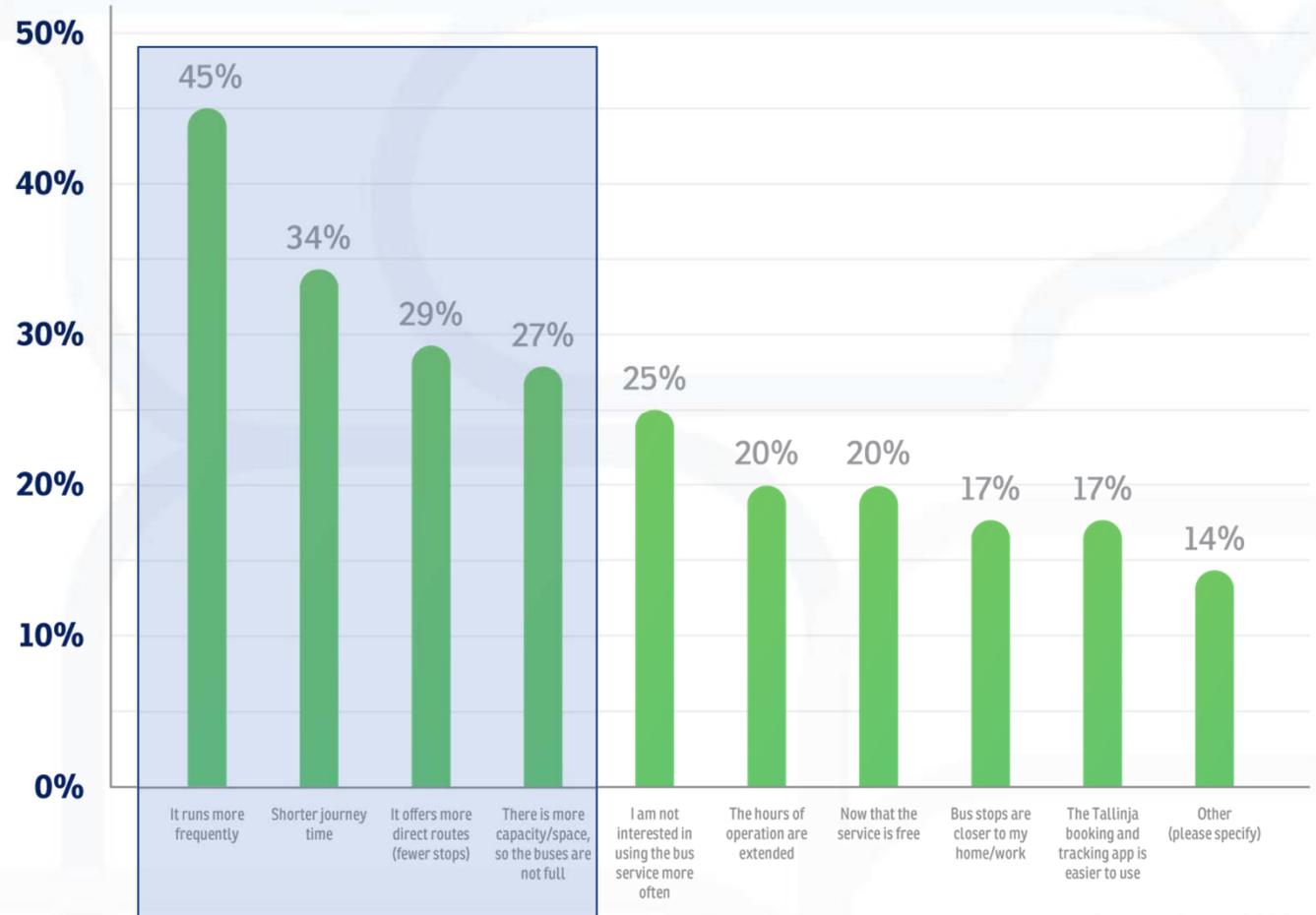
- The country requires that less people use their private cars, and more people shift to more sustainable mass modes of transport, so that we can reduce congestion and emissions
- This can only be achieved with a new policy that puts public transport as the backbone of mobility in Malta



Why we're doing this

- People want to spend less time to get from one place to another
- Research carried out over the past two years include:
 - Survey with a nationally representative sample of 1,300 respondents in April 2021, repeated in November 2022
 - Survey with users and non users of public transport with a sample of 1,000 respondents in April 2022
 - 12 regional focus groups with 76 participants in July 2022
 - Online surveys with over 2,000 respondents every 6 months

