



South Australian Public Transport

Student and Young People Action Plan (2021-2022)



Acknowledgement



The Department for Infrastructure and Transport (DIT) would like to acknowledge that the land Adelaide Metro operates on are the traditional lands of the Kaurna Peoples (Adelaide Plains Region) and the Peramangk Peoples (Adelaide Hills Region).

DIT would like to acknowledge the Kaurna People as the traditional owners and custodians of the Adelaide Plains Region and the Peramangk People as the traditional owners and custodians of the Adelaide Hills Region, and that their cultural practices and heritage beliefs are still as important to the living Kaurna and Peramangk Peoples today.

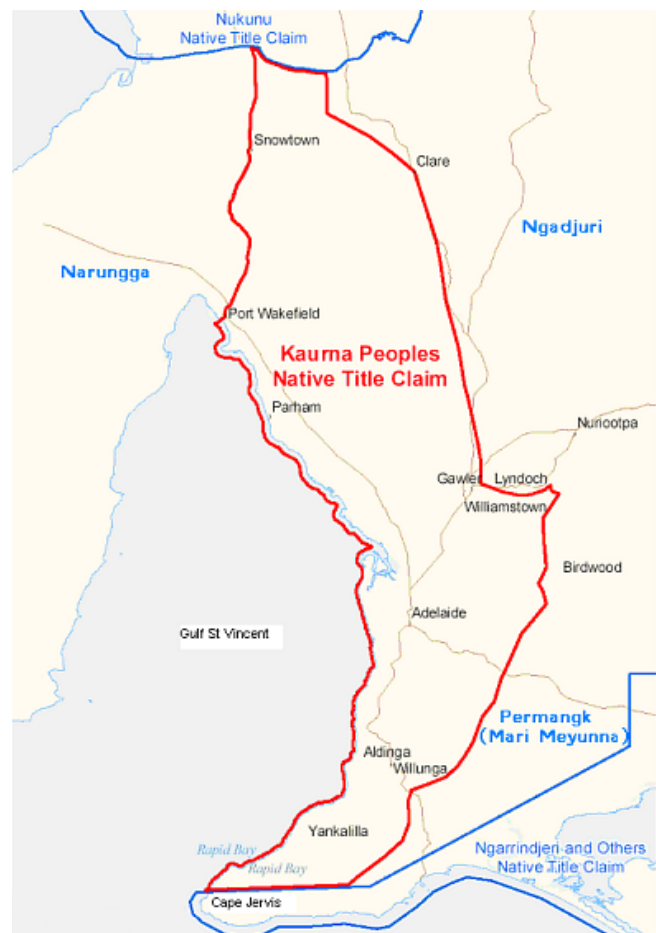
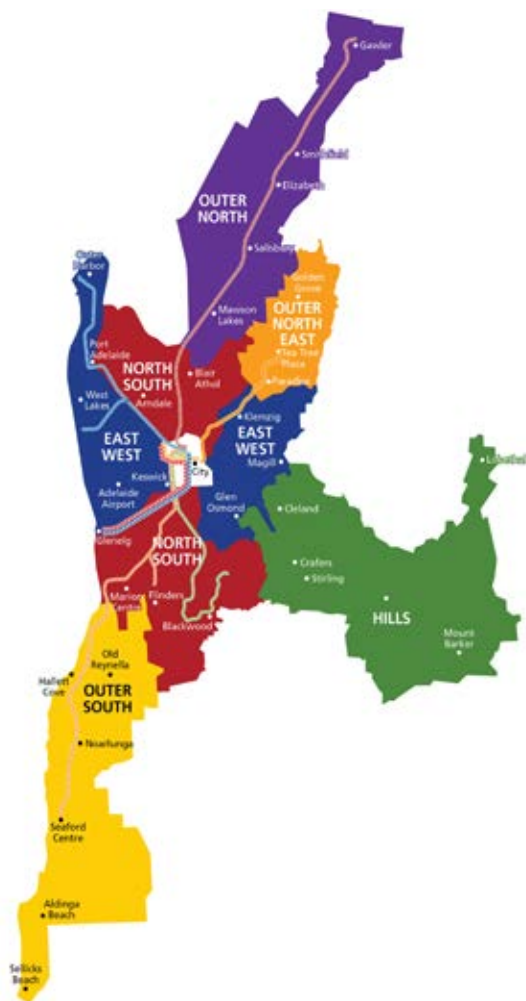


