

## News from Europe

### ● Decision of the European Court of Justice expected in the Magdeburg-Altmark case

The European Court of Justice is expected to reach before this Autumn a position in the Magdeburg-Altmark case, which refers to the possibility for transport authorities to grant subsidies and financial compensations to companies operating public transport networks.

The Advocate General Léger confirmed in a position statement released on 14 January the opinion already expressed in 2002, that compensations paid by transport authorities in accordance with Regulation 1191/69 shall be regarded as State aids within the meaning of the European founding Treaties. As a consequence, compensations shall be notified by Member States to the Commission to be authorised.

<http://curia.eu.int/en/actu/communiqués/cp03/aff/cp0301en.htm>

### ● The European Parliament in favour of competition for passenger rail services as of 2008

The European Parliament adopted on 14 January the four reports making up the "Second railway package" prepared by the European Commission. This new package, following the first one which entered into practice on 15 March, and which led to the opening of the proposes to set up a European rail agency in charge of security and interoperability of railways in Europe.

European MPs also proposed that the opening to competition of the passenger rail market shall be accelerated so as to enter into force in 2008. The package is now in the hands of the Council of Transport Ministers, which will discuss it at its meeting of 27-28 March.

[http://www.europarl.eu.int/committees/rett\\_home.htm](http://www.europarl.eu.int/committees/rett_home.htm)

### ● European Standard for quality of service in public transport services

The European standard EN 13816 on "service quality definition, targeting and measurement" in public passenger transport, adopted in December 2001 by the European Committee for Standardisation is now available in most European languages. More information can be obtained on the Internet.

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

## News from the companies

### ● DaimlerChrysler presents the first series of fuel cell buses worldwide

The first vehicle of its 30 Citaros fleet of fuel cell buses was presented by the German manufacturer DaimlerChrysler in October 2002 in Stuttgart. The vehicles will be deployed and tested on demanding lines in the 10 metropolitan areas participating in the CUTE (Clean Urban Transport for Europe) European project. These cities provide very different conditions, both in terms of climate (Stockholm and Madrid) and of topography (London and Porto).

[www.daimlerchrysler.de](http://www.daimlerchrysler.de)

### ● New shareholders for Connex

Vivendi Environnement, the holding that owns Connex, the leading private operator of public transport systems in Europe (turnover

of € 3.4bn in 2002, in increase by 10% versus 2001), underwent a reshuffling of the structure of its shareholders last November. Vivendi Universal, the conglomerate built at the end of the 1990's by the merging of the French Compagnie Generale des Eaux utility company and the American communication and media company Universal, decided to withdraw progressively from Vivendi Environnement so as to raise cash to face a difficult financial situation.

The share of Vivendi Universal has fallen down to 20.4%, and a group of large French companies (the public electricity company EDF, banks such as SG, Paribas, Dexia and Caisse des Dépôts) now own 20.4%, and the rest is in the hands of private shareholders.

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

## News from EMTA

### ● EMTA is 5 years old!

The association of European Metropolitan Transport Authorities (EMTA) was founded in 1998 so as to form a venue for exchange of information and best practices between the authorities responsible for public transport in the European metropolitan areas.

Five years later, it already brings together 28 such authorities in charge of planning, coordinating and funding public transport systems used by more than 70 million European citizens. The association is widely regarded as an official representative organisation and works in close co-operation with the European Union, the European Conference of Ministers of Transport, UITP, and many others to promote public transportation and to ensure that the objectives of transport authorities are really taken into account by supra-national decision makers.

### ● EMTA asks the EU to make progress towards the adoption of a new legal framework for public transport operations

The public transport authorities belonging to EMTA adopted in March a common position which asks the European authorities to resume their work towards the adoption of a new legal framework for public transport operations in Europe. The current uncertainty about future requirements that will be imposed on transport authorities is not compatible with good policy making. Besides, transport authorities think that the definition of a European legal framework should remain in the hands of political authorities, and shall not be left to the European Court of Justice. There needs indeed to be harmonised rules for local and regional transport operations all over Europe. These rules shall determine some key principles and let local authorities as much freedom of action as possible inside this framework. This is why EMTA authorities ask the Council of Ministers of Transport of the EU to reach a position on the draft Regulation prepared by the European Commission.

### ● EMTA enriches its website

The proceedings of the workshop organised by EMTA on the issue of transport and land use policies in Frankfurt in October 2002 are now available on EMTA's website. A summary can be downloaded in english, french, german and spanish, and the full presentations are available in english. A section only accessible to EMTA Members is also available on the website. It contains documents of the working groups on electronic ticketing, accessibility and land value capture.

