



NSW PUBLIC TRANSPORT

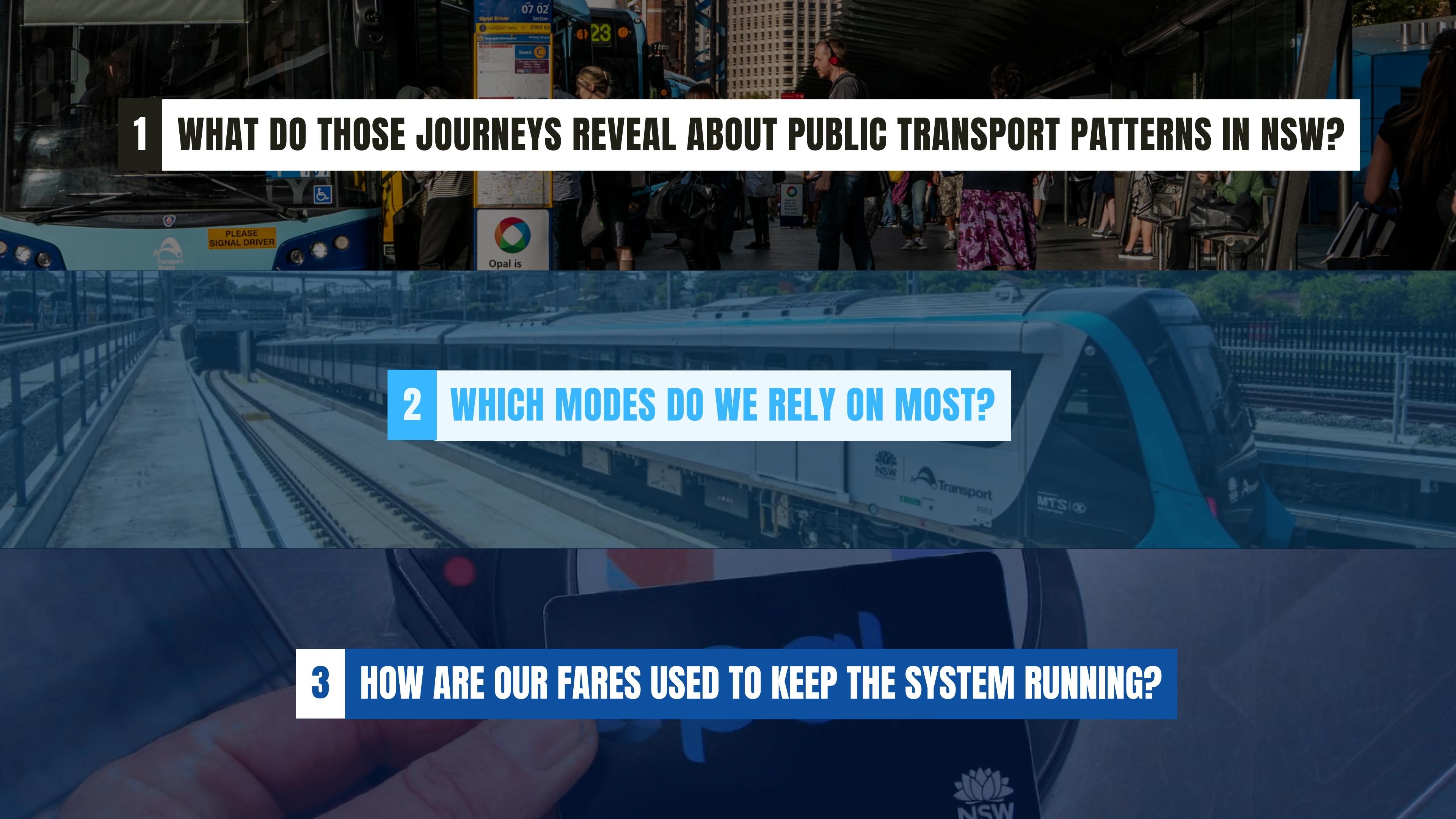
POST-COVID RECOVERY & SUSTAINABILITY

Presented by **MAROON3**



*Every tap on an **Opal card** tells a story*

BUT HAVE YOU EVER WONDERED ABOUT THE BIGGER PICTURE?



1 WHAT DO THOSE JOURNEYS REVEAL ABOUT PUBLIC TRANSPORT PATTERNS IN NSW?

2 WHICH MODES DO WE RELY ON MOST?

3 HOW ARE OUR FARES USED TO KEEP THE SYSTEM RUNNING?



HOW PUBLIC TRANSPORT IN NSW HAS CHANGED OVER THE LAST FEW YEARS



11 SUSTAINABLE CITIES
AND COMMUNITIES



SDGs 11

Making cities and human settlements **inclusive, safe, resilient & sustainable.**



PUBLIC TRANSPORT

is one of the **most important factors** in shaping a city. It not only helps people **commute to work and study** but also plays a crucial role in **protecting the environment** by reducing traffic congestion and carbon emissions.





