

News from Europe

● Public authorities can take account of ecological considerations for tendering procedures

In a judgement released in September, the European Court of Justice ruled that public authorities are entitled to take account of ecological considerations concerning the bus fleet offered for the award of bus services through tendering procedures. This decision was reached in a case raised by the company Concordia against a decision of the city of Helsinki.

The Court stated that contracting authorities may take ecological criteria into consideration for the award of public service contracts provided that those criteria are connected with the subject-matter of the contract, do not give the contracting authority an unrestricted freedom of choice, are expressly mentioned in the contract documents or the tender notice, and lastly comply with all the fundamental principles of Community law, in particular the principle of non-discrimination. The principle of equal treatment does not prevent the taking into consideration of criteria of protection of the environment merely because the transport operator to whom the contract is awarded is one of the few undertakings able to offer a bus fleet which meets those criteria.

<http://curia.eu.int>

● The European Commission launches a High Level Group on Hydrogen and Fuel Cells

The European Commission launched last October this new High Level Group comprising senior representatives from major EU automotive and energy companies, public utilities, research institutes, transport companies and policy makers. The Group will assess the potential benefits of using hydrogen and fuel cells in EU transport and energy productions, and pave the way for more focused EU actions in this field. A first report, expected by mid-2003, will include a hydrogen and fuel cell research agenda and deployment, and commercialisation actions.

Fuel cells can contribute significantly to the objective of the EU to replace 20% of automotive fuel with alternative fuels by 2020, and thus meet the Kyoto objectives. The European fuel cell vehicle market should reach €16bn by 2020, and €52bn by 2040. The USA and Japan are world leaders in fuel cell research. Total European public funding is estimated at €50m per year, that is to say only one third of US funding on the same issue.

http://europa.eu.int/comm/dgs/research/index_en.html

● Lorry tolls on German highways as of August 2003

The German authorities expect an increase of freight traffic by 60% by 2015. In this context, the federal government decided in September to implement a toll for lorries of more than 12 t using the 12,000 km of German motorways as of August 2003. The objectives of this new toll are fourfold:

- better take into account the costs generated on roads by lorry traffic, which are estimated 60,000 times bigger for a 40 t truck than for an individual car;
- improvement of the conditions of competition between road and railways for freight traffic, so as to double the volume of rail freight by 2015 and thus reach a share of 24%;
- increase of funds available for building and maintaining transport infrastructures (roads, railways and waterways);
- development of electronic toll systems, that will create thousands new jobs in Germany and give the country a competitive advantage for such systems worldwide.

The law which authorised the implementation of the toll system says that funds collected will have to be devoted mostly to upgrading the transport infrastructures. The toll will reach an average 0.15 € per km. It is estimated that a maximum of 2 to 4% of traffic might stop using motorways so as to avoid the toll and rather use other roads. The toll will be paid by all lorries using German motorways, whatever their nationalities.

The German-French consortium ETC made of DaimlerChrysler, Deutsche Telekom and Cofiroute won the contract to provide the electronic system, that will use GPS technology. The cost of the system is estimated at €500m yearly, for a total amount of revenues expected of €3.5bn per year.

www.bundesregierung.de

● Joint EMTA-UITP Conference on contractual relationships between authorities and operators (Vienna, 25-26 February 2003)

The conference will present how to use contracts, from first negotiation to re-negotiation. It will look at how responsibilities can be shared between authorities and operators (risk allocation), and how contracts can be best managed in the context of new European regulations. Case studies from different parts of the world will be presented.

www.emta.com

www.uitp.com

News from the companies

● Arriva develops its activities in continental Europe

The British company Arriva, one of the largest transport operator in Europe (€3.2bn of turnover in 2001), is extending its activities on the continent. Arriva purchased recently the private Italian bus operator SAB, which accounts for 13% of the bus market in Lombardy with a turnover of €32m. It also acquired 51% of the Portuguese company Transportes Sul de Tejo, which is the leading operator of buses and coach services in the south of Lisbon with a turnover of €50m. Arriva has an option of purchasing the remaining 49% before December 2003.

www.arriva.co.uk

● Keolis selected to operate bus services in Stockholm

The French company Keolis (turnover of €1.4bn in 2001) has been selected by AB SL, the public transport authority of the region of Stockholm, to operate the Busslink network, which makes up 45% of the total bus traffic in the Swedish capital city, and also consists in a tramway route. Keolis will purchase 60% of Busslink, whose turnover reached €200m in 2001.

