

## To our readers

The previous issue of EMTA News was sent with a questionnaire aimed at better knowing the wishes of the readers of this newsletter. First, thank you to all the persons who bothered to answer this questionnaire. And thank you for your very positive comments and suggestions. We are very proud that more than 95% of our readers find EMTA News interesting and useful and that the newsletter is read by several persons in each organisation. Half of the readers even say that they would accept to pay if subscription was not free. This is a very strong motivation for us to carry on with the mission of informing about the activities and projects of the authorities responsible for public transport in the European metropolitan areas. The exchange of information and best practices is indeed among the main missions of EMTA. As a consequence of this survey, the content of EMTA News will evolve a bit so as to devote more space to the news from the European institutions and the news from the cities. EMTA News will still be sent by post mail, since 95% of the readers are satisfied with this, but for those who prefer an electronic newsletter, it is possible to download it as a pdf file from EMTA's website ([www.emta.com](http://www.emta.com)). We wish you a happy and successful year 2002.

Stéphane Lecler, Secretary General of EMTA

## News from the companies

### ● Iveco will own 100% of Irisbus

Renault and Iveco (Group Fiat) approved last October the project of purchase by Iveco of the 50% share of Renault in their common subsidiary Irisbus, which was created in 1999. Irisbus holds a 22% share of the European market of buses and coaches, and is market leader in Italy, France, Spain, Hungary and the Czech Republic. [www.irisbus.com](http://www.irisbus.com)

### ● Co-operation between RATP and Transdev

RATP, the state-owned operator of Paris public transport systems, and Transdev, a French operating company present in France, Great-Britain, Italy, Portugal and Australia, announced in January that they will co-operate through the creation of a holding and crossed interests. This partnership aims at strengthening the position of the two groups in France and in Europe. [www.ratp.fr](http://www.ratp.fr) • [www.transdev.fr](http://www.transdev.fr)

### ● Connex becomes the first private rail operator in Germany

The subsidiary of Vivendi Environment, which employs 3,000 people in Germany, has won several contracts over the past months, both on urban, regional and long-distance passenger public transport. It now operates more than 1,000 km of railways in the country. [www.connex-gruppe.de](http://www.connex-gruppe.de)

## News from Europe

### ● New version of the project of Regulation on public service obligations in passenger transport

The European Commission released on 21st February a modified draft of its project of new Regulation on public service obligations in passenger transport. The Commission accepted most of the amendments adopted by the European Parliament in its first reading of the text last November, such as:

- the maximum length of contracts between authorities and operators (8 years for bus services and 15 for rail),
- some cases in which authorities can award contracts without competition (contracts of less than € 1m or € 3m for whole networks, cases of emergency),
- the possibility to modify a contract before its term provided that the value of the changes doesn't exceed 20% of the contract's annual value,
- the length of the transition period (8 years).

However, this new version departs from the position of the Parliament on some key issues, such as the possibility for competent authorities to refuse selected operators to subcontract part of their services or to refuse to award a contract to an operator with more than 25% of the relevant market. Besides, the exceptions from competition are strictly limited (for example the large size of the network for metros or security standards for railways) and the Commission has removed the possibility for authorities to operate services themselves or to award transport services with exclusive rights to their own companies.

In all these cases, authorities have to justify their decision at least one year in advance and any company can challenge this decision. This new draft will be submitted to the Council of Ministers of Transport of 25-26 March.

[europa.eu.int/comm/dgs/energy\\_transport/index\\_en.html](http://europa.eu.int/comm/dgs/energy_transport/index_en.html)

### ● Towards a new rail package ?

The first rail package, adopted in December 2000, will open up 50,000 km of the trans-European rail freight network to international goods services in March 2003, and the entire network in 2008. Following the suggestions contained in its White Paper on transport of December 2001, the European Commission unveiled on 23rd January the main proposals of a new rail package, which aims to speed up the process of creation of an integrated railway area in Europe. Five key measures were announced:

- developing a common approach to rail safety through the progressive integration of the national safety systems,
- improving interoperability,
- creating a European Railway Agency, whose mission would be to develop common solutions on safety and interoperability,
- extending and speeding up the opening of the entire rail freight market (international and national) as of 2006,
- joining the Intergovernmental Organisation for International Carriage by Rail (OTIF), which drafts regulations on technical standards.