SYDNEY, NSW



Don't own cars



Large international student population



Rely heavily on public transport

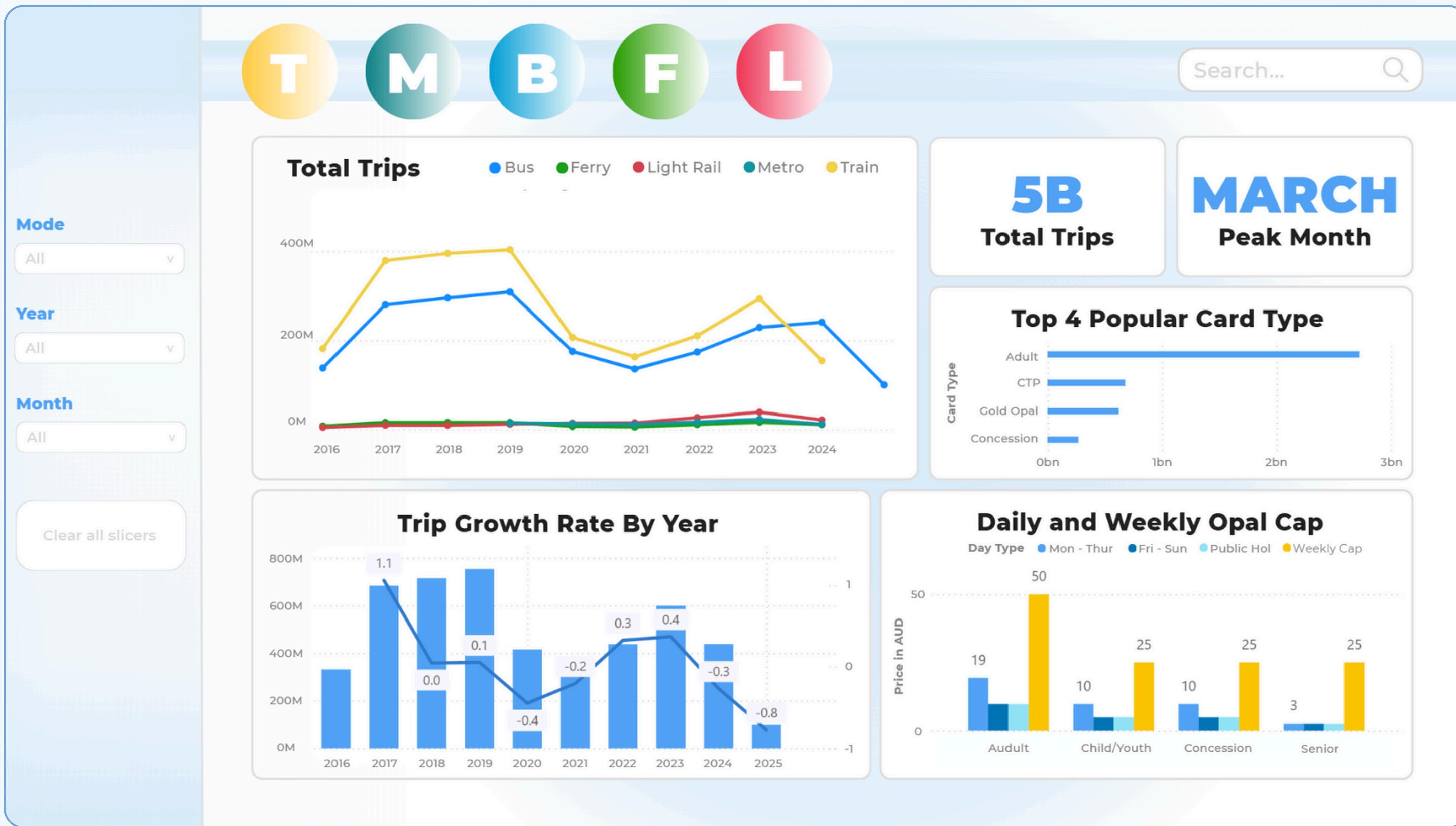


not only meets their needs but also fosters the city's sustainable growth



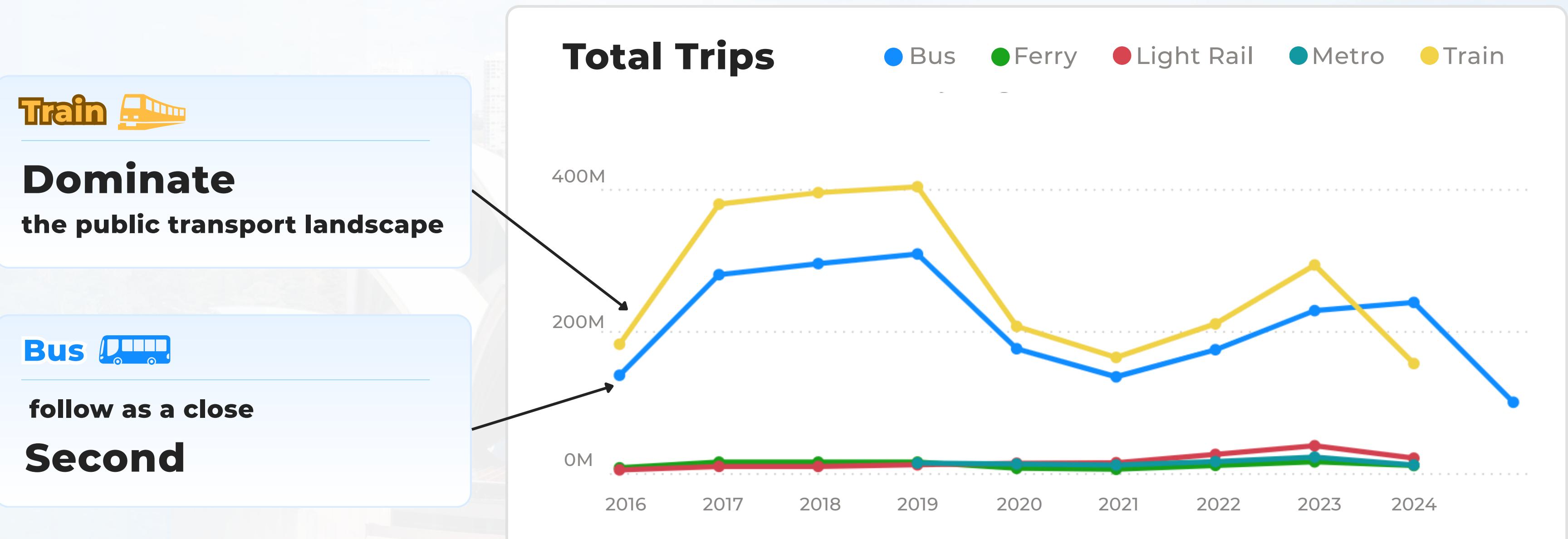
makes Sydney more attractive to future students and residents alike

