

## Editorial

*The air travel ban following the eruption of the Icelandic volcano not only tested the passenger rights in air transport it also challenged the alternatives offered when a major transport mean is suddenly shut down.*

*EMTA was holding the spring General meeting in Budapest on 15-16 April when it all started. Getting back home has been an adventure for most members some of them eventually reaching destination only three of four days later.*

*The lesson to draw is that the transport sector is a whole and there must be strong efforts of all actors to better coordinate substitutes when major disruptions happen. Obviously dramatic improvement in travel information, route planning and ticket booking from distance have to take place to overcome scenarios of stranded passengers in airports and bottlenecks in railway stations.*

*At the time of the revision of the European Transport Policy for the next decades, here is food for thought.*

*Sabine Avril*  
Secretary General

## Agenda

- **International Rail Forum**  
25-27 May 2010  
Valencia, Spain
- **Transport Public/Public Transport**  
European mobility exhibition  
8-10 June 2010  
Paris, France
- **AENEAS Workshop**  
"Cycling and health in an ageing society"  
9-10 June 2010  
Odense, Denmark
- **CAPRICE Workshop**  
Tariff integration and how changes impact revenues and subsidies  
16-18 June 2010  
Warsaw, Poland
- **EMTA Autumn General Meeting**  
11-12 November 2010  
Barcelona, Spain  
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## News from the cities

### ● Farewell to the 'strippenkaart' in Amsterdam City Region Stadsregio

The minister of Transport and Traffic accepted to put an end to the validity of the paper ticket system for paying in bus, tram and metro in the Amsterdam region transport network, the well-known "strippenkaart". After a dual phase of over a year all travellers will have to have either a personalised or an anonymous smartcard to pay their public transport trip.

Infrequent travellers, such as tourists, will still be able to buy a single fare ticket on the bus or tram or in the metrostation, next to the option to purchase a (multi-day ticket (24/48/72/96) through ticket offices and at the desk of larger hotels.

Operators in the region were already prepared to make the shift to the new check in - check out system, but the minister had to await results of a survey ordered by the Parliament on the effects on prices of the general use of the new OV-chip card.

A specially installed commission approved the decision making process and stated that the calculation to ensure a so-called cost neutral tariff system in the Stadsregio had been thorough and robust.

Stadsregio and its operators are now working on a comprehensive and full-scale information process to make sure everyone in the Stadsregio using public transport is fully informed and availability of the OV-chip card is maximised.

According to the current planning, the OV-chip card will be functional in the whole country by the beginning of 2011, so from then on travellers will use the OV-chip card on all public transport modes in the Netherlands, including the regional and national railways.

For more: [www.stadsregioamsterdam.nl](http://www.stadsregioamsterdam.nl)

### ● STIB now on Google Transit!

Since last February 22, Google Transit displays the timetables and routes of the STIB (public transport) network in Brussels.



Google Transit is the world wide known browser of Google Maps that so far gave information and travel planner when driving a car or walking. Now in Brussels, it also gives the information for using public transport. With your computer or your mobile phone you're now able to calculate your route and travel time from A to B by public transport.

This is a very useful addition to the smart phone «STIB» application that enable to check the timetable and the remaining waiting time at any public transport stop via GSM.

For the STIB this partnership is the best way to reach the largest number of people considering 40 % of visitors of [www.stib.be](http://www.stib.be) go through a first browser among which 96% have used the Google browser, says the STIB.

However successful the partnership, the timetables, routes and real time information will continue to be displayed on the STIB website [www.stib.be](http://www.stib.be).

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

#### ● VBB Verkehrsverbund Berlin-Brandenburg leader in cross-border travel information

The ten years old international travel planner EU-Spirit coordinated by VBB Verkehrsverbund Berlin-Brandenburg was honoured by the EU project LINK with the LINK Award in Brussels 15 April 2010. The award acknowledges the excellent performance in the field of intermodal public transport travel information.



The EU-Spirit network offers cross-border timetable information on the Internet to users of public transport means. This service is based on a project that was performed during the European Union 5th Framework Programme on Research and Technical Development. The travel information service started in operation at the time the project was ending. Since then, VBB Verkehrsverbund Berlin-Brandenburg transport authority has been coordinating the work of the EU-Spirit providers from the different countries. The current EU-Spirit providers are Denmark, Sweden and Germany. France, Luxembourg, and Poland will follow.

