



A Socio-Economic Study of Platform and Carriage Crowding in the Railway Industry (R2.104)

Background

The cost of running a metropolitan railway in part relates to the number of people that can be accommodated on trains and platforms and the time taken for boarding and alighting. Optimising the number of passengers on metropolitan railways contributes to the triple bottom line value of Australian metropolitan rail services through the provision of efficient services for customers, return on investment for providers and increased usage of a form of transport with relatively low carbon emissions.

Objective

The project will identify optimum service capacity from the perspectives of consumers, tolerances of over and under crowding and factors which encourage and discourage tolerance of passenger density on Australian metropolitan railways.

Outcomes

This project will facilitate the development of a model for efficient rail scheduling. It will also identify the interface between the optimum platform and carriage capacity from the perspective of the public with the perspective of rail providers.

Benefits

The project will lead to a better understanding of customer experiences and tolerances of carriage and platform density and will facilitate improved management of passenger loading in the rail system.

Project timeframe

1 April 2009 to 31 March 2011

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