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

# News from the cities

## ● BRUSSELS: launch of the first night bus and mandatory access by the front door to two bus routes

STIB, the company operating the public transport systems in Brussels, launched on 21<sup>st</sup> March the first night bus line. This route, which operates on Friday nights, provides a service every half an hour from 0.30 to 3 am. The line links the city centre with the south-eastern part of the city, where is located the university of Brussels. The ticket costs €3.

Besides, so as to fight against increasing levels of fraud on bus services, it has been decided to re-introduce access by the front door to two bus routes, including one serving the airport. This procedure had been given up in 1980.

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

## ● FRANKFURT: better and more accessible information for users of public transport systems

RMV, the public transport authority of the Frankfurt region (5 million people), now provides the population with 10 mobility centres in co-operation with local authorities, where people can get information, advice, and buy tickets for the RMV public transport systems. These mobility centres also provide their visitors with Internet services enabling to get information about tourism, car rental, car sharing, parking facilities, hotel reservations, etc.

The last such information centre was opened in 2002 in a large shopping mall in Wiesbaden, one of the main cities making up the metro-politan area. It is managed jointly by RMV and ESWE, the transport company of Wiesbaden.

Besides, RMV set up in March 2003 a text-only version of the electronic journey planner available on its website. This new facility, which can be easily found on the homepage of RMV's website with its contrasted yellow colour, was devised in accordance with the guidelines issued by the World Wide Web Consortium aiming to create a fully accessible Internet. It can be noticed that RMV's website receives 4 million visitors each month (three times as much as one year ago).

[www.rmv.de](http://www.rmv.de)  
[www.w3.org/wai](http://www.w3.org/wai)

## ● Enlarged territory for the regional transport authority in HAMBURG

The Hamburger Verkehrsverbund (HVV), the regional transport authority for Hamburg, the second largest German metropolitan area, was created in 1965 as a group of public transport companies. It was reorganised and turned into a real public transport authority in 1996, bringing together the Länder (Regions) of Hamburg, Schleswig-Holstein and Nieder-Sachsen, as well as some local authorities.

It was decided to enlarge the territory of HVV in December 2002 following the decision of four local authorities from the Schleswig-Holstein region to join the authority. As a result, HVV now covers an area of 5,600 km<sup>2</sup>, and serves 3 million people, who now all have access to the integrated public transport network and fare system.

The HVV tarif system consists in five concentric rings centred on Hamburg, which are in turn divided in small tarif zones. The enlargement was devised in a way that most passengers would benefit from the new integrated fare structure, or would at least not have to pay more for their trips. The cost of introduction of the extended fare integration is estimated at € 2.5 million a year. This charge will be funded by compensations from the new members of HVV so that companies don't lose revenues in the process. HVV now co-ordinates the activities of 26 transport companies, which carry 512 million passengers yearly.

It reckons that the integrated fare structure might lead to an increase of the number of passengers carried by 2% per annum during the next years.

[www.hvv.de](http://www.hvv.de)

## ● Green light of the population for a new underground line in LAUSANNE

The inhabitants of the Swiss canton of Vaud (population of 600,000 inhabitants) approved in November 2002 by a 62% majority a referendum proposing to build a new underground line in Lausanne, its capital city. This 6-km long, fully automatic line will link in 2007 the area of Ouchy on the banks of the Geneva Lake, to the rest of the city. The line will have 14 stations and the average slope in the tunnel will reach 5.7%.

The cost of the new infrastructure, estimated at € 420m, will be shared between the canton (€ 300m), the city of Lausanne and the Swiss federal government.

<http://www.vd.ch/>

## ● LONDON: traffic down by 20% in Central London and bus patronage up by 15% one month after introduction of congestion charging

Congestion charging started on 17th February in London (see *EMTA News* n°8), and the first results one month later seem encouraging. Traffic levels inside the zone seem to stabilise at around 20% less than in traditional working days. Preliminary data suggest that there is little diverted traffic on roads beyond the Inner Ring Road, and that traffic speeds have doubled in the charging zone (from 15 up to 32 km/h for private cars).

As a consequence of this light traffic level, bus commercial speeds have increased by an average 15% in the morning peak (from 10.4 to 12 km/h), attracting 10% more

passengers. In the morning peak hour alone, 6,000 more passengers now use buses.

An average 100,000 car drivers pay the daily charge, which amounts to £5 (€7.5) between 7 am and 6.30 pm, with a reduction of 90% for the residents of the area concerned (22,000 residents benefited from this discounted rate). 100,000 Blue Badge holders (disabled people) are eligible to a 100% discount.