About ten years ago, transport companies and transport authorities started to interconnect

their already existing travel information systems in order to offer their customers a continuous information service. The aim was to provide the customer with information beyond the own city limits or region limits to other European regions.

The EU-Spirit system functions on the principle of "distributed connection search". The different parts of a connection from the different travel information systems are interlinked in order to provide a continuous connection. The connection will then be displayed onto the regional travel planner that sent the request. In this way, the calculated trip is displayed in the language of the region. It can be a connection from Berlin to Legoland in Billund, from Copenhagen to Malmo via Oresund bridge, or from Stuttgart to Stockholm. Details about the functions of EU-Spirit can be found at [www.euspirit.com](http://www.euspirit.com).

The number of EU-Spirit users increased continuously as well as the range of functions. EU-Spirit can be tested at VBB's travel information service "VBB-Fahrinfo", column "Europe" – see [VBBonline.de](http://VBBonline.de).

The EU project LINK - The European Forum on Intermodal Passenger Travel ([www.linkforum.eu](http://www.linkforum.eu)) honoured EU-Spirit for its customer-friendly innovation and outstanding achievements in the field of intermodal passenger travel". Ines Ayala Sender, member of the European Parliament, handed the award to Juergen Ross, EU-Spirit coordinator on behalf of VBB Verkehrsverbund Berlin-Brandenburg. She particularly underlined "the importance of an easy-to-use international information for a merging Europe".

For more: [www.vbbonline.de](http://www.vbbonline.de) or [www.linkforum.eu](http://www.linkforum.eu)

#### ● Maritime service in CADIZ BAY

Maritime service was Cádiz Bay Transport Consortium major goal for 2006. At that time, the project demanded two ferries and three maritime terminals. However, the success of this new transport mode made a third ferry necessary and in February 2007, one additional vessel started to sail.

Now a fourth ferry has been constructed directly under the Consortium guidelines and started operation last July 2009 showing the ongoing commitment to maritime transport services the frequency of which have largely improved.

The metropolitan area of Cadiz Bay has a stable population of 659,000 inhabitants but enjoys some 1,480,000 residents in summer time.

The maritime services are composed of two lines each served with two ferries. For the line Cadiz-El Puerto de Santa Maria driving by car would be 25 km, riding with the train is 35 km but sailing represents only a distance of 9 km. For the second line Cadiz -Rota it allows the same comparison the two points are 46 km apart when driving but only 12 km when sailing.

Over a total number of journeys of 5,163,000 in the metropolitan area, ferries make already 416,000. From Cadiz to El Puerto de Santa Maria 56% of the journeys are made by ferry versus 44% by car and from Cadiz to Rota, an impressive 81% of the journeys are made by ferry versus 19% by car.



The new catamaran ferryboat has a length of 25,8m and welcomes 150 passengers. The main deck is fully adapted to passengers in wheel chair.

Great care has also been given to the shipping terminals (see EMTA News 37 July 2009) including spacious lounge areas, vending machines, ticket and information office, toilets and also a bike lending service.

For more: [www.cmtbc.es](http://www.cmtbc.es)

### ● AMT Montreal origin-destination study 2008

**In five years, public transit ridership jumps by 15%. Trips by car are down, a first since 1970.**

The results of the 9<sup>th</sup> Origin-Destination (O-D) study conducted in the fall of 2008 among some 66 100 households in the metropolitan area of Montreal were released on 15 February 2010.



#### Trend reversal

Two particularly striking facts emerge from this study that reflect a reversal in a trend that has been constant since 1970. With a jump of 15% in five years, public transit ridership is now registering a modal share of 25%, while, for the first time in almost 40 years, trips by car have seen a drop of 1%.

"The 15% increase in public transit ridership in five years is concrete proof that the efforts to improve public transit services have borne fruit and are responding effectively to the evolution in the trip market declared Mrs Julie Boulet Minister for transport of Quebec.

"The latest O-D study has brought some very welcome results: the market share of 25% for public transit in 2008, versus 22% in 2003, and the reduction in the use of the automobile. These new data will help guide us in our long-term transportation planning", continued Mr. Joël Gauthier Chairman Director General of AMT.

#### Use of modes of transportation

Despite an increase in the number of cars (10%) and a slightly lower car occupancy level of 1.23 people per vehicle (1.25 in 2003), trips by car experienced a decrease of 1%, a trend reversal observed for the first time since 1970. It should be remembered that from 1998 to 2003, trips by car had experienced an increase of 5%. Non-motorized trips, by foot and by bicycle, also saw an increase of more than 11%.