www.keolis.com

● Germain railways DB will operate rail services in Sweden

DB Regio Sverige, a subsidiary of the German national railway company DB has won a contract for some regional rail services in the region of Stockholm as of 2004. This contract, involving 15 trains, will be signed with Citypendeln, the company owned by Keolis and BK Tag, which operates the commuter train services in Stockholm.

www.citypendeln.se

News from the cities

● System of Operational Aid for buses under implementation in BARCELONA

Over the past years, the operators of railway and bus systems in Barcelona Metropolitan Area have made considerable investment in information and communication systems which have been evaluated very positively by citizens as an improvement in the service provided.

During the last few months of 2002, ATM, the Metropolitan Transport Authority, will implement a system of Operational Aid among inter-city buses running within the integrated fare zone of the Barcelona Metropolitan Area. The first step is to equip 489 buses with GPS and communication technology, and on-board information screens. In addition, 80 information screens will be installed at main interchanges and terminal stations of the bus network. The project also plans to establish a system of communication, centralised in ATM, between public transport operators of trains and buses.

The implementation of the Operational Aid in 27 operators of inter-city buses will allow to offer a multi-fleet system that will simplify the provision of cross-modal information to citizens at interchanges and while on-board (information on service times, regularity of the lines, as well as any incidents that can affect the service). The information will also be made available by phone, on the ATM's web site and by WAP.

This technology will also help companies achieve optimum management and, at the same time, provide ATM with an efficient tool for co-ordinating interchanges and better planning service times and operation of the lines.

The total cost of this project is €5.41 million.
<http://www.atm-transmet.org/>

● BERLIN: Co-operation to improve relationship to passengers in local transport and new ticket for small groups

VBB, the regional transport authority for Berlin and Brandenburg, announced the launch of a co-operation with three transport companies (among them DB Regio, the subsidiary of DB German railways for regional transport) and a consulting firm specialised in air transport so as to analyse and improve the management of passenger feed-back. The objective is to harmonise the way passenger complaints are dealt with by different transport companies in the VBB territory, and to set up an upgraded customer relationship management in the region. A benchmarking will take into account customer management in air transport.

Besides, in Berlin a new ticket for small groups of up to five passengers was relaunched in August. This ticket is valid at the VBB-Partners BVG, S-Bahn Berlin and DB railways, and enables up to five persons to travel during one day for the price of 15€, bringing a fare reduction of 15.50€ in comparison to five normal daily tickets.

www.vbbonline.de

● GENEVA will increase by 20% the provision of public transport services by 2006

The government of the canton of Geneva approved the masterplan of public transport networks for the period 2003-2006. Motorised trips are expected to rise by 20% until 2020, thus threatening the city of major congestion. In this context, public transport authorities have decided to increase by 65% the provision of public transport services so as to foster modal transfer towards public transport, and to improve the quality of services provided. A first intermediary target is to increase by 20% the provision of public transport services by 2006. Concerning the quality of services, the commercial speed shall be above 18 km/h for bus transport and 30 km/h for transport systems with dedicated lanes.

Three key actions will be carried out to meet the target of modal transfer:

- increase of the overall supply of services;
 - creation of new services and increase of the supply at non-peak hours;
 - improvement of connections between the urban public transport network and railways.
- Tramways are a key tool for the improvement of the attractiveness of public transport. Between 1994 and 1998, tramway routes have seen an increase of 40% of their patronage. 14.5 km of new routes will be built before 2006, bringing the total network to 35.8 km.

€35m will be invested every year to increase the capacity of networks and to build new infrastructures. This plan will lead to an increase by €30m of the costs of operation. This new cost will be covered by an increase of fare revenues by €19m and increased public subsidies (+€26m).

The objective is to maintain the ratio of coverage of costs by farebox revenues at 40%.
www.etat-ge.ch/otc

● Improved security and better enforcement of bus priority measures lead to increased patronage in LONDON buses

Cheaper and more reliable services are pulling people back to buses, announced Transport for London (TfL) last October. Government statistics show that bus trips in London increased by a massive 75 million passenger trips to 1,434 billion in 2001/02.