Figure 1: Kaurna Native Title Claim
(Courtesy of Land Services Group)

Action Plans

Under the South Australian Public Transport Diversity and Inclusion Framework (the Framework) this action plan has been developed to drive progress for students and young people as a priority group.

Targeted action plans for this group are the first of their kind for transport in South Australia and have a strong focus on establishing two-way relationships with each of the identified priority groups. Planned research and engagement is the focus of this first year, with learnings informing further actions in the next five year plans.

The next five year action plans will have more specific actions and projects to address issues identified during this first year. These actions and projects will have a strong customer focus generated from grass roots engagement with the community.

Introduction

South Australia's first railway opened between Goolwa and Port Elliot on 18 May 1854, but it wasn't until these lines became a unified network with a focus on Adelaide, that rail dominated land transport until the mid-twentieth centuryⁱ. Since then, the network has expanded and evolved to include buses, trams, and trains. The network now connects people on a daily basis, providing more than 76 million trips annually.

South Australia is a great place to work, live and grow and for continued success it must have the right economic and social infrastructure in the right places at the right time. This includes a public transport system that supports the needs of its diverse community.

As at 2019, Tertiary and Secondary Students made up approx. 17% of all trips annually.

Current Situation

According to *Strong Futures the South Australian Youth Action Plan 2020-2022* there are more than a quarter of a million young people aged 12-24 years living in South Australia, and according to Adelaide Metro data, students make up approximately 17% of current patrons.

According to *Public transport - It's not fine* (A report into systemic issues identified by South Australian children and young people in relation to their experience of public transport services) specifically looked at systemic issues identified by SA children and young people highlighted that public transport is a unifying theme for youth both across regional and metropolitan SA, with availability and affordability of public transport underpinning young people's ability to engage with school, employment, sport, hobbies and interests and recreation activities.

South Australian young people are active contributors to our state's social, cultural and economic life and it is important that their voice is captured and their perspective are heard, valued and used to collaboratively design and improve our services. For many young South Australians public transport is their primary form of transportation.

As part of the broader Public Transport Diversity and Inclusion Framework, Adelaide Metro has established a series of action plans to achieve outcomes in specific areas. These action plans are strategically positioned to make real progress on improving user experience for all, with a strong focus on identified priority groups such as students and young people.

This plan outlines some key actions that Adelaide Metro will undertake, and identifying some areas where improvements can be made for students and young people in 2021 - 2022.

Other documents associated with this action plan include:

- *The South Australian Public Transport Diversity and Inclusion Framework*

Documents and legislation that have informed this plan include:

- *Age Discrimination Act 2004*
- *Passenger Transport Act 1994*
- *Public Transport – It's not fine: A report into systemic issues identified by South Australian children and young people in relation to their experience of public transport services*

Moving Forward

For the purposes of this plan, students and young persons are defined as anyone aged 12 – 24 or holders of a student metro card, and make up a significant portion of the South Australian population approx. 19% of all South Australiansⁱⁱ, and 17% of Adelaide Metro patrons.

According to the Youth Action Plan, South Australian youth's shared vision is for a state that is safe, inclusive and sustainable for all young people, now and into the future.

Adelaide Metro is committed to enabling and providing all South Australians with an accessible public transport system with appropriate information to enable students and young people to effectively navigate the public transport system, to facilitate connection to their hobbies, interests, employment, friends and family.

Recent research in SA public transportⁱⁱⁱ indicated that behind work and study purposes, leisure activities were the most prevalent purpose for people to travel.

Whilst there are some challenges for some young people traveling on public transport^{iv}, there is scope to further understand the barriers that students and young people face in engaging with the public transport system, and how improvements can be made.