FACTORS THAT WOULD MAKE PEOPLE USE THE BUS MORE OFTEN



Why we're doing this

- The pandemic has reversed some of the positive results gained from previous years' measures in terms of public transport usage
- However we are seeing a positive trend of recovery with an expected full recovery in 2023
- 59% of bus users own or have access to a private car but choose to use the bus
- 18% of the population used the bus daily, 9% used the bus weekly and 25% used it occasionally during 2022



Main Stakeholders



LEADER

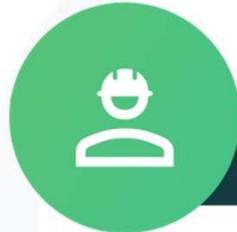


GOVERNMENT OF MALTA
MINISTRY FOR TRANSPORT,
INFRASTRUCTURE AND
CAPITAL PROJECTS



REGULATOR

tm



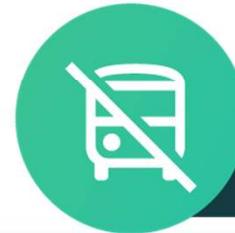
OPERATOR



MALTA
PUBLIC
TRANSPORT



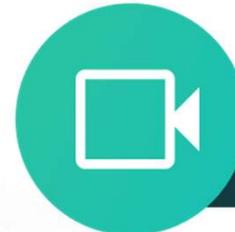
**CURRENT
BUS USERS**



**NON
BUS USERS**



**CONSTITUTED
BODIES**



MEDIA

Proposed strategy



1 Research driven
*(extensive research
already available)*



2 Prioritisation of
measures and changes
to route network based
on highest impact



3 Followed by consultation with
various stakeholders including
existing and non-bus users



4 Implementation in
phases, especially bus
priority measures

A GREAT

Communication plan

IS KEY TO THE SUCCESS
OF THIS STRATEGY



Considerations

1. Buses do not cause traffic – cars do
2. Free public transport increases usage, but will not necessarily result in a modal shift
3. Even if we double the fleet and increase frequency, the journey time is too long for people to consider public transport
4. An improvement in the management of peak traffic times can help, however it will not necessarily achieve the desired results
5. Major road infrastructure improvements have mostly positively impacted private cars since buses routes typically use secondary roads
6. Minibuses can only work in exceptional situations, but they are not the real solution to transport over 200,000 people per day
7. More than 33,000 trips are disrupted by diversions in a month
8. For public transport to be reliable, it requires an overall review of the infrastructure, and not just buses or drivers



Achieving a change in culture

- A change in people's attitude and behaviour will require a change in government's approach toward regulating transport by giving bus passengers priority
- Enforcing parking regulations, with higher fines for anyone impacting flow of traffic, including local councils and other stakeholders
- Reviewing bus stop layout for quicker entry and exit of bus, and safer boarding and alighting for passengers



Sharing the road

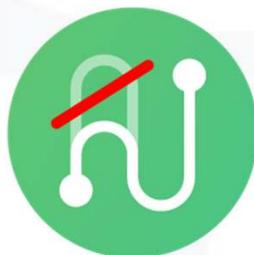
WE NEED TO BE SMARTER WITH HOW WE ALLOCATE OUR LIMITED SPACE

More cycle lanes	More cycling	Less traffic	
More space for pedestrians	More walking	Less traffic	
More bus lanes for bus passengers	More bus users	Less traffic	
More car lanes	More car users	More traffic	

Our proposed solution to make public transport **more reliable** and **more attractive**



Main category of measures



1. ROUTE NETWORK



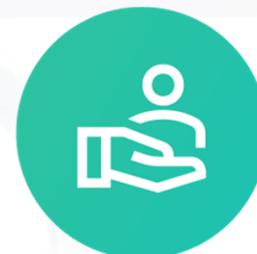
2. HIGHER FREQUENCY



3. BUS PRIORITY MEASURES



4. BETTER PASSENGER INFORMATION



5. BETTER PASSENGER FACILITIES

Proposed changes

- Creation of **new bus stations** complementing the existing ones
- Amalgamating multiple routes into **high frequency rapid routes** serving the same bus corridors and every 4 min to 10min
- Creation of **new connections**
- Changes to existing routes connecting towns, villages and other key locations to these stations, with **increased frequencies**
- Introducing quick and reliable interchanges that will **shorten overall journey time**
 - 33% of passengers already interchange
 - Research shows that 76% of population are willing to interchange if they arrive quicker
 - Bus Stations (like metro concept) encourage active travel with more walking and cycling