[europa.eu.int/comm/dgs/energy\\_transport/index\\_en.html](http://europa.eu.int/comm/dgs/energy_transport/index_en.html)

### ● Creation of a European Rail Research Advisory Council

The European Commission announced last November the launch of the European Rail Research Advisory Council (ERRAC). This new body will bring together representatives of the Member States, of the main stakeholders in the rail industry and of the European Commission. ERRAC will help define the needs in rail research so as to achieve interoperability and a single European railway system.

[www.unife.org/research.htm](http://www.unife.org/research.htm)

# News from the cities

## ● Tramway soon back in Bilbao

36 years after they disappeared from the streets of Bilbao, the capital city of Bizkaia in the Basque Country, tramways are about to come back. The decision to build a new tramway network, called EuskoTran, was reached in 1998 between the Basque Government, the Municipality of Bilbao and Bilbao-Ria 2000, a public company in charge of designing the project.

The first route, called Line A, will be inaugurated in Spring 2002. It will connect Atxuri and San Mames and cross the whole city in 15 minutes.

It will serve the major public facilities, cultural (Guggenheim Museum) and commercial areas of Bilbao. The Line will be 4.5 km long and provide 11 stations. Frequencies will vary between 5 and 10 minutes, and 10,000 passengers are expected to use the tramway each day. The cost of building the Line A (€ 20.4m), was shared between the three stakeholders of the project (64.75% for the Basque Government, 11.75% for the Municipality of Bilbao and 23.50% for Bilbao-Ria 2000).

The vehicles, built by the Basque company CAF for a total value of € 18m, will have a capacity of 196 passengers (among which 48 seated) and will be fully accessible for people with reduced mobility.

The vehicles, that will provide air-conditioning, will have priority at traffic lights via a radio system.

The Line will be operated by the public company Eusko Tren, which plans to invest about € 170 m over the next 12 years in new tramway projects in the Basque Country. A single trip will cost € 0.90, and it is expected that the tramway will one day be integrated in the fare community with the other transport modes of Bilbao (bus and metro).

[www.euskotren.es/euskotran](http://www.euskotren.es/euskotran)

## ● Dublin: operator chosen for the light rail system

The new light rail project (LUAS) for the Irish capital city has reached an advanced stage with the announcement in February of the choice of the company that will operate the first two lines, when they commence passenger service. The first two lines will be opened by December 2003, after a €635m construction programme that started in 1999. This new light rail system was first proposed in the Dublin Transportation Initiative (DTI) in 1995.

The trams will be fully accessible and will carry up to 235 persons, 60 of whom seated. Frequencies will reach 5 minutes at peak time. Park and ride facilities will be provided at a number of stops.

The French company Connex has been selected to operate the LUAS lines. The LUAS routes are expected to carry up to 16,500 passengers an hour at peak times. The contract will ensure that a high standard of performance and reliability is provided on the Luas services. The operator will be

paid an agreed operating fee and will be incentivised to maximise passenger numbers. The contract will be for 5 years, with an option for another 5 years.

In September 2000, the Dublin Transportation Office published its transportation strategy for the Greater Dublin Area for the period up to 2016 ("A Platform for Change"). It proposes a major expansion in public transport network, including several additional LUAS lines, a new Metro network and much enhanced suburban rail and bus services.

The cost of the whole Metro system is estimated at € 7.2bn, and will be partly funded through a Public Private Partnership process. The Irish government launched for the first phase of the Metro system in January. It is expected to be completed in 2007, and will include a line between the Airport and the city centre.