OUR POWER BI DASHBOARD



SCAN ME

TOTAL TRIPS BY MODE



METRO'S GROWTH POTENTIAL

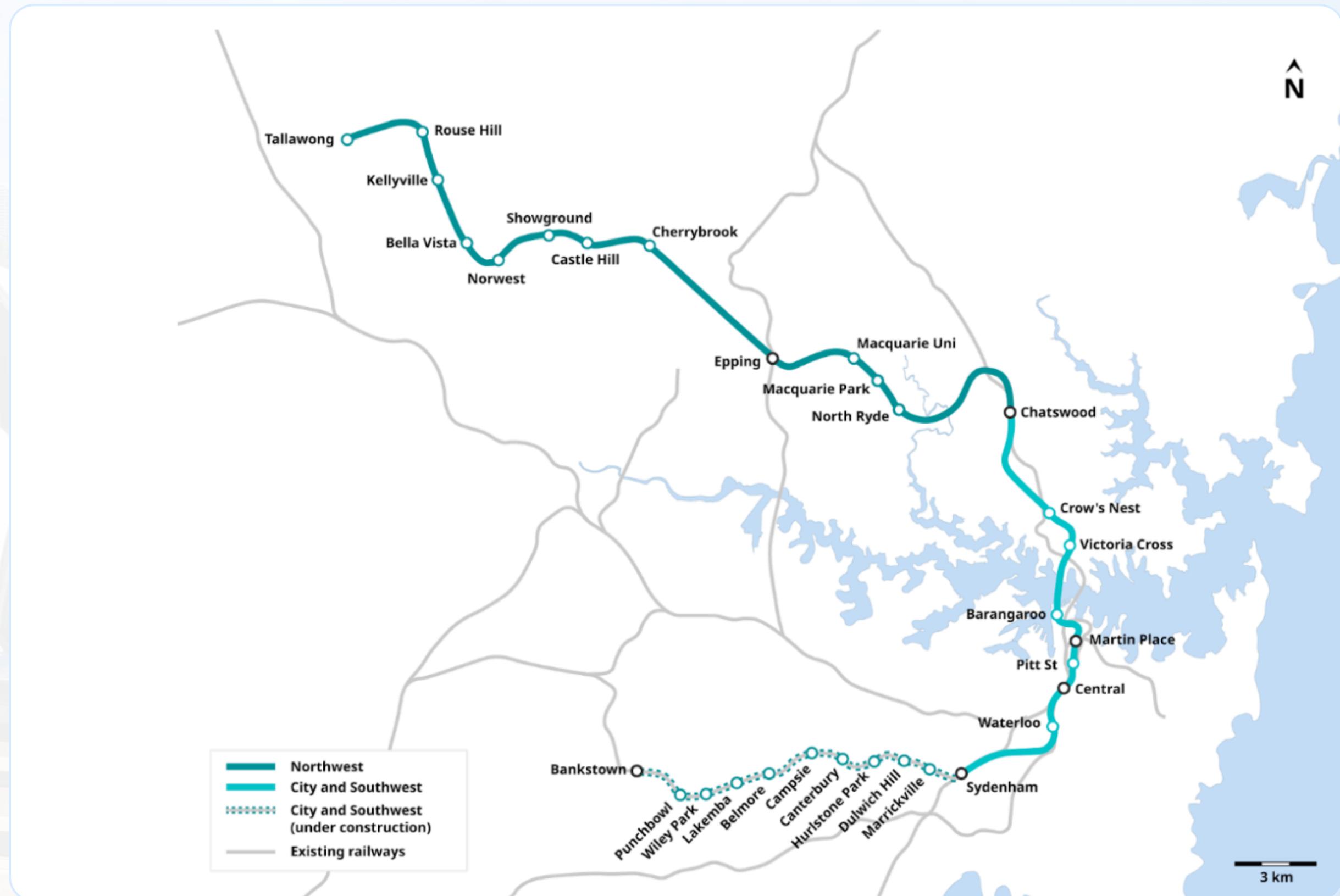
May 2019

first metro between
Tallawong & Chatswood

Aug 2024

expand from
Chatswood to Sydenham

Expect
expand from
Sydenham to Bankstown



OVERALL TRIP GROWTH TRENDS

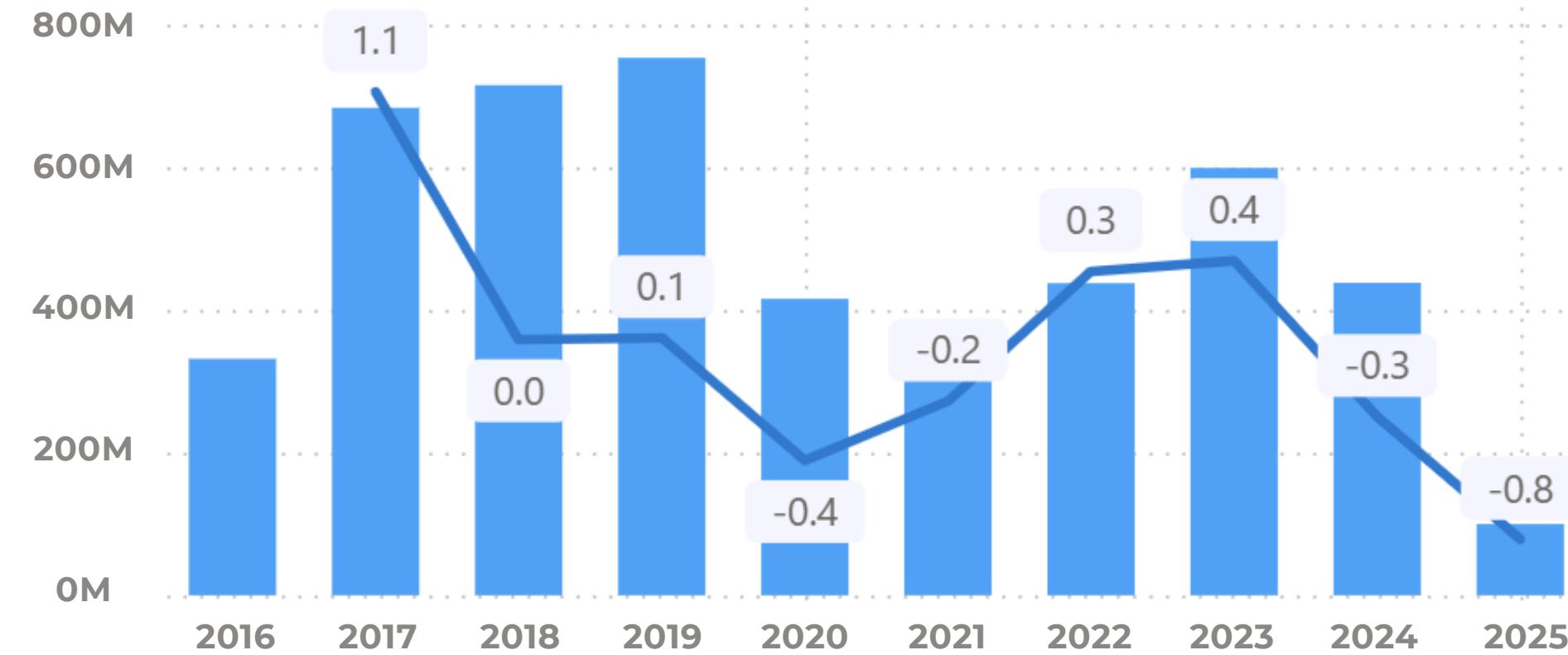
Public transport usually records around
800 MILLION TRIPS EACH YEAR
with an annual growth rate
0.1% & 0.5%

However, there was a
SIGNIFICANT DROP
in 2020 and 2021 which makes sense
and aligns directly with
**the impacts of
COVID-19 on mobility**

Possibly linked to
**University semesters starting
School terms resuming
Workers returning**

MARCH
Peak Month

Trip Growth Rate By Year



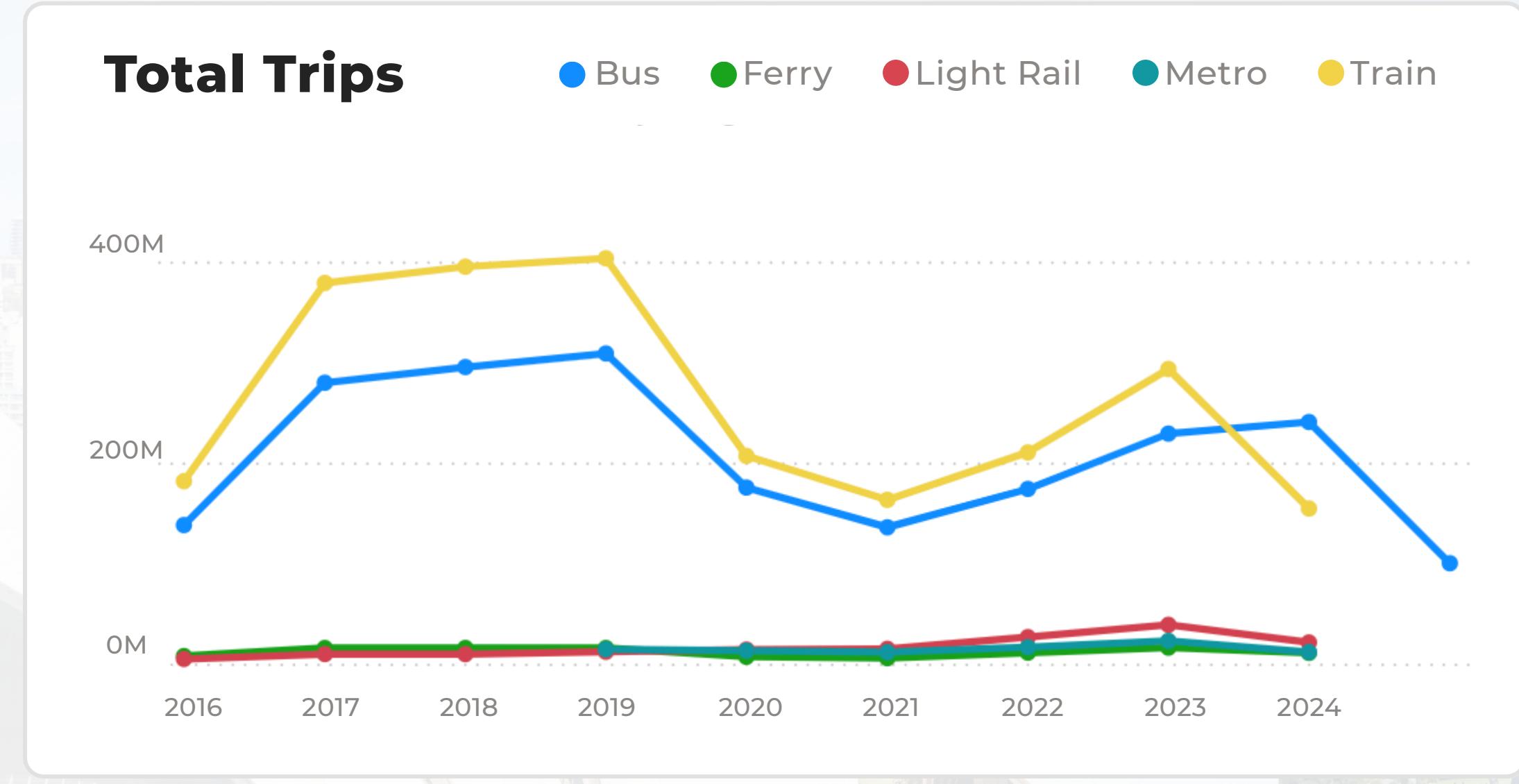
POST-COVID RECOVERY

Since then, trips have been
RECOVERING GRADUALLY
but the growth has been **UNEVEN**
across different modes of transport