"...In light of this success and in a context where the Quebec government wants to reduce GHG emissions\* by 20% between now and 2020, the time has now come for the STM, with the help of the Quebec government, to redouble its efforts to improve the service offer and encourage even more Montrealers to join a Society in Motion," declared Mr. Michel Labrecque Chairman of STM (Montreal transport company).

"In Laval, between 2003 and 2008, the population grew by 7%, and employment by 12%. But this study enables us, above all, to measure the effect of the opening of the three new metro stations in Laval on April 28, 2007<sup>1</sup>. The impact of this extension is spectacular. Metro use by Laval residents has increased by 70%, which has led to growth of more than 30% in the use of all public transit (bus, metro and train). At the same time, automobile trips by Laval residents have dropped by 1%," commented Mr. Jean-Jacques Beldié Chairman of Laval transport company STL.



#### Population shift and mobility

We see confirmation of the population growth over the last five years in the Montreal metropolitan area (an increase of 5% since 2003), with greater growth in the suburbs than in Montreal in both population and employment.

"Travel in the suburbs is often associated exclusively with the car. However, the results of the O-D study tend to indicate that the model is changing. Public transit holds an ever-growing share, with 27% of the new rush hour trips on public transit being observed in the municipalities in the northern and southern suburban areas of the metropolitan area. These increases, in the order of 40% and 50% respectively, clearly demonstrate that the public transit service offer in the suburbs is responding to a constantly-growing need, thus confirming the population trends," stated Mr. Jean-Luc Labrecque President of the association of inter-municipal transport councils (ACIT).

The population growth since 2003 has resulted in an increase in trips during the morning rush hour on all forms of transportation. This increase is observed throughout the metropolitan area: 1% on the island of Montreal, 3% in Laval, 2% on the South Shore and 5% and 10% respectively in the northern and southern suburban areas. The reasons for these trips, estimated at more than 2 213 000 each morning, break down as follows: 51% for work, 29% for studies and 16% for other purposes.

#### The Origin-Destination study at a glance

The O-D study deals with the characteristics of trips taken by people using all forms of transportation. It provides a profile of the mobility of residents, their work, study and recreational activities as well as the methods of transportation they use.

Conducted every five years since 1970, each successive survey covers an increasingly large territory. In 2008 it extended across the entire metropolitan area from the cities of Montreal, Laval and Longueuil to the northern and southern suburban areas, thus covering a territory of 8,200 km<sup>2</sup> that includes 121 municipalities. This research, conducted via telephone interviews, surveyed 66 100 households in the metropolitan area.

Highlights of the 2008 Origin-Destination study can be found on the AMT site:

[www.enquete-od.qc.ca](http://www.enquete-od.qc.ca)

For more: [martine.rouette@amt.qc.ca](mailto:martine.rouette@amt.qc.ca)

\* GHG : Green House Gas

<sup>1</sup>see EMTA News 29 Aug 2007

### ● Tfl launches the Interchange Best Practice Guidelines

Transport for London (TfL) has launched the new best practice guidelines which aim to improve the quality of multi-modal interchange in London. The TfL Interchange Best Practice Guidelines are a new and improved version of the organisation's 2001 guide to supporting the better design and management transport hubs, which requires close collaboration between partners including the London Borough's, Department for Transport, Network Rail and TfL Modes (Bus, Underground, Rail, Walk and Cycle).



The guidelines are for those who are involved in the planning, design and operation of transport interchange in order to improve the quality and efficiency of multi-modal interchange in London. Updated to reflect new policy and industry standards the guidelines support the current Mayor of London's Transport Strategy.

The new guidelines provide a benchmark and aspiration for world class interchange by developing a consistent approach to multi-modal interchanges in London. The guidelines are based on four interchange themes which should be considered at transport hubs. The four themes are:

- > Efficiency: aims to provide a seamless experience for passengers, best practice interchange allows efficient movement of people and the public transport services they use as well as being simple to manage.
- > Usability: accessible for all users and an environment which is safe, secure and comfortable. Not only are accidents and crime removed, but fear of these unpleasant experiences is also removed, thereby increasing the usability of the interchange.
- > Understanding: adopting principles of legible design creating places which are

intuitive for all users, requiring minimal signage and well integrated with their surrounding urban context.

- > Quality: providing a high quality interchange environment will improve all aspects of a user's experience, whether its quality of design, configuration and facilities make it feel safe, give it a sense of place or make it a destination in its own right creating social, economic and environmental value and instilling a sense of civic pride in those who use it.