The charge must be paid before midnight in the day when the car has been used in the charging zone, and payment can be made by mobile phone text messaging (15% of all payments during the first four weeks), on the Internet ([www.cclondon.com](http://www.cclondon.com) got 16% of payments), by telephone (28%), and in more than 1,500 retail shops in Greater London and 9,000 retail outlets in the whole country (36%). Payment can be made in advance for daily, weekly, monthly and yearly charges.

The system is monitored by 800 cameras at the entrance and inside the charging zone, and car number plates are compared automatically with the database of people who have paid the charge. Around 15,000 penalty charge notices of £80 each (€120) were issued during the fourth week of the scheme, representing about 3% of fraud. A recent survey has shown that 50% of Londoners are in favour of the congestion charge, and only 5% of companies think that the charge will have a negative effect on their business.

The yearly cost of operation of the whole system is expected to reach € 100m, for total revenues of € 500m. Over the first four weeks, revenues reached € 14m.

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

## ● New step towards enhanced fare integration and better air quality thanks to bus lanes in PARIS

STIF, the public transport authority of the Paris-Ile-de-France region (11 million inhabitants), launched in January a new ticket, called "Ticket T", that will be accepted by the 80 transport companies operating services in the region, including RATP and SNCF, as is already the case for season passes.

This ticket, sold € 1.30, aims at occasional travellers, and is valid for a single trip on any transport mode (heavy rail, metro, tramway, or bus).

At the same time, the city of Paris released the results of a survey carried out in the context of the European research programme Heaven, which monitors the impact of road traffic on air pollution and noise in 6 metropolitan areas (Berlin, Leicester, Prague, Rome, Rotterdam, Paris). It appears that the concentration of polluting emissions has been reduced in a significant way (up to 19%) in the streets where protected bus lanes have been built by the municipality.

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

### ● 11 years of bus suburban transport in PRAGUE – 10 years of ROPID – Prague transit authority

Suburban bus lines have been a part of Prague integrated transport (PIT) for 11 years. The dynamic evolution in the quantity of fare revenues and passengers volume by the suburban lines continued also in 2002.

At the present time, in February 2003, 13 operators operate 131 suburban lines. The total 3,591 connections carry almost 120,000 passengers in a typical working day. The longest line (n°381) has a length of 55 km and terminates 40 km from Prague city boundary (in Suchdol, in the fifth outside fare zone). During the last state timetable change term (15.12.2002) new areas to the north of Prague joined the PIT territory. Thus, better services can be provided to the passengers from the huge territory of the region of Middle Bohemia.

Suburban bus lines provide uniform regional bus system based on preference of backbone rail transport, and, last but not least, solve problems with commuting of employees, retired and disabled people without private cars, with the transport to schools, offices and doctors. Suburban bus lines also protect the center of the agglomeration (Prague city) from pollution, increasing of individual transport density and traffic jams.

The development of the new suburban lines is made possible thanks to favourable ratio of fare revenues towards public subsidies. While fare revenues reach only 25 % out of the total cost of operations of public transport systems in Prague city, suburban buses have 75% covering of their own costs (in the outside fare zones). This fact is based on the choice of the operators, limited fixed payment per kilometre (according to timetables range) and on the controlled entrance at the boarding place (entrance at first door only, driver check or sell the tickets). Before this organizational measure, fraud reached 17.7%, and in 2002, this rate fell down to only 3.5% of passengers.

Despite of the positive aspects it must be acknowledged that some lines aren't effective. The system has problem with its own fast expansion and the readiness of the municipalities, Prague city and Central Bohemia authorities to share the subsidies and costs – this play the key role for the functioning and efficiency of the whole suburban bus system.

[www.ropid.cz](http://www.ropid.cz)

### ● New start for the metro of SEVILLA

The project of building a metro network in Sevilla, the capital city of Andalusia and fourth largest Spanish metropolitan area (1 million inhabitants) was first mentioned in the 1960's, when the municipality came to the conclusion that the surface transportation systems could not cope with the fast growing population and congestion of the city. A law of 1975 launched the procedures

to build three lines, and construction works started in 1978. In 1983, however, all the works were stopped after a survey had concluded that the metro network would not be profitable because of the insufficient patronage expected. Nothing happened during 15 years, and even the International Exhibition of 1992 didn't bring any change to this stalemate.

In 1999, minds finally changed and a new company, Metro de Sevilla, was set up so as to relaunch the project. A network of 4 routes totalling 54 km was devised. Tunnels built in the 1970's have been examined and a tendering procedure was organised for the building and the operation of the first route in the context of a 35-year concession contract. Three international consortiums bidded for the contract, which was granted to a consortium made of Dragados and Sacyr. Construction works for the first line of 18.9 km, that will link the south-eastern suburbs with the western part of the metropolitan area, will start in June 2003. Operations are expected for 2005.