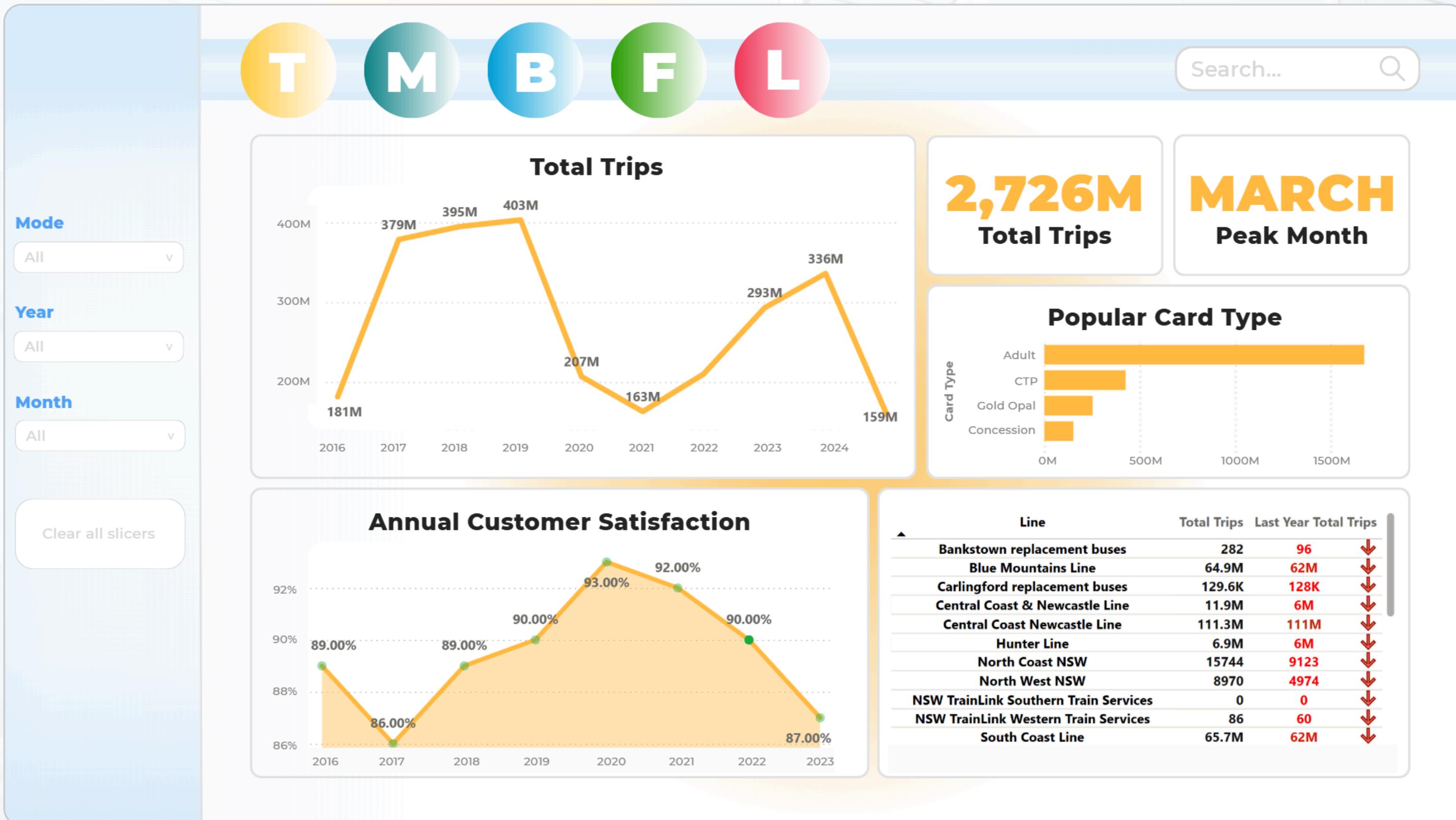
While the system is
BOUNCING BACK
travel habits are still
ADJUSTING

Influenced by
factors like

- 1. WORK FROM HOME PRACTICES**
- 2. SERVICE EXPANSIONS**
- 3. CHANGING COMMUTER NEEDS**



FOCUS ON TRAINS



TOP TRAIN LINES

Line	Total Trips	Last Year Total Trips	
T1 North Shore, Northern and Western Line	843.1M	807M	↑
Station Link	4.6M	5M	↓
Southern NSW	20245	11566	—
Southern Highlands Line	6.6M	6M	↓
South Coast Line	65.7M	62M	↓
NSW TrainLink Western Train Services	86	60	—
NSW TrainLink Southern Train Services	0	0	—
North West NSW	8970	4974	—
North Coast NSW	15744	9123	—
Hunter Line	6.9M	6M	↓
Central Coast Newcastle Line	111.3M	111M	↓

The T1 is by far the most popular recording over 843 MILLION TRIPS

SYDNEY RAIL NETWORK

M Metro T Trains

Because it connects both outer suburban regions and central Sydney business districts, T1 serves as a vital backbone of the rail network.

Its wide coverage explains why it consistently outperforms other lines in total trips.



COVID'S IMPACT ON TRAINS

(2020) For trains, there was a

↓ **SIGNIFICANT DROP**

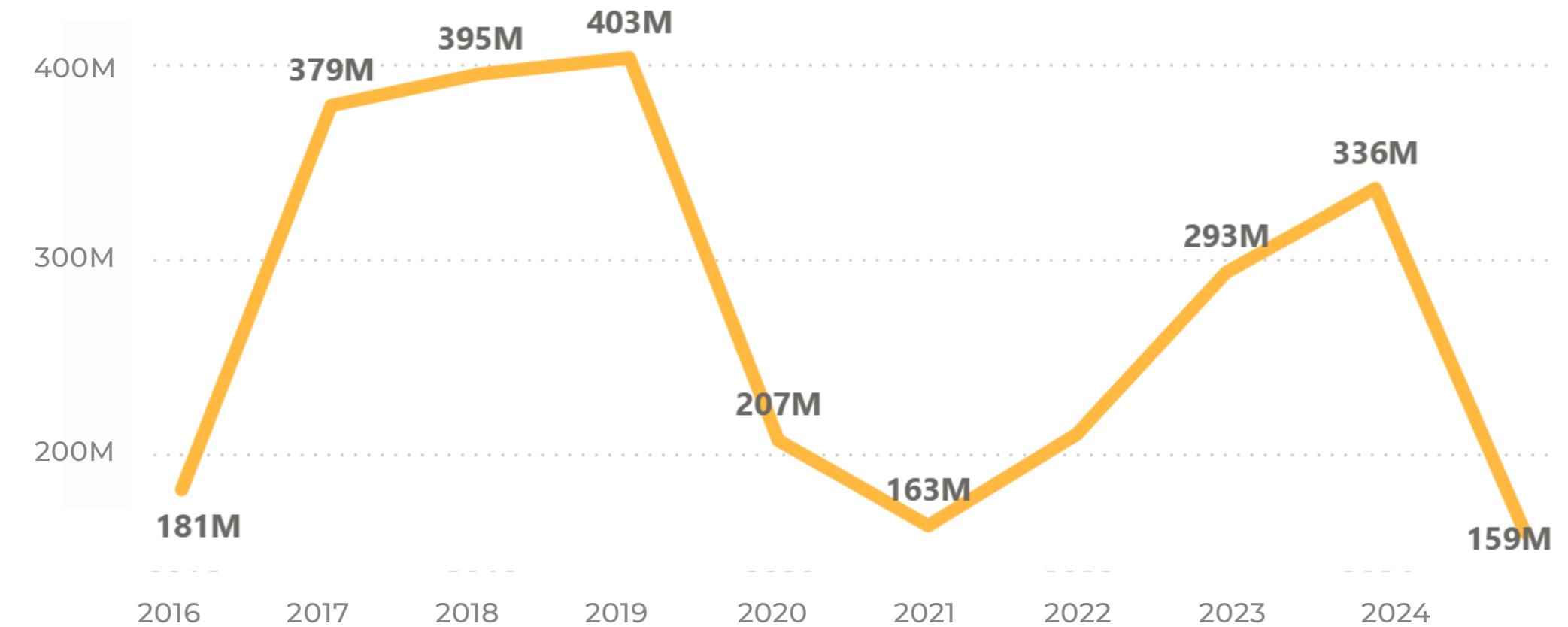
↓ **NEARLY 50%** compared to previous years

This sharp decline was directly caused by

THE IMPACT OF COVID-19 RESTRICTIONS

fewer people commuting to work, studying from home & limiting travel overall.