A new agency, the Railway Procurement Agency (RPA), was set up in December 2001 as a stand alone, commercial semi-state organisation. They are responsible for the procurement of LUAS and Metro infrastructure, on a Public Private Partnership (PPP) basis. An integrated ticketing system will be introduced so as to enable passengers to use the same ticket on buses and LUAS, suburban rail and Metro.

<http://www.dto.ie>

## ● Fare integration implemented in Brussels

The public transport companies operating networks in the Brussels metropolitan area (STIB, De Lijn, TEC and national railways SNCB) agreed last December on the implementation of fare integration for public transport services in the Belgian capital city. Passengers can now use a single ticket on all transport modes and companies within the administrative limits of the Region of Brussels. This ticket is valid for a period of one hour for an unlimited number of interchanges. It is sold at the price of € 1.4 for a single trip, € 9.0 for a 10-trip ticket. Season passes are also valid on all the networks (€ 36.0 for a monthly pass and € 360.0 for a yearly pass).

[www.stib.be](http://www.stib.be)

## ● London: green light for congestion charging

After extensive consultation, the Mayor of London confirmed on 26 February that congestion charging will be implemented in central London as of February 2003.

A daily charge of € 8.20 will be levied on all the vehicles inside the Inner Ring Road from 7am to 6.30pm, Monday to Friday. Emergency vehicles, motorbikes, buses and coaches will be exempted from the charge. Residents living within the charging zone will receive a 90% discount and there will be a 100% discount for disabled people, taxis, National Health Service

staff on duty and alternative fuel vehicles. The system will be monitored via cameras with automatic number plate recognition software.

This scheme is expected to reduce traffic in central London by 10-15% and to raise a net revenue of € 210-240m annually, that will be totally invested in improvements of transport systems for at least 10 years (legal obligation).

[www.transportforlondon.gov.uk](http://www.transportforlondon.gov.uk)

## ● Fertagus: a new metropolitan rail service for Lisbon

Fertagus was inaugurated in July 1999 as a new rail service between the centre of Lisbon and the south bank of the river Tagus. Fertagus, which is the first private company operating rail services in Portugal, is owned by the French operator Connex, the Portuguese bus company Barraqueiro and the bank Caixa Geral de Depositos. It was granted a 30-year concession by the Portuguese Government.

The company employs some 140 staff members. The 20 km-long line links Entrecampos Station in northern Lisbon and Fogueiteiro on the south bank, but shall be extended in the future to the new Oriente Station in eastern Lisbon, and to the Algarve province in the south of Portugal.

All the new stations opened on the left bank of the river have prompted the development of commercial and residential areas.

P&R facilities have also been created, for a total of 6,900 parking lots. At peak hour the frequency reaches one train every 7.5 minutes. Major works had to be carried out for the creation of this new route, concerning for example the adaptation of the 25th April Bridge, one of the longest suspension bridges in the world. The bridge had a rail deck at the lower level as of its inauguration in 1966, but had to be upgraded to welcome Fertagus. Works on the south bank also included two tunnels and several viaducts, the most notable one being 1,500 m long.

Eighteen four-car double-deck electric trains were bought from Alstom by Fertagus. These trains have a capacity of 1,200 passengers and provide air conditioning.

Adult fare is € 2.25 for the whole route.

One year after its inauguration, the line had carried 16m passengers and the line currently carries 50,000 people every day.

[www.fertagus.pt](http://www.fertagus.pt)

## ● Manchester: improved bus services on their way

The Greater Manchester Passenger Transport Authority (GMPTA) reviewed in 2000-2001 its policy of financial support to private bus companies, which amounts to € 87.6m. This sum is used to fund the concessionary fare schemes, subsidised services on the general bus network and for schools. In return however, the Authority has little control or influence over levels or quality of service.