The total cost of the first line shall amount to € 430m, 250m of which will be borrowed from the European Investment Bank. The rest will be brought by the county and the municipalities served.

[www.consortiotransportes-sevilla.com](http://www.consortiotransportes-sevilla.com)

### ● STUTTGART: 12 years of success for the Taxi-Ruf service

The Taxi-Ruf service was launched in 1991 as an experimental service by SSB, the company operating the bus and tramway routes in the German metropolitan area of Stuttgart (1 million inhabitants in the catchment area) so as to provide additional comfort for passengers whose destination cannot be reached easily by regular public transport networks. It consists in the possibility for passengers of public transport to ask every day after 8 pm the driver of the vehicle to call a taxi to one of the 35 stations possible. In most cases, the passenger doesn't wait for the taxi which is already present at the station upon arrival. After one successful year of experimentation, it was decided that the service would become permanent. It is now used by an average 150 persons every month.

Moreover, so as to take into account the security of female passengers travelling alone at night, SSB introduced in 1996 a specific version of the Taxi-Ruf called Frauen-Nacht-Taxi (Women-Night-Taxi). With this new service, women who take a taxi alone at night after public transport receive a €3 grant by SSB. An average 250 women use the service every month. Most taxis are ordered on Friday and Saturday nights, between midnight and the last public transport service.

Lastly, all SBB buses provide stop on demand after 9 pm so as to reduce walking distances for passengers at night.

[www.ssb-ag.de](http://www.ssb-ag.de)

### ● New night network and high level of passenger satisfaction in ZURICH

ZVV, the regional public transport authority of the Canton of Zurich (1.2 million inhabitants), inaugurated on 15 December 2002 a new night network of public transport services. This network consists in 4 railway lines (S-Bahn) and 32 bus routes serving 80% of the municipalities of the canton of Zurich on Friday and Saturday nights. Passengers using night services need to buy a supplementary ticket sold at the price of 5 CHF (€3.4).

One month after the start of operations, 25,000 passengers had already been carried, that is to say three times more than the number of people who used the previous night bus services. The majority of passengers are young people.

ZVV carries out every 2 years a survey of the satisfaction of passengers with the public transport networks. The results for 2002 showed an increase in levels of satisfaction, the average grade reaching 74 out of 100, vs 73 in the previous survey (2000). Items like reliability, information, price and management of complaints have seen strong improvements. The setting up of an information centre for passengers (ZVV Contact) shall help to better listen to the problems encountered by passengers and bring answers to them.

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

## News from other continents

### ● First tramway line is being built in JERUSALEM

So as to cope with the increasing mobility needs of its population (700,000 inhabitants today, 1 million expected in 2020), the municipality of Jerusalem has decided to build a tramway network comprising eight routes by 2020.

Works have started for the first route, that will link the northern suburbs to the western part of the metropolitan area through the city centre within four years.

The line will have a total length of 13.3 km, and more than 40 million passengers are expected annually. 23 trams of 70 m long each will be used to serve the line.

The tramway will have priority at traffic lights, and its low-floor vehicles will provide easy access. The French operator Connex has been selected in a tendering procedure organised by the municipality to build and operate the route for 30 years. The total cost of the line will amount to around € 400m.

Most of the centre will be closed to car traffic once the tramway starts operations.

# Focus

## What is the use of standardisation in public transport? Some recent learnings from Brussels

### What is standardisation?

The European research programme Quattro (Quality approach in tendering urban public transport operations), carried out in 1996-1997 led to the preparation of a European standard on "service quality definition, targeting and measurement" in the field of public transportation. This standard, EN 13816, was formally adopted by the European Committee for Standardisation (CEN) in December 2001.

The objective of this new standard is to draw the attention of all stakeholders to the concept of quality of service in public transport, to help decision makers reach pertinent decisions in this field, to enable customers to compare the quality of services provided by different suppliers, and lastly to contribute to the implementation of a process of permanent improvement of the quality of services delivered.

The EN 13816 standard can be used by public authorities for the awarding of contracts to operating companies, through tendering procedures or not. It can also be used on a voluntary basis by transport companies that wish to supply services of a constant quality. This standard undeniably represents a progress in the quality field as it provides both authorities and operators with a common definition of quality of service and a common method, referred to as the quality cycle.