The guidelines have been developed to encourage cooperation and coordination between those organisations involved in designing, implementing and managing London interchanges with the aim of providing improved passenger service and experience. The updated guidelines will help to inform future projects similar to the recently delivered northern ticket hall at Kings Cross St Pancras (opened 29<sup>th</sup> November 2009). The revised guidelines have already had some influence on the EU-LINK\* panel's recommendation to the Commission on EU interchange best practice.

The new Interchange Best Practice Guidelines are now web-based ([www.tfl.gov.uk/interchange](http://www.tfl.gov.uk/interchange)) with a dedicated website which provides easy navigation and is supported by a quick reference guide, which is available in hard copy.

John McNulty, TfL Head of Interchange, said "Without these guidelines London would not have the benefit of a well planned, designed and delivered interchange such as Kings Cross St Pancras. As one of the world's largest integrated transport providers with millions of daily customers, TfL is in a good position to provide guidance on interchange management".

\*For more: [www.linkforum.eu](http://www.linkforum.eu)

For more information visit [www.tfl.gov.uk/interchange](http://www.tfl.gov.uk/interchange)

E-mail [interchnageprogramme@tfl.gov.uk](mailto:interchnageprogramme@tfl.gov.uk) or [emmaosborne@tfl.gov.uk](mailto:emmaosborne@tfl.gov.uk)

### ● A bridge dedicated to public transport and cyclists in Seville metropolitan area

Last October 2009, the Regional Ministry of Public Works and Transport inaugurated the newly refurbished metallic bridge of San Juan de Aznalfarache (west of Seville) dedicated to public transport and cyclists. It will allow more than 300 buses to cross daily the Guadalquivir River, cyclists and pedestrians but also taxis and school services will follow.



The project which amounted to €4,8 mio aimed to achieve the restoration of a metallic bridge of historical importance while offering an alternative route to connect the Aljarafe with the city of Seville. The point is to improve the metropolitan public transport journey time by diverting bus services from the traffic of private cars on the bridges of Juan Carlos I and Reina Sofia. The time saving is estimated between 5 and 10 minutes in average for the 6,500 users commuting from the 10 municipalities of Aljarafe to Seville with the 8 metropolitan lines that are going to benefit from this measure.

The metallic bridge of San Juan as well as the railway bridge of Camas are part of the public transport reserved infrastructure respectively between Gelves – Seville and Camas – Seville, which fall under the Metropolitan Transport Plan of the Area of Seville.

The investment for the very impressive work of consolidation and restoration of historical heritage was co-financed with ERDF funds of the European Union as it meets the objective of "contributing to the reduction of disparities in development and living standards across regions and also the reduction of the less-favoured regions backwardness".

For more:

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

#### ● ABC of safety - Warsaw ZTM's educational programme

In April, the Warsaw Public Transport Authority ZTM will start implementing the pilot programme for children "ABC of Safety". Lessons will prepare first grade pupils for using public transport safely.



The scenario of transport lessons prepared in a simple and practical manner by the staff of ZTM, will teach youngest pupils how to access safely the bus or the tram stop, get on and off the vehicle, behave properly in public transport as well as at bus and tram stops, use the ticket validating machines, the "next stop on demand" buttons or the door opening buttons.

A successful test had been conducted on pupils of the elementary school N° 77 in Warsaw Bielany accompanied by their tutors during the Public Transport Days in September last year. Tutors and children expressed their great satisfaction and acknowledged the excellent preparation of the instructors –four employees from ZTM. "The campaign of ZTM is very helpful" – says Honorata Waszkiewicz, responsible for the implementation of several national and Warsaw based educational programmes.

In 2010 ZTM plans to regularly deliver such classes together with the Warsaw Education Office and the largest provider of transport services in Warsaw – Municipal Bus Company (MZA). Early April a series of 21 classes are organised by ZTM for first grade students. This initiative is part of "Warsaw Educational Line" programme i.e. a series of educational

classes on a tram addressed to pupils of elementary and secondary schools. It has been operating in the capital since December 2009. The campaign is organised by the Public Transport Authority of Warsaw and Warsaw's Police Headquarters.