Total Trips

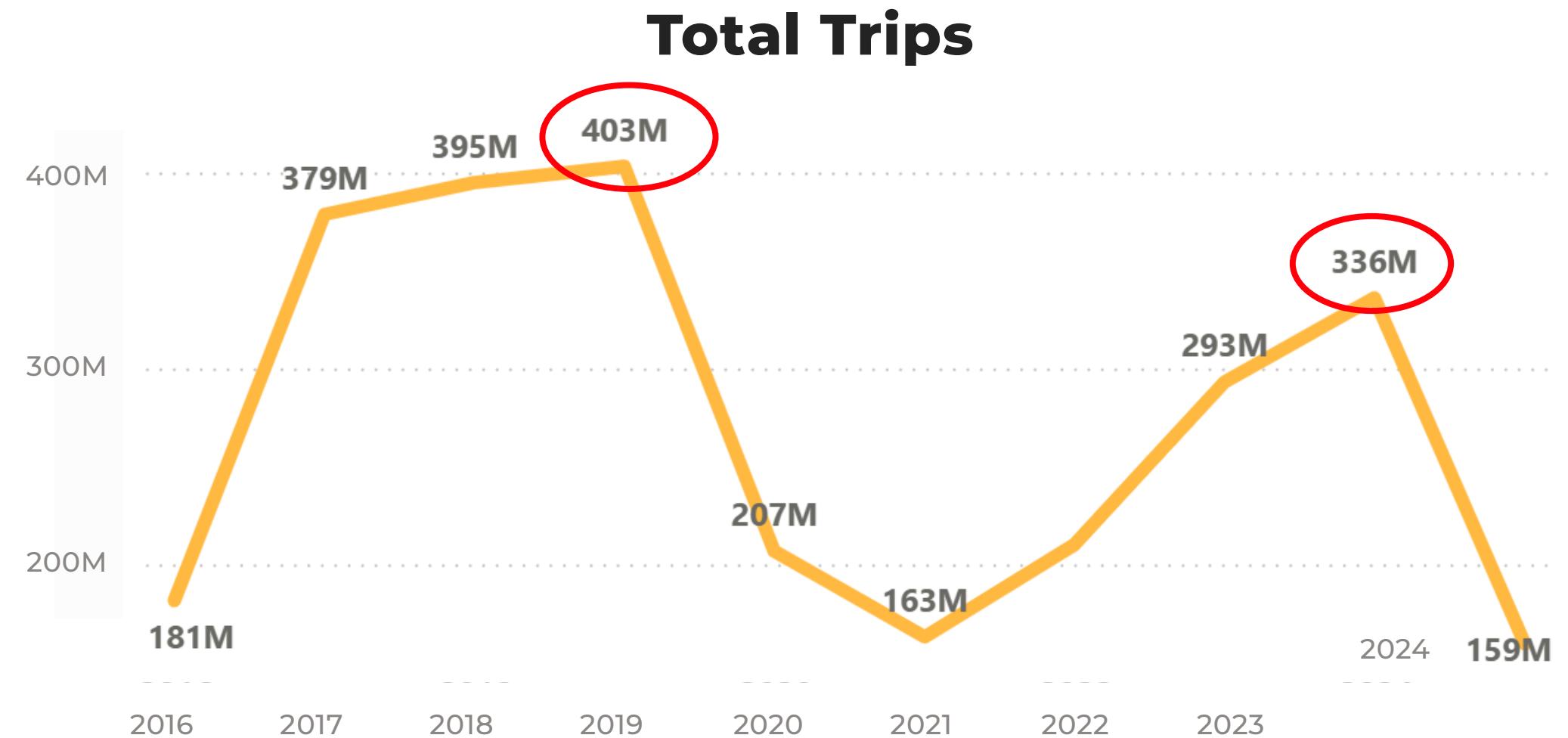


This drop didn't just affect trains, it had a major impact across the entire public transport network, reducing both revenue and usage patterns.

COVID'S IMPACT ON TRAINS

There's a **recovery** from 2022 onwards but trips have not returned to pre-COVID peaks

Just recover into
↑ 80%
of the pre-covid



COVID'S IMPACT ON TRAINS

Customer satisfaction rose during COVID years

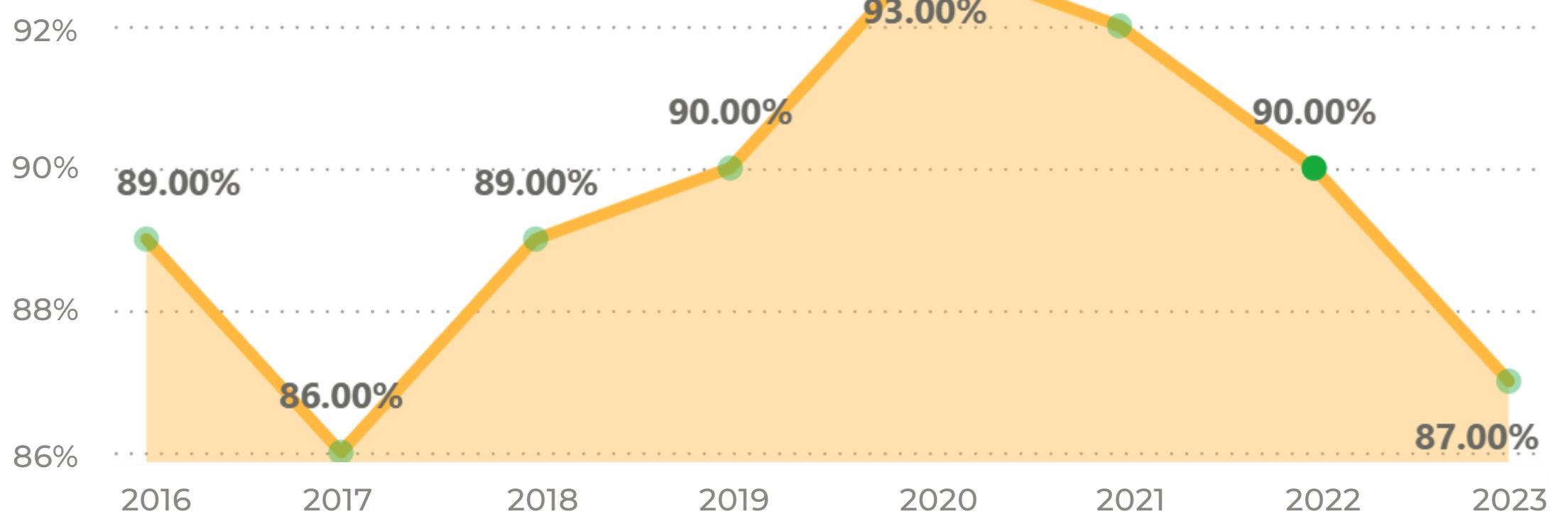
↑ **93%**
In 2020

Satisfaction declined again post-2021

↓ **87%**
In 2025

There are more people starting to use the train again, but there is not enough service.

Annual Customer Satisfaction



WE CAN ALL BE
COVID-19
CARRIERS,



Amid COVID impacts, trip fluctuations, and metro expansion, the transport network remains in transition

WHY DOES IT TAKE SO LONG FOR PUBLIC TRANSPORT USAGE TO FULLY RECOVER TO PRE-COVID LEVELS?