Routes and frequencies

PROPOSALS BASED ON THE FOLLOWING AIMS



No reduction in service in any area



Significant increase in frequency and trips



Not more than one additional interchange to get from one place to another



Overall journey times, including any interchange and waiting time, will reduce

Priority measures



Bus Lanes, Bus Gates,
Technology



Bus Station
Entry & exit



Phased
Approach



Multiple
Options

THE ABOVE IS BASED ON THE FOLLOWING AIMS:



Highest impact
on journey time



Considerations to the
impact on general traffic



A better service
for all passengers

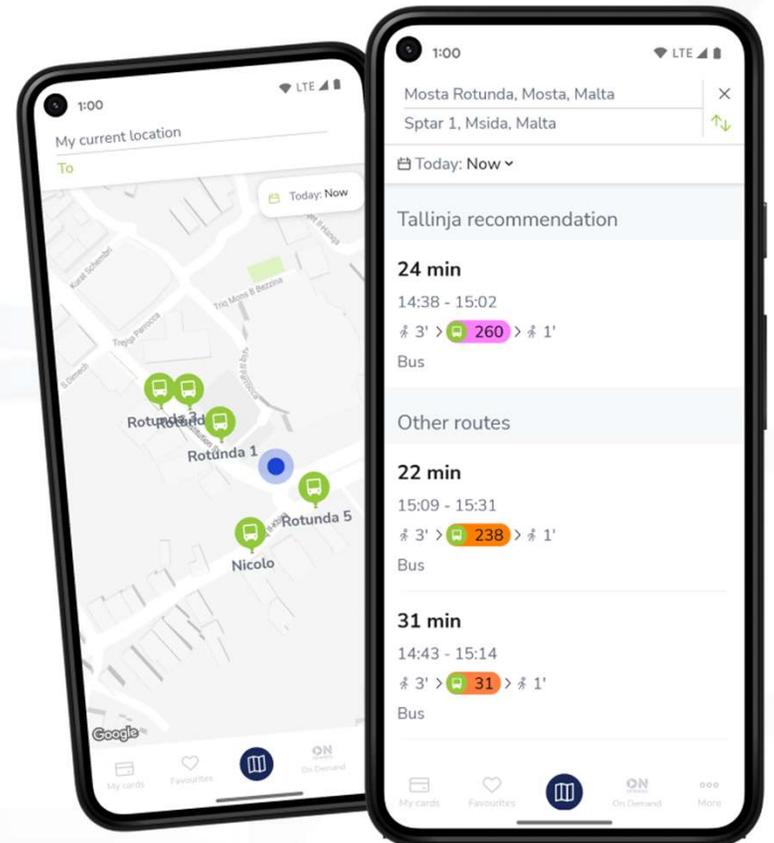
Better passenger facilities

- New and modern bus stations with **improved facilities** for passengers
- Platform level boarding (no step) for **faster and safer** boarding and alighting
- Pre-ticketing area before boarding for **faster** boarding and alighting



Better passenger information

- More **valuable real-time information** with moving bus on map
- Customised **service notifications**
- Better **planning and inter-modality options including ferries** and other travel options
- Rate my journey so that we can improve **overall customer experience**
- More **support required from stakeholders** due to roadworks, diversions, and lack of enforcement



This is what will make public transport more reliable

1. Investment in **additional buses** and **resources**
2. Investment in **improved facilities** and **bus priority** measures
3. Frequency of services will increase by approximately 25% with **many areas doubling in frequency**
4. New **rapid bus connections** will offer seamless interchange and **high frequency of up to 4 minutes**
5. Buses are more **readily available** for passengers wanting to travel
6. Overall **journey length will be reduced** by 25% to 35% (including waiting time and interchange)

Everyone will benefit!

1. Students commuting to and from University, Junior College and MCAST
2. Residents as more localities will be better linked to the main Bus Stations with a reduced dependency on Valletta offering more travel options
3. Mater Dei Employees and Visitors
4. Commercial Outlets, Industrial Areas, Hotels and Other Businesses will attract more economic activity

People will spend less time commuting offering opportunity to improve productivity and quality of life

We need your support

1. We need to accept that increasing buses and drivers on its own **will not solve the problem**
2. We need to make **smarter use of the limited space** available and invest in bus lanes and bus priorities
3. This is **only possible with your help as key stakeholders** to communicate and present a consistent message to the general public and the business community

A GREAT
communication plan
IS KEY TO THE SUCCESS
OF THIS STRATEGY

Thank you