Contact: Mr Igor Krajnow [i.krajnow@ztm.waw.pl](mailto:i.krajnow@ztm.waw.pl)

#### ● "Let's meet on the route" tourist lines in Warsaw

The City Transport Service in Warsaw is not only responsible for "daily" public urban transport it is also since two years the organiser of tourist lines under the slogan "Let's meet on the route". From May to September passenger vessels and ferries sail on the River Vistula, while in the historic part of Warsaw – omnibuses are drawn by horses.

This year the season began on the 1<sup>st</sup> of May and will last until 12<sup>th</sup> September. Several days before the inauguration a campaign was launched on the website of the City Transport Service ([www.ztm.waw.pl](http://www.ztm.waw.pl)) where a specific page *Warsaw Tourist Lines* was displayed in four additional languages.



During the campaign, information was made available about tariffs and ticket sale procedures, timetables and carriage regulations. City Transport Passenger Service Points, Tourist Information Points, local government offices and several hundred hotels and hostels held also information material available. Due to LCD displays and advertisement holders on buses, information about Warsaw Tourist Lines reached also passengers directly.

The campaign covered also television spots and Internet advertisements on popular city portals.

Tourist lines for this year season include:

- > The water tram "Wars" sailing along the Vistula - one hour and 50 minutes from Podzamcze to "Grubej Kałki" with audio guided historical comments;
- > Three free of charge ferry lines, which link the left and right banks of the Vistula (bicycles are welcome);
- > Two horse-drawn omnibuses, double-decker and single-decker, along the streets of the Old City. The journey time is about 50 minutes;
- > And last but not least the unforgettable eight-hour sailing voyage to Serock, a little town lying on the Sulejow Lagoon.

Vessels and omnibuses have their own separate ticket tariff. A ferry trip is free.

The 2009 summer tourist lines season was very successful. Virtually 30,000 people took the opportunity to take horse drawn omnibus rides, water tram journeys along the Vistula and excursion voyages on the Zegrzyfski Lagoon. The ferries also enjoyed great popularity – around 30,000 passengers most of them cyclists made use of the crossings between the banks.

For more: [www.ztm.waw.pl](http://www.ztm.waw.pl)

## FOCUS ON

**"Comparative study of the public transport financing and of the fare policy in different metropolitan areas of Europe" –realised by ATM Barcelona.**

- > Barcelona, Madrid and Amsterdam have sustainable transport (non-motorized means of transport and public transport) in over 60% of journeys;
- > The 10-trip multi-trip pass is the most widely used ticket in Barcelona, one of the cities where it is the cheapest;
- > Public transport subsidies exceed 50%.

On 24 February 2010, the Secretary for Mobility of the city of Barcelona Manel Nadal, opened the conference to present the comparative study of the financing of public transport and of the fare policy in different metropolitan areas of Europe, promoted by the ATM's Executive Committee. The study was carried out

by the company Deloitte which received collaboration from the Madrid Regional Transport Consortium (CTM), the Paris Ile-de-France Transport Syndicate (STIF), the City Region of Amsterdam (STA), the Berlin-Brandenburg Traffic Association (VBB) and the Ministry of the Region of Brussels-Capital (MRBC) hereby referred to by the name of the main city.

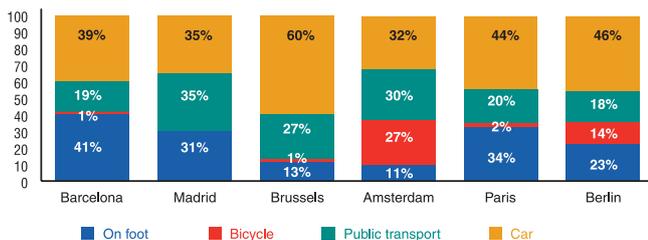
This work carried out a comparative analysis of the organization of public transport systems, their financing and the fare structure in the areas of Amsterdam, Berlin, Brussels, Madrid, Paris and Barcelona between the years 2004 and 2007.

The conclusion of the study is that there are different organizational models of the public transport system depending on the strategic and operative degree of responsibility of the public authorities and of the competences they are granted, but with characteristics that are common to all of them.

### Analysis of the mobility

The use of non-motorized transport means (bicycle or walking) is very significant in most of the European cities analysed, with the maximum score in Barcelona area. With respect to public transport, Amsterdam and Madrid are the metropolitan areas where it is most used, while in Berlin, Paris and Barcelona it scores 20%. In the cases of Berlin and Paris, this is due to a wider use of the car, while in the case of Barcelona, more people move around walking.

On the other hand, Brussels is the area where more travelling by car is recorded, sometimes it amounts to 60% of the journeys.