Give way on crowded paths

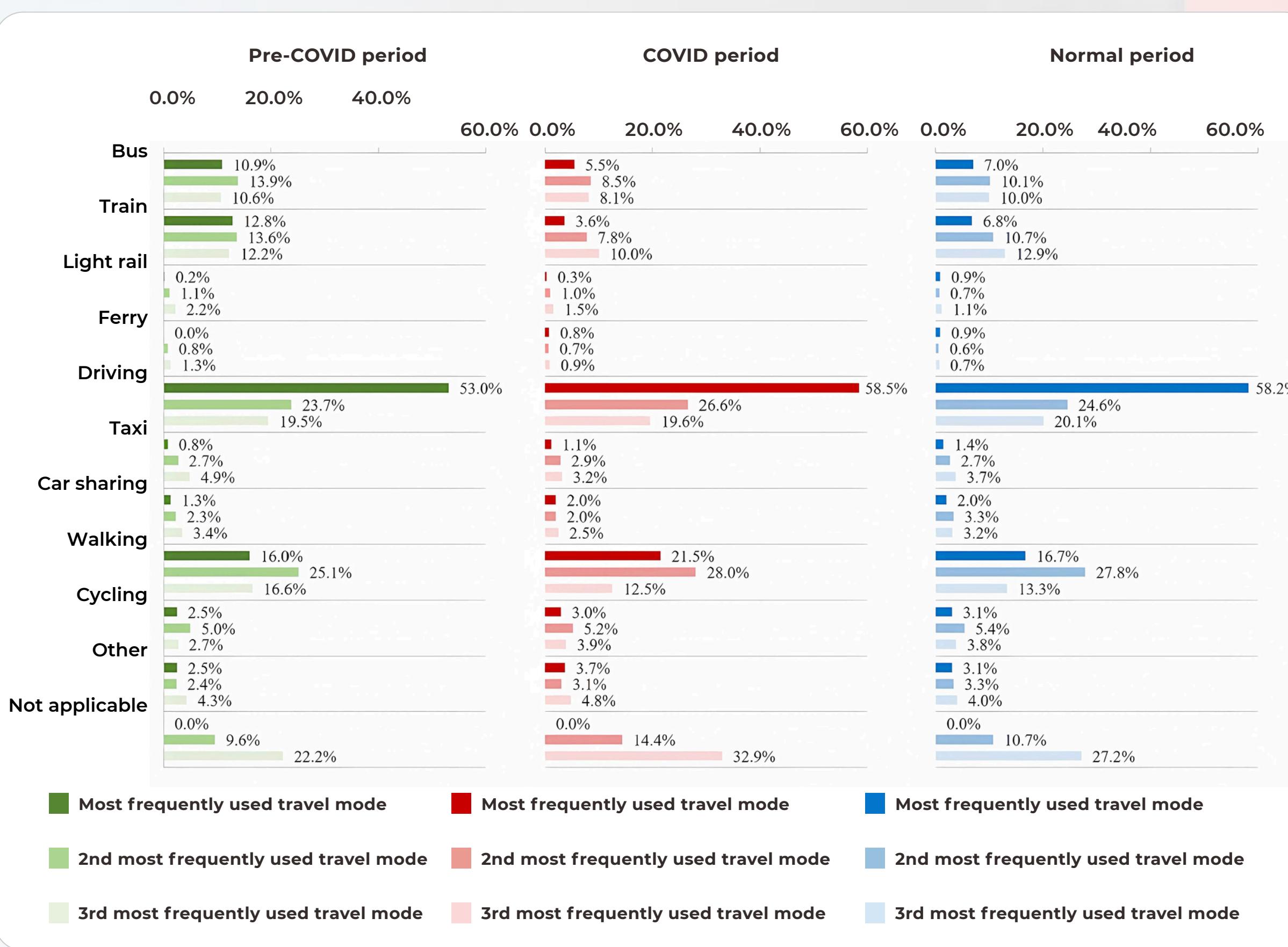


Consider wearing a mask in busy areas

Our parks are for sharing - share them safely

For the latest health advice and information visit: health.nsw.gov.au/coronavirus

HUMAN FACTORS - TRAVEL MODES



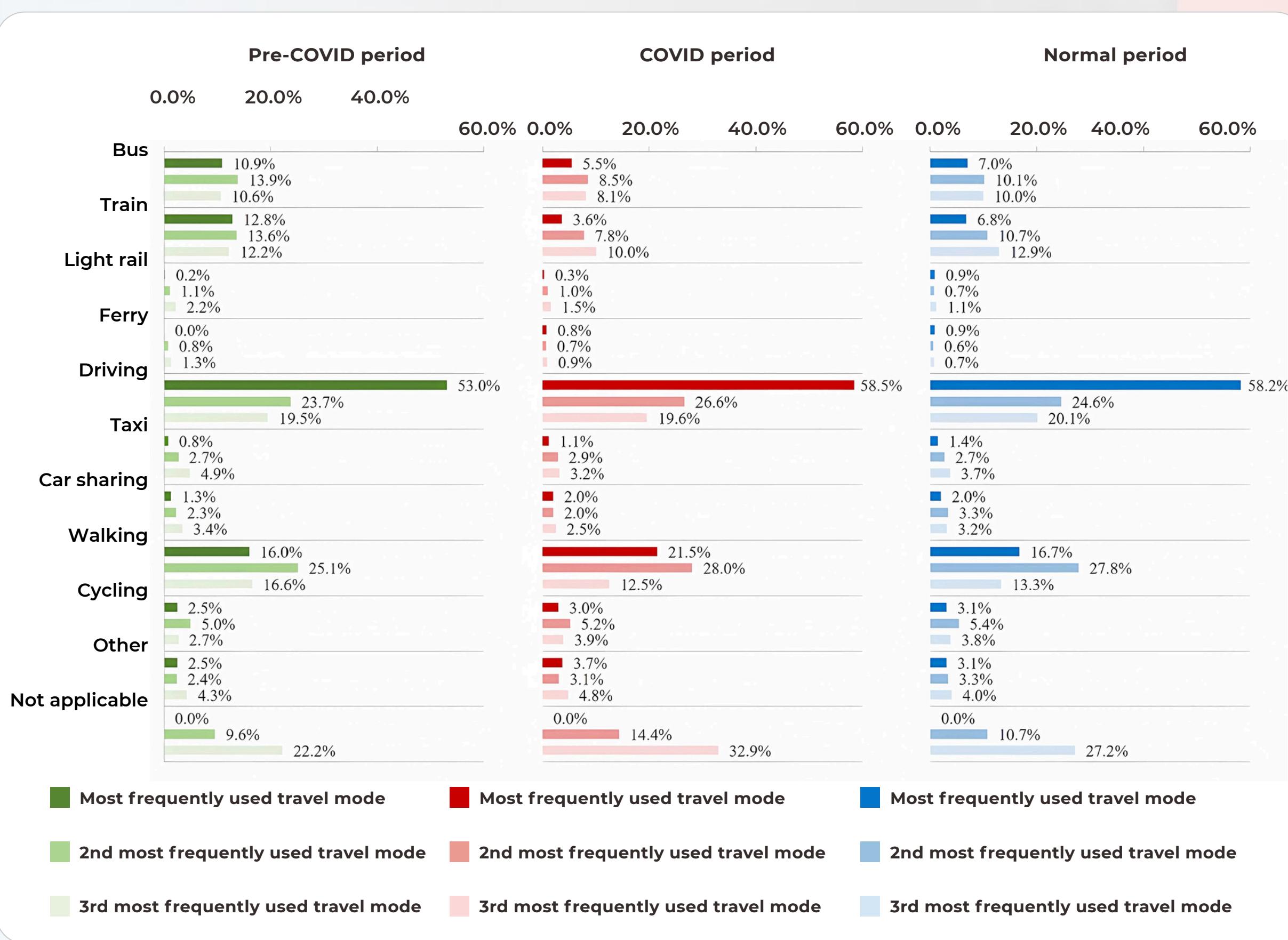
Respondents were given questions regarding their perceptions in different periods, such as:

- The most frequently used travel mode
- Main travel purposes

The results of a Chi-square test indicate a statistically significant difference between travel modes across these periods