The report suggests that the Authority work constructively with bus operators to deliver improvements to their services and also to reallocate the public money towards better bus services in Greater Manchester as a whole, including more demand responsive services for areas of the county poorly served by commercial services.

As part of the improvement of the bus services, GMPTA has decided to devote € 1.5m to develop a real time passenger information system for the county's bus network. This service will consist in 150 display units at selected bus stops, equipment onboard 400 buses and a central control unit in charge of controlling reliability of services. This system, which will be funded jointly by the Authority and Greater Manchester's bus operators (for the on-bus equipment), will be introduced on a phased basis over the next three years. In the first phase deployment will focus on the network of Quality Bus Corridors.

[www.gmpte.com](http://www.gmpte.com)

### ● Ambitious projects of new public transport infrastructures for Marseilles

In the context of its urban mobility plan, whose aim is to increase the modal share of public transport in the French second largest city, the Municipality of Marseilles approved in 2000 an ambitious master-plan of new public transport infrastructures, including:

#### - extension of the existing metro network.

The existing two lines will be extended so as to better serve the suburbs of the metropolitan area. 9 new stations will be built, and the new terminal stations, that will have easy access from the orbital highways, will provide P&R facilities (750 lots each).

The cost of these extensions will amount to € 473m. Start of operations is expected for 2006-2007.

#### - upgrading and extension of the tramway network.

Marseilles is among the very few French cities which didn't remove all their tramway routes with the growth of car traffic. The existing 3 km-long route will become a part of a new and modernised network, consisting of 2 lines with a total length of 15 km and 42 fully accessible stations. The roadworks for the tramway will also provide an opportunity to change the face of the city through renewed and more pleasant pavements, lighting, trees, etc. The cost of this new network reaches € 364 m, and operations shall start in 2006.

[www.mairie-marseille.fr/vivre/transpor/pdu.htm](http://www.mairie-marseille.fr/vivre/transpor/pdu.htm)

### ● Paris: setting up of a consultative committee of public transport users and partners

So as to better take into account the wishes of all the stakeholders of public transport

systems in the Paris-Ile de France Region, a new consultative committee was created in February. Its members represent the users of public transport systems, the people working in the Region, the employers and economic groups, and the municipalities. This committee will be consulted by STIF, the public transport authority, on questions related to the supply of transport services, the quality of service, and the fare policy.

[www.stif-idf.fr](http://www.stif-idf.fr)

### ● Zurich: communication on integrated public transport services awarded a prize in 2001

The Swiss Association of Environment and Transport, which brings together 137,000 members, awarded last November their annual prize of innovation in public transport to the Zürcher Verkehrsverbund (ZVV), the public transport authority of the Canton of Zurich. This prize rewarded the campaign of communication launched by ZVV so as to create a single commercial brand for the integrated public transport network of the Zurich Canton. This new brand, called ZVV itself, is promoted by ZVV as a label which guarantees a high level of quality of service. In addition to this, the campaign was also awarded 12 other prizes. The motto of the communication campaign devised by ZVV reads "I am also (follows the name of a transport mode different from that on which the poster is set)... a single ticket for all".

This campaign has been very profitable for ZVV since it cost only € 0.68m in 2001 and, at the same time, the revenues from tickets sales grew by € 13.68m. The number of integrated ZVV season passes sold also rose by 10,000 in 2001. Even though this increase is not solely due to the good communication, this campaign has no doubt played a role. For ZVV, a good image of public transport depends both on good communication campaigns carried out by the transport authority, and of course, on the quality of transport services provided by operating companies.

[www.zvv.ch](http://www.zvv.ch)

### ● RailLink: a new co-operation between public transport and car sharing in Switzerland

The Swiss Federal Railways (CFF) have joined forces with the car maker DaimlerChrysler and Mobility, the leader of Swiss Car Sharing organisations, so as to set up a special automobile rental service called RailLink.

RailLink, which was launched in October 2001, consists in providing passengers of the Swiss Railways with the possibility to rent a Smart car easily and at a cheap price at their destination. A fleet of some 100 Smart automobiles are available at 42 major train stations in Switzerland.