However, the actual measurement of quality has not been standardised, which means that quality of services may be certified for given defined levels of service, but which are open to interpretation. Likewise, standardisation only concerns the right hand side of the quality of service equation, i.e. the compliance of the service delivered as compared to reference levels. The left hand side of the equation, concerning perception, is not taken into account.

### Objectives of the process of standardisation of public transport systems in Brussels

Since it was first signed in 1991, the management contract between the Region of Brussels and STIB, the public company responsible for operating the public transport systems of the Belgian Capital city, has been focused on the customer. The objective of the Region is to change the internal process of production of the services, so as to ensure that the operating company becomes more consumer-oriented.

This kind of management leads to increased value because it enables to reduce the costs generated by the necessary split of responsibilities inside a large company. In this context, implementing the European standard EN 13186 has seemed a good way to highlight quality management in the company. The fact that the standard was inspired by a norm developed by the French standardisation organisation AFNOR, that is already used in several French cities,

has helped STIB for a fast implementation in Brussels. Moreover, since 1<sup>st</sup> January 2002, a delegate general for quality has been responsible for the co-ordination of the implementation of this standard at STIB.

### A progressive implementation

The management contract between the Brussels Region and STIB asks for a progressive implementation of standardisation:

- end of 2002: 20% of customers shall travel on standardised routes
- end of 2003: 50%
- end of 2004: 80%
- end of 2005: the whole network must be standardised.

Standardisation is only valid one year. The amount of work therefore increases year after year.

A survey, called "Customer barometer", is carried out every year by the Region so as to measure the level of satisfaction of customers and to compare it with the results claimed by STIB.

### Difficulty to link the level of satisfaction of customers with the indicators of quality displayed by the operator

Nearly 50% of customers now travel on standardised routes in the Region of Brussels. The three underground routes were first standardised according to EN 13816 in December 2002. For 2003, it is expected that two new bus lines and a tramway route will be standardised, enabling STIB to reach the contractual target.

This is not an easy task since some factors depend on organisations independent from either the Region or from STIB. That is for example the case for punctuality, which is damaged by double-lane parking, congestion and demonstrations in the streets. But all these problems are more in the hands of the police than in those of the transport company.

Another difficulty lies in the difference between the level of satisfaction of customers and the results displayed by the operator. The following example illustrates this difficulty, but also highlights how standardisation can help the operator organise its operations in a way that provides better quality for the customers.

The Region tried to understand how it is possible that travellers in the Brussels region say that they meet an escalator out of order in 50% of their trips, while the maintenance staff of the operator claim that escalators are in operation 95% of the time. A first answer lies in the fact the definition of the disruption is not the same: for a customer, an escalator which doesn't work is out of order whatever can be the reason for this situation, while for the staff in charge of maintenance, an escalator being maintained is not regarded as out of order. Given that escalators are being maintained 10% of the time, the real

availability shall be 85% of the time. But if one goes a bit deeper in the understanding of the problem, surveys show that a customer uses an average of 6 escalators for each of his trips. Out of a total of 565 escalators available on the STIB network, 50 of them carry 80% of passengers, and are 25 years old in average. Each time a disruption occurs, it takes 30 minutes for a staff member to check the cause of the incident, and as a result, a customer has a probability of about 50% to meet at least an escalator out of order in each of his trips. This fact led to a question for the staff in charge of the maintenance: is there no way for the process of maintenance of escalators to take place when the service is closed to passengers?

The approach followed by the Region so as to improve the quality of services based on standardisation enables to look at the processes in detail, and thus to question old habits in the interest of the customers. And this is already a very positive aspect.

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

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

[www.eur.nl/quattro](http://www.eur.nl/quattro)

## Agenda

### ● Smart Moving-International Congress on Intelligent Transport Systems

7-10 April 2003 - Birmingham, UK

<http://www.its-focus.org.uk>

### ● 55th UITP World Congress & City Transport Exhibition

4-9 May 2003 - Madrid, Spain

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

### ● Implementing Pricing Policies in Transport

Final Seminar of the MC-ICAM (Marginal Cost Pricing in Transport-Integrated Conceptual and Applied Model Analysis) European research project  
12-14 May 2003 - Leuven, Belgium

<http://www.mccam.net/>

### ● Managing transport demand to attain sustainable development and economic effectiveness

7th European Conference on Mobility Management, ECOMM 2003

21-23 May 2003 - Karlstad, Sweden

<http://www.karlstad.se/ecomm/index.shtml>

### ● International Conference on Clean, Efficient and Safe Urban Transport CESURA'03

Organised by the Gdansk University of Technology in the context of the 5th FP  
4-6 June 2003 - Gdansk, Poland

<http://www.cesura.pl>

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