



Policy options to improve the quality of public transport

- **Preserve road space and give priority to eco-efficient modes of transport:** A certain amount of road space should be allocated specifically for public transport and non-motorized transport, such as bus lanes and cycle lanes. This allows for increased frequency, faster speeds, fewer delays and better reliability of public transport. Safety is also improved because the interaction with the general traffic is reduced. Signalling and junction design should allow public transport to gain priority over private cars.



Dedicated bus lanes reduce delays to public transport in Jakarta, Indonesia
Photo: Ko Sakamoto

- **Integrate various modes of transport:** It is important to consider how the different modes of public transport can be integrated to improve connectivity and convenience. An extensive network should cover a spectrum of services from local services (typically catered by conventional buses, taxis and bicycles) to intrazone travel (typically catered by express buses, BRT and rail-based public transport systems). Conventional bus services, taxis and public bicycles can act as feeders to mass transit, including BRT, light rail and metro systems. Competition should not be between different modes of public transport but rather between the private car network and the public transport network.



Integration of public transport modes as seen in Madrid, Spain
Photo: Ko Sakamoto

- **Diversify the public transport service (in terms of speed, price, etc.) tailored to different needs:** The diversification of public transport service can attract more passengers whose demands vary. For example, putting in place express buses or rails in addition to the existing network can provide the types of service in terms of speed and price that accommodate various demands.

- **Design good-quality public transport infrastructure:** Infrastructure for public transport, such as bus, train and metro stations, should be designed and constructed in a way that enables easy access to all users, including those with mobility impairments, and to improve the convenience of transit between different modes. Ensuring good design standards from the outset also reduces further expenditures in the future, considering that retrofitting or redesigning old infrastructure is often more costly and technically difficult. In the context of climate change, it is also important that infrastructure is designed and built with resilience against extreme weather events (such as flooding) as well as likely changes to the physical environment (such as sea level rises).



Japanese multi-modal stations: Nishitetsu Tenjin station in Fukuoka City in which the second floor is used as the railway station while the third floor is a bus terminal and the fourth floor is a parking area.



Japanese multi-modal station for bus and train in Toyama City (Iwasehama station)

- **Maintain infrastructure and vehicles:** Both infrastructure and vehicles need to be appropriately maintained so that cleanliness, comfort and safety are reliable features. Maintenance is crucial to safeguard that the large capital investments made in transport infrastructure and vehicles are maximized and not squandered. Budgeting for transport projects should ensure that maintenance costs are factored in from the beginning and made available on schedule.

- **Provide information to the public:** The benefits of using public transport, including financial savings to households, improved health and lower burden to the environment, need to be communicated to the public through targeted campaigns. Additionally, information technology that improves the reliability and convenience of public transport and non-motorized transport systems should be employed, such as real-time information systems that let riders know what to expect.



Real-time public transport information in Guangzhou, China
Photo: Ko Sakamoto

- **Make it affordable and provide incentives for the uptake of public transport:** Public transport fares should be set at rates that allow all members of society to use it. Conversely, the price of using private cars should be higher than that of using public transport, such as through congestion charging and high parking fees. In addition, fare systems between different modes of public transport should be integrated for users' convenience. In Bogota, Colombia, people can travel the whole city via public transportation with a single fare system. In Seoul, Republic of Korea, every public transport including bus, metro, airport limousine and local feeder buses installed the electronic fare system so that people can transfer from one to the other mode using the same multi-transport card (called 'smart card') at a discounted rate. The same system has been expanded into the neighbouring province.