To have access to this new service, one needs to have a valid rail season pass and to buy a RailLink card for € 75.6 a year.

The rental costs of the vehicles include a charge based on the number of hours (€ 1.8 per hour) and a charge based on the distance (€ 0.34 per km). The vehicles can be reserved up to one hour in advance, by telephone or the internet, and the service is available 24 hours a day.

[www.cff.ch/pv/railink](http://www.cff.ch/pv/railink)

### ● Priority bus systems successful in Los Angeles, the capital city of the car

MetroRapid, a priority bus system initiated in 1999 in Los Angeles (LA, USA), has led to a 29% decrease in travel times for passengers and a 25% increase in patronage. This project was initiated after a visit of the directors of the LA Metropolitan Transportation Authority (MTA) to Curitiba (Brazil), where high capacity buses on high frequency have been proven a real alternative to the use of the private car.

Metro rapid sought to address the shortcomings of the existing bus system in LA (too slow and unreliable) by introducing a service that increased operating speeds by using faster loading bus stations, bus signal priority, headway rather than timetable based schedules, fewer stops, and co-ordination between the bus operator and traffic operations.

Two pilot routes are currently operated in LA, with a length of 16 and 10km long.

Bus signal priority accounted for about one third of the speed improvements. This system has been deployed at 211 intersections along the two MetroRapid corridors. While Curitiba has bus exclusive lanes and externally controlled vehicle speed governors, MetroRapid achieved average speeds of 22 to 48 km/h versus Curitiba's 20 km/h. Buses come as often as every 3-10 minutes in peak hours.

Success in raising commercial speeds led to an increase in patronage to such an extent that this started to slow down the service. As a result the MTA is introducing higher capacity buses and multiple door loading to cope with the higher patronage and keep loading times to a minimum.

Metro Rapid has the same fares as all other bus lines in LA's county. The rolling stock consists in CNG buses.

Dynamic passenger information signs at selected bus shelters have LED signs informing passengers of the estimated time of arrival of the next bus. The system is accurate to within one minute.

17% of the new MetroRapid passengers were new to public transport. A survey showed that MetroRapid passengers are wealthier than other bus passengers. 13% have incomes above € 56,000 compared with 6% on local buses.

The project cost around € 9m to set up, and about € 13.6 m to run for the first year. CIVIS type bus/trams might be introduced soon to cope with the increased patronage.

[www.mta.net](http://www.mta.net)

# Analysis

## Improving the quality of travel for women in London: the *Women and Travel Project*

Why and how take into account the specific needs of women as far as public transport is concerned ?

### ● Why focus on the user ?

Following the election of Ken Livingstone as Mayor of London in Spring 2000, *Transport for London (TfL)*, the new authority responsible for transport and mobility in the Greater London, has started elaborating a new strategy addressing the needs of socially-focused groups of travellers. Firstly there is a financial and commercial imperative to know more about the potential market, so as to ensure that the services provided meet the needs of those living, working and visiting London. The second aspect is linked to the role that transport plays in terms of social inclusion. The thinking about women's travel needs is a first stage, that will be replicated for other groups such as children, students, the elderly, etc.

### ● Why women ?

Women can not be treated as a homogenous group with the same needs, demands and perceptions of transport. However, their needs are sufficiently and significantly different to those of men to warrant separate consideration. These include differences in access to private transport, in domestic responsibilities, in patterns of commuting and employment and in their fundamental attitudes towards public and private transport.

Women represent 52% of the population in London and the majority of public transport users, making 10% of their trips by public transport, compared with 7% for men. However, they are increasingly switching to travel by private car.

Between 1988 and 1998, there has been an increase of 50% in car trips made by women and driving license amongst women is increasing.

In terms of working patterns, women represent 81% of those working part-time in the UK.