$$\chi^2 = 115.843, p < 0.001$$

HUMAN FACTORS - TRAVEL MODES



Covid period, bus and train patronages decrease by

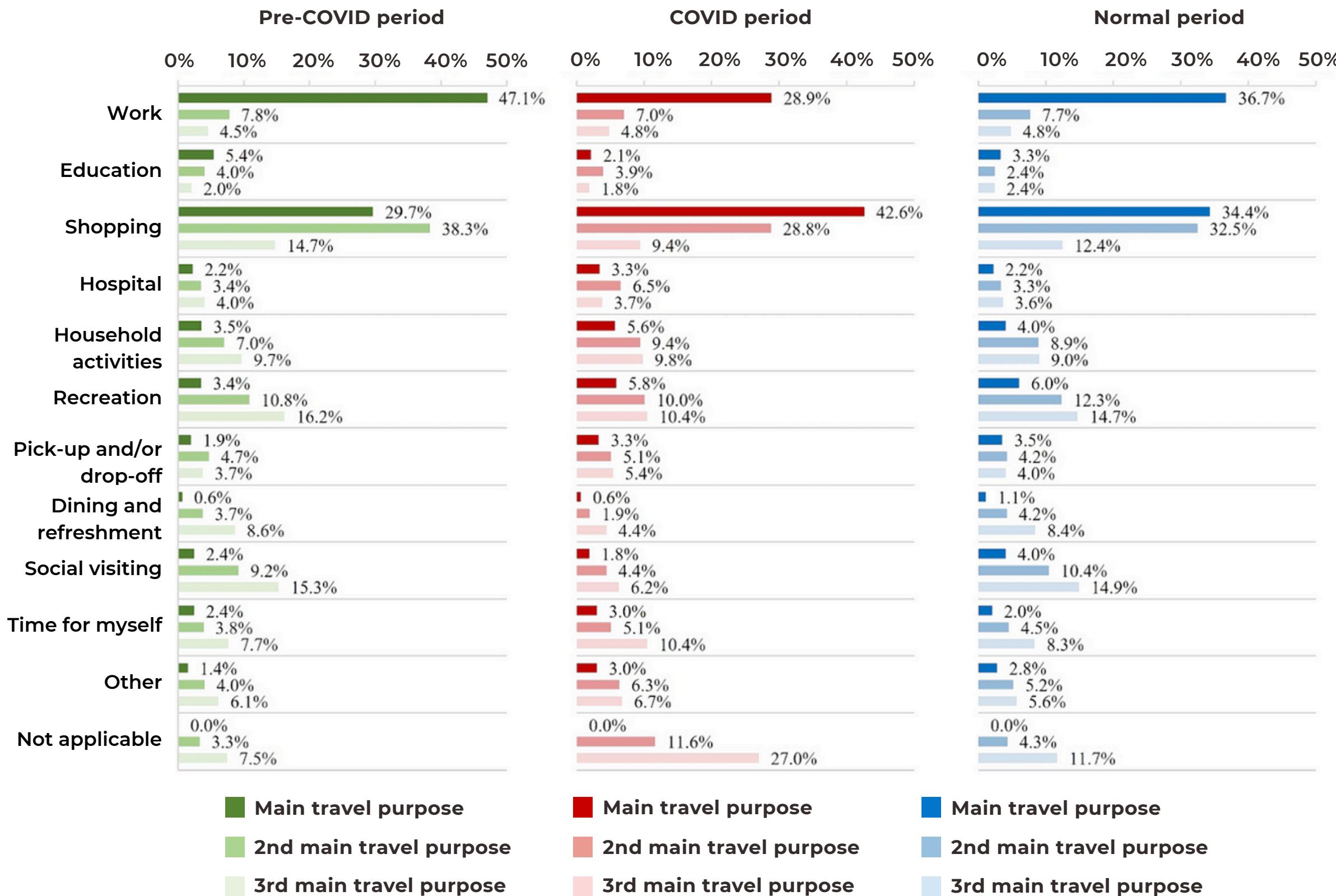
Train **↓ 50%**

Bus **↓ 71%**

Other public transport, including light rail and ferry, maintain **low utilization** in both of the COVID and normal periods

an increasing proportion of **respondents travel by private vehicles** in the COVID period compared to the pre-COVID period

HUMAN FACTORS - TRAVEL PURPOSES



With $\chi^2 = 130.75$, $p < 0.001$, we can conclude that there is also a significant difference among different travels purposes in different periods.

The main travel purpose

Work **↓ 37%** in the COVID period
Education **↓ 60%** period

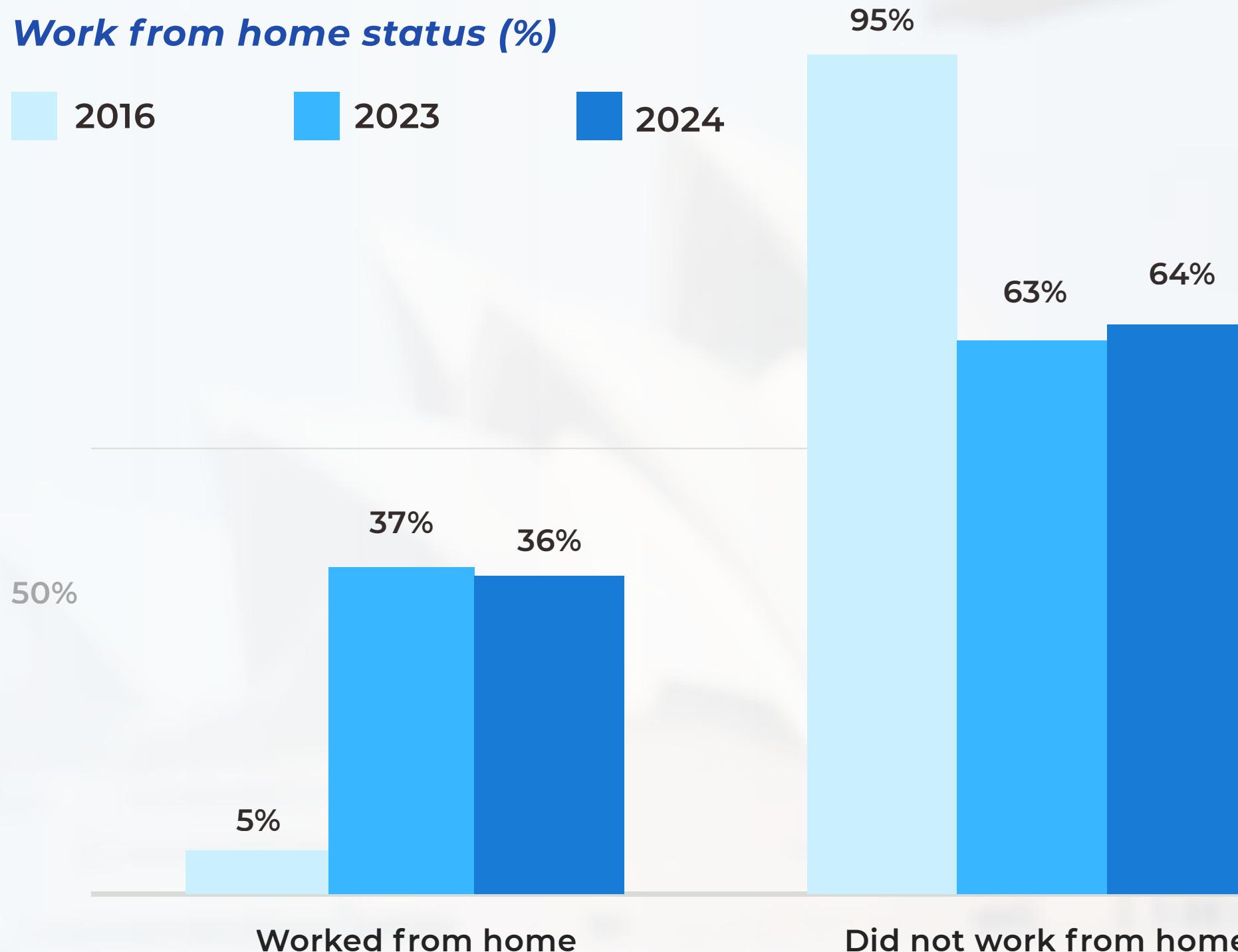
Shopping becomes the major travel purpose in the COVID period

Social visiting increases greatly

+121% even beyond the number in the pre-COVID period.