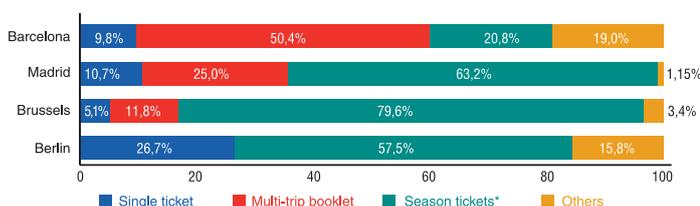


### The demand and the fare system

In the last few years, there has been a significant increase in the population's mobility and in the use of public transport. In this sense, if the demand for public transport is compared with the population's evolution, it shows that the increases in the demand are higher than the demographic growth. The areas where the most important variations were recorded were Brussels, followed by Barcelona and Amsterdam.

On the other hand, the level of use of each transport ticket in the different areas varies, depending on the established fare system. So, the most used tickets are the monthly season tickets, except in the case of Barcelona where the ticket with the highest degree of penetration is the T-10 pass which is used in over 50% of the cases.

With respect to the prices of the tickets in the year referred to in the study (2007), the 10-trip multi-trip pass is clearly cheaper in the metropolitan areas of Madrid and Barcelona. It should be pointed out that, in all the areas analysed, this is an integrated ticket, except in the case of Madrid.



\* The season ticket category includes all tickets of this type (monthly and other season tickets)

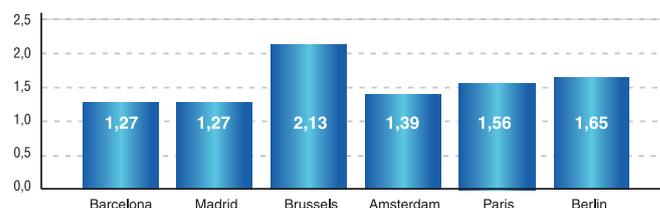
For the purposes of comparing the evolution of prices, the current fares in the different cities analysed are indicated below.

	Price per Trip with the Multi-trip Pass	Discount % on the single ticket	2010 Fares	Discount % on the single ticket
Barcelona	0.69 €	45%	7.85 €	Integrated 10-trip pass
Madrid	0.64 €	36%	9.00 €	Non-Integrated 10-trip pass
Brussels	1.10 €	45%	11.20 €	Integrated 10-trip pass
Amsterdam	0.91 €	43%	12.75 €	Integrated weekly ticket
Paris	1.11 €	26%	11.60 €	Integrated 10-trip pass
Berlin	na	na	26.20 €	Integrated weekly ticket

### The offer and the operational costs

In the last few years, the offer in public transport has increased with respect to new services and also to their quality in all areas analysed. The increase in the offer and the improvement in the quality of the services entail an increase in the operational costs.

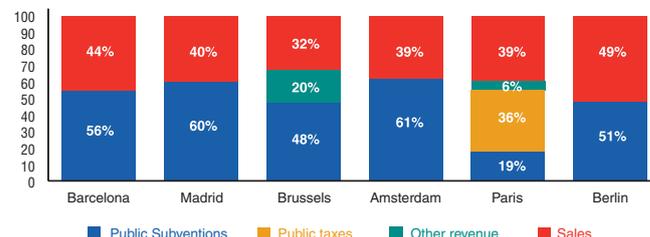
The average operational cost per trip in all the systems studied is €1.50. Brussels is the area with the highest value and Barcelona and Madrid are those with the lowest costs.



### Financing the system

In all the areas analysed there is a strong component of public financing (subventions) in the cost structure of the public transport system. The operational costs covered by the fare revenue amount to less than 50% in all metropolitan areas.

For every type of public administration, the origin of the subventions varies greatly depending on the area. In Brussels and Berlin, they come entirely from regional administrations, where as in the case



of Amsterdam, 96% of the contributions come from the state. Barcelona, Madrid and Paris Ile-de-France obtain funds from state<sup>1</sup>, regional and local administrations, although the regional contributions are particularly significant.

In the case of Paris Ile de France the transport tax levied on companies with more than 9 employees stands for a significant amount alongside the public administrations subventions.

The changes in the origin of public subventions in the period analysed, generally speaking, shows the loss of the state's participation in financing transport, which tends towards a heavier burden on the regional and local administrations.

More information at [www.atm.cat](http://www.atm.cat)

<sup>1</sup> In the case of Paris-Ile de France state funding is less than 2%.



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