This has ramifications upon time, frequency and distance of journey. In the same way, in economic terms, despite equal pay legislation, average pay for a full-time female worker is still 80% of that of a full-time male worker. This has a direct effect on the choice of mode available and the frequency of trips.

The ultimate aim of this project is to deliver positive improvements to women's travel experiences in London. This will also benefit all users of transport. For example, measures to improve the accessibility for women with pushchairs will also benefit other mobility impaired travellers such as wheelchair users. In addition, because the work intends to embrace the whole journey, i.e. from the door to the transport node, as well as the journey itself, there will also be benefits for pedestrians.

### ● Description of the *Women and Travel Project*

A key part of the project is to raise general awareness and disseminate information within *TfL* and to other delivery agents, such as the London Boroughs, the Strategic Rail Authority, Transport Operating Companies, etc. In line with *TfL*'s commitment to ensure that its workforce reflects the composition of London's population, the *Women and Travel Project* is being undertaken in parallel with a *TfL* review of its recruitment policy to ensure that there are women working within *TfL* as well as using its services.

The project is organised into three phases:

- phase 1: review of existing data sources
- phase 2: audit of how far women's needs are catered for in London; best practice review; production of guidelines for practice; development of pilot projects
- phase 3: launch and monitoring of pilot projects and finalise and disseminate guidelines for practice

The first two phases have been completed, and phase three is about to commence.

### ● Results of the first two phases

The surveys carried out have shown some specific patterns of women travelling:

- women are more sensitive than men to the quality aspects of transport provision. Women highlight the difficulty in using buses when encumbered by shopping and pushchairs
- for all age categories, women are more concerned than men about personal security when walking and travelling on the public transport system. A large proportion of women will not travel out at night for personal security reasons
- women undertake a greater proportion of shopping and escort trips than men, while men undertake more work and entertainment based trips. Women make the majority of escort trips (80% of the trips to take children to school are made by women)

The review of best practices has highlighted some interesting approaches:

- San Francisco: locating childcare facilities close to transit stops to encourage women to use public transport rather than travel by car
- Toronto: possibility for a woman travelling alone to request a bus driver to stop between bus stops after dark

- UK: initiatives by the Department of Transport to better train bus drivers to assist passengers, particularly school children

- South Australia: a "Women in Transport" network to facilitate cultural change, which improves the quality of working life for women in transport

- London: recruitment campaigns in popular women's magazines to recruit female train drivers for London Underground

- Sydney: guards patrolling every CityRail train at night.

### ● Conclusion

It is still too early to draw conclusions from this project. But a key benefit is already to encourage broader thinking in terms of planning and providing public transport. User and non-user needs require detailed and empathetic consideration in order to provide a better, more targeted service. And one should bear in mind that improvements for women will mean improvements for all users.

(This text is an excerpt of a paper written for the Association of European Transport's European Transport Conference by Julia Bray and Kerry Bangle of Transport for London)

[www.transportforlondon.gov.uk](http://www.transportforlondon.gov.uk)

## Agenda

### ● Urban Transport 2002 Eighth International Conference on Urban Transport and The Environment in the 21<sup>st</sup> Century

13-15 March 2002 – Sevilla, Spain

[www.wessex.ac.uk/conferences/2002/uto2/](http://www.wessex.ac.uk/conferences/2002/uto2/)

### ● European Council of the Ministers of Transport

25-26 March 2002 – Brussels, Belgium

[ue.eu.int/en/summ.htm](http://ue.eu.int/en/summ.htm)

### ● Green Week II

15-19 April 2002 – Brussels, Belgium

[www.europa.eu.int/comm/environment/greenweek/index.htm](http://www.europa.eu.int/comm/environment/greenweek/index.htm)

### ● Mobiservice Final Conference Research Project on Mobility/Traffic Management and Service Centres

6 June 2002 – Frankfurt, Germany

[www.mobiservice.org.uk](http://www.mobiservice.org.uk)

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