WORKING FROM HOME TRENDS

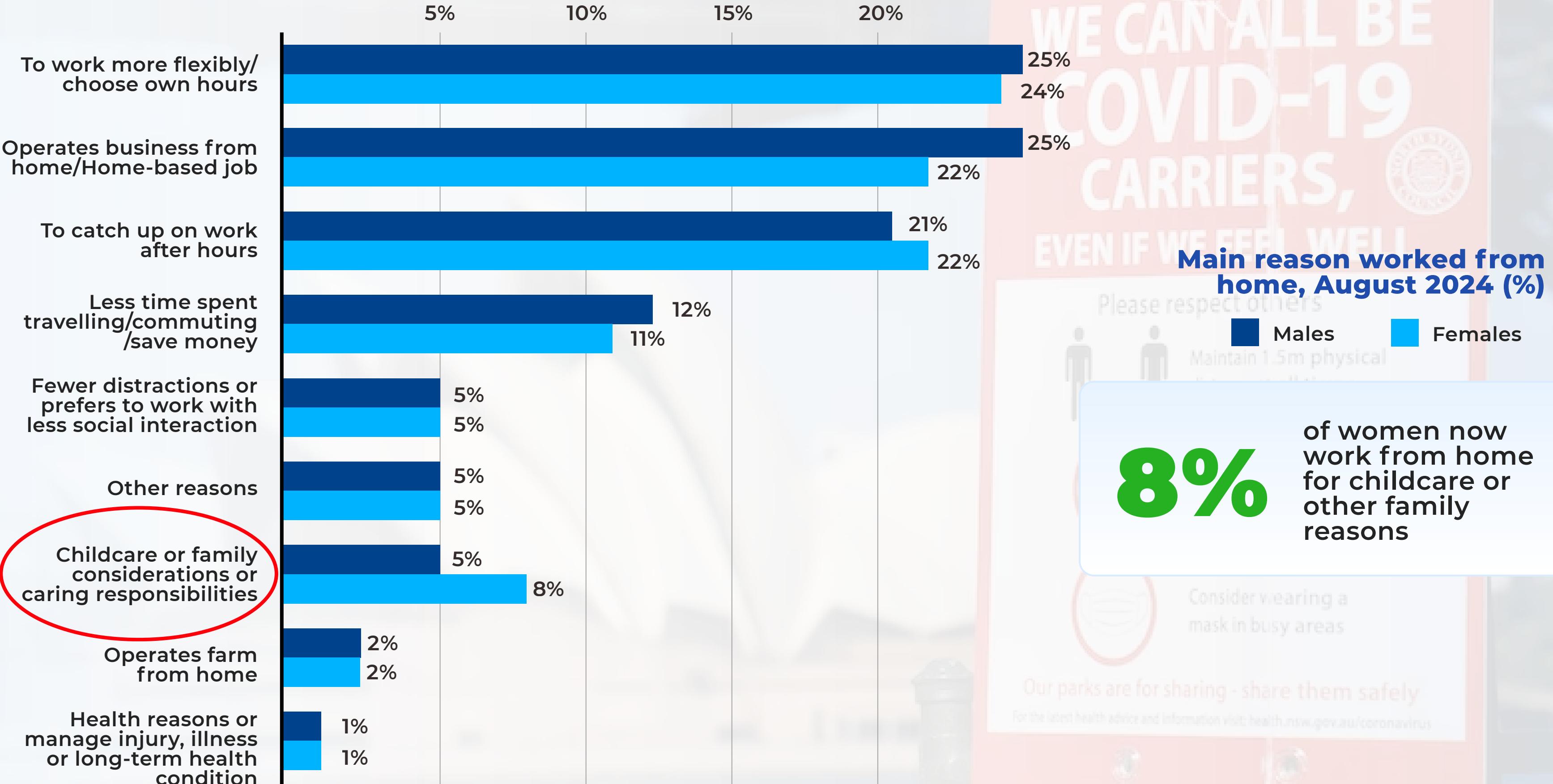
More than one-third of employed Australians still regularly work from home



Source: Australian Bureau of Statistics (August 2024), Australian Bureau of Statistics (2016).

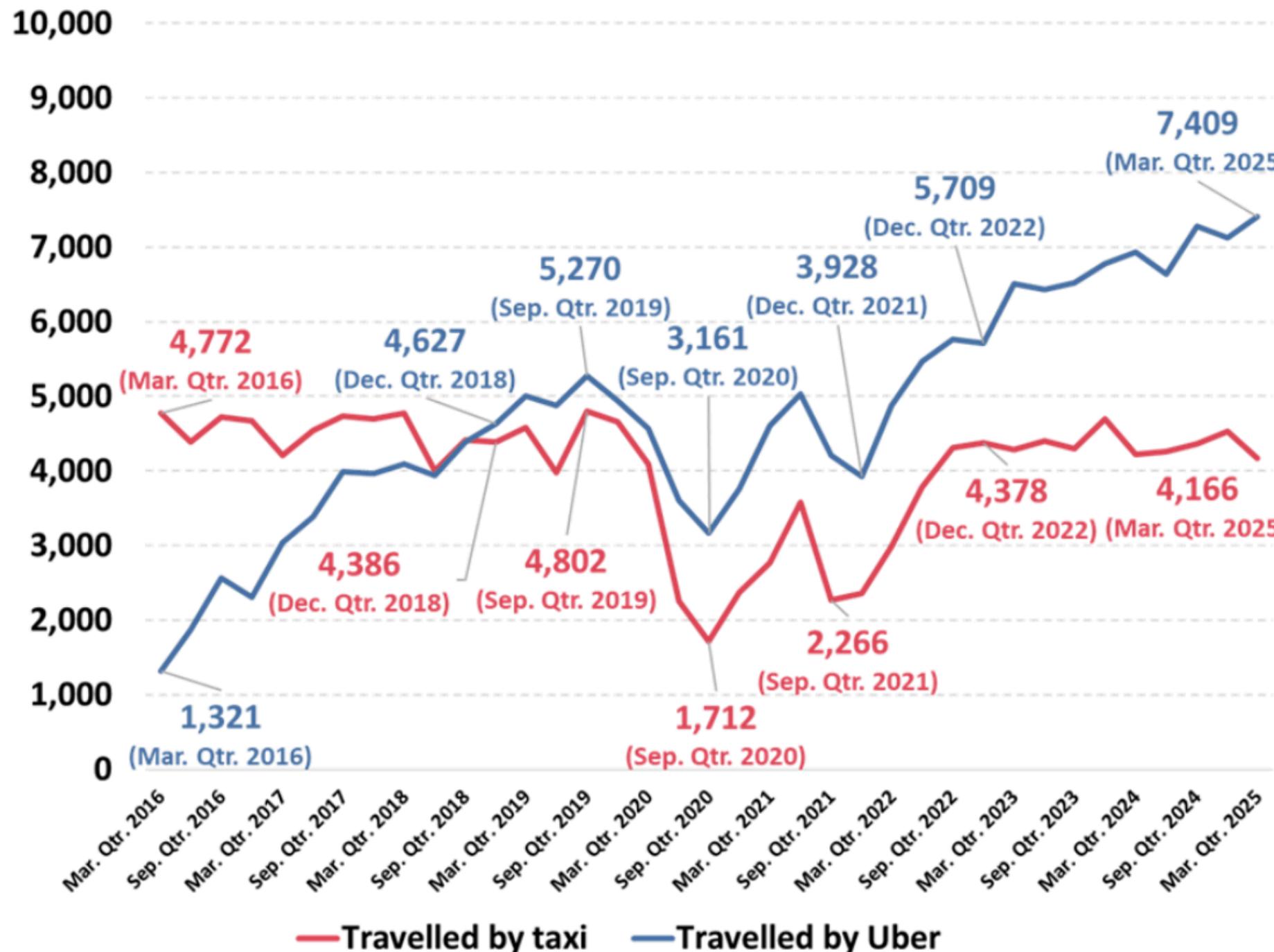
36% of Australians were working from home on a regular basis in 2024

FLEXIBILITY IS STILL THE MAIN REASON FOR WFH



EXTERNAL FACTORS: RIDE-HAILING GROWTH

Australians aged 14+ who used Uber and taxi services in an average three months ('000)



Source: Roy Morgan Single Source, January 2016 – March 2025

WE CAN ALL BE
COVID-19
CARRIERS

Usage of Uber has surged since the end of pandemic restrictions in 2022 **increasing by 1.7 million**

Uber's popularity overtook taxis during 2018-19 and quickly stretched its lead to **over 1.5 million passengers** by early 2021 amid the COVID-19 pandemic.

Our parks are for sharing - share them safely

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EXTERNAL FACTORS - TRAIN DISRUPTIONS

The significant service interruptions caused, notably the large-scale action in **May 2025**, are events that not only **reduce short-term ridership** but also **erode long-term customer trust and confidence**.



ADDITIONAL CONTRIBUTING FACTORS

Other influences include:

OPAL fare increases

INFLATION

REDUCED

international visitor flows



GOVERNMENT EFFORTS AND OUTLOOK

The NSW government is investing in recoveries like

METRO EXPANSIONS

SERVICE IMPROVEMENTS

However, reaching pre-COVID peaks
may take time as habits evolve.



CLOSING THOUGHTS

Public transport in New South Wales is recovering but challenged by post-COVID work patterns, ride-hailing competition, and reliability issues. To boost patronage and advance UN SDG 11, the following recommendations are proposed

- 01** Accelerate key infrastructure projects, particularly the metro network expansion.
- 02** Ensure service stability and reliability, especially on arterial routes like the T1 line, by addressing labor relations and maintenance issues.
- 03** Consider flexible fare policies to alleviate cost-of-living pressures on commuters.
- 04** Optimize timetables to better align with hybrid work schedules and the growing demand for social and leisure travel.



THANKS FOR LISTENING

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