For this reason, engagement is central to this action plan.

Engagement

Adelaide Metro is committed to capturing the voice of students and young people to iteratively improve connection and provide better service delivery. The first action of this plan is the establishment of a network of student and young people who will be empowered to co-design and engage on matters that are important to them.

Key Outcomes and Objectives

This action plan is designed to drive progress under the Adelaide Metro Diversity and Inclusion Framework. These actions aim to ensure services that support students and young people to feel empowered, seen and heard, included and valued, equal and welcome when engaging with the Adelaide Metro public transport system.

The actions listed under each of the below objectives have a strong focus on establishing networks and empowering students and young people to feel included and increase usage of the Adelaide Metro public transport system.

They also have a strong focus on the Adelaide Metro principles of engagement, empowerment, celebration, and learning. This action plan has the following objectives to identify and reduce barriers and support empowerment, engagement and inclusion:

- 1** Establish a mechanism to meaningfully engage students and young people (including with disability) to improve services for them, and empower students and young people to have input on decisions that affect them.
 - a. Ensure students and young people have a voice in the decisions that affect them
- 2** Address safety concerns for students and young people
 - a. Assess trends / hotspots of concern for students and young people engaging public transport and address them
- 3** Identify and reduce barriers for Students and young people
 - a. Ensure barriers to accessing public transport are reduced
 - b. Ensure access to information (including digital) is not a barrier

Monitoring and Reporting

A high-level progress report on the status of all action plans will be developed and internally published bi-annually for measurement and benchmarking purposes. A holistic action plan progress report, inclusive of all action plans, will report on an annual financial year basis.

Actions

[illegible]

Objective	Holistic Domain(s)	Person Centred Outcome	Action	Timeline
Empower Reduce Barriers	Safety Satisfaction Empowerment	<i>"I feel safe when on public transport"</i>	2 Address safety concerns for students and young people a. Strengthen and proactively communicate steps that passengers can take if they feel unsafe on public transport b. Explore contingency plans in the event that a young person is left at a stop or station with no way to get home	a. Early 2022 b. Late 2022
Empower	Satisfaction Accessibility Comfort	<i>"I'm not discriminated against because of my age"</i>	3 Reduce barriers for students and young people a. Review the current policy and fine structure for students and young people to address issues highlighted in CCYP – Public Transport it's not fine report (2019) b. Update service providers and ticket inspectors with outcome of review and communicate to public transport users	a. Early 2022 b. Early 2022

Objective	Holistic Domain(s)	Person Centred Outcome	Action	Timeline
Empower Reduce Barriers	Accessibility Empowerment Comfort Convenience	<i>"I feel comfortable to get on any bus and know where I'm going"</i>	4 Ensure presence at Secondary and Tertiary events. a. Collaborate with service providers to provide information sessions for primary, secondary and tertiary institutions to highlight the benefits of public transport at orientation events b. Establish a digital information pack to provide to schools and tertiary institutions to recruit new patrons and further inform existing patrons. c. Supply digital information pack to primary, secondary and tertiary institutions for inclusion in their orientation information packs, with special attention paid to international students.	a. Late 2021 b. Late 2021 c. Early 2022
Meaningfully Engage Empower	Satisfaction Comfort Empowerment	<i>"I feel represented because my artwork is represented"</i>	5 Provide a competition for the opportunity to design a tram wrap for International Youth Day. a. Recognises South Australia's youth, and aims to promote ways to actively engage them in a public transport system that is representative of them	a. Late 2022

Endnotes

- i Peter Donovan, 'Transport', SA History Hub, History Trust of South Australia, <http://sahistoryhub.history.sa.gov.au/subjects/transport>, accessed 27 May 2021
- ii National, state and territory population, September 2020 | Australian Bureau of Statistics (abs.gov.au)
- iii Adelaide Metro 2019 PSM Combined Services Report - Department of Planning, Transport and Infrastructure 2019
- iv Public transport - It's not fine: A report into systemic issues identified by South Australian children and young people in relation to their experience of public transport services