TfL highlights that more than a third of passengers who had increased their use of buses in the last year did so because they are "cheaper than alternatives" or because "the bus service has improved." An extra three million trips were taken on night buses - a jump of 20% to 18.5 million trips, reflecting the efforts of TfL to improve the night bus network with services in operation 24 hours a day.

Concerning security, several key initiatives have been launched:

- creation of a Transport Operational Command Unit (TOCU) consisting in a joint-venture between the Metropolitan Police and TfL.

The setting up of this new unit, which will have 530 staff members in March 2003, is part of the Transport Policing Initiative launched by the Mayor of London, which is allocated €40m of yearly budget;

- video-monitoring: closed-circuit television (CCTV) is fitted on all new buses in London. CCTV not only protects drivers and conductors, but also plays a major role in keeping passengers secure. It provides evidence in the event of an incident and acts as a deterrent to likely offenders. In addition to the new buses purchased, 1,000 existing vehicles will be equipped in 2002/2003, and the entire fleet will have CCTV fitted within 3 years;
- more, and more comfortable, bus shelters so as to provide secure waiting environment, with good lighting conditions. A trial is being carried out to use solar power for lighting of the 200 shelters (out of a total of 10,700 owned by TfL) that cannot have access to electric mains supply.

Several actions are being carried out to improve the enforcement of bus priority measures in the context of the Bus Plus initiative:

- installation of approximately 110 CCTV cameras on bus lanes on key bus routes by Autumn 2002. Cameras are especially effective at catching and detecting offenders in areas where misuse of bus lanes is less predictable, but still causes delay to buses and passengers;
- fitting of approximately 400 bus-mounted cameras to routes belonging to the first phase of the Bus Plus initiative by Autumn 2002;
- signature of agreements for the enforcement of the bus priority measures with the London Boroughs.

www.transportforlondon.gov.uk

● Project of new tramway lines for eastern LYON

The tramways came back in the streets of Lyon in January 2001, 45 years after they were removed from the second largest metropolitan area in France. Two routes were built for a total length of 18 km. The success encountered by these routes has pushed public authorities to launch the project of a new route connecting the main railway station Part Dieu with the Saint-Exupéry international airport, located 23 km from the city centre. An existing railway platform will be re-used for two distinct tramway routes.

First, a line of 14.6 km will be created by SYTRAL, the public transport authority of Lyon, so as to serve the eastern ring of suburbs. 10 stations will be built and the new line is expected to enable passengers to spare up to 50% of travel time in comparison to private car and alternative public transport modes. On the same platform, the county of Rhone will create an express tramway line of 23 km serving the international airport in 25' from the city centre. The total investment for these two complementary projects is estimated at €230m. Operations are expected to start in 2006.

www.sytral.net

● **New network of night buses in MADRID**

The significant increase of night-time activity as well as the desire to further expand the coverage offered by the current network, especially to recently consolidated urban areas, have led CTM, the Madrid regional public transport authority, to rearrange the night services provided by the Madrid municipal bus company (EMT).

The new night network, which began operating on 13 October, has two characteristics:

- It maintains the current network's **radial structure** with a hub at Cibeles square, a central traffic circle, allowing co-ordination and transfer between all the lines. The number of lines has increased from 20 to 24, thus improving the coverage of important outlying areas of the capital that have not been served until now.

- It incorporates a **new circular line** that operates on weekend nights. The line runs through the central area of the city, which is where most of the night-time activity is concentrated, and serves most of the new important urban areas. It boosts transfer possibilities between the nightlines at different points other than the central hub of Cibeles.

The result of these additions means a 25 % service increase. The total route length now reaches 543 km and 113 buses are assigned to this service (vs 95 before). The demand is forecast to rise from 33,000 to 40,000 passengers per night.

The new night network offers a 500 m radius that reaches 95% of the capital's inhabitants.

www.ctm-madrid.es

● **PARIS: more taxis soon in the streets and improved services for people with reduced mobility in 2003**

The number of taxis serving the centre of the Paris metropolitan area will increase by 10% within 5 years, to reach 16,400, announced the French ministry of home affairs. This increase is justified by the stronger traffic witnessed in the main railway stations and airports in the French capital city. Fares (€2 for boarding and €0.60 per kilometre) will also increase by 10 to 20% by 2003. Nearly half of all taxi drivers are independent workers, and it is estimated that 165,000 persons travel in taxi every day in Paris.

The municipality of Paris and STIF, the regional public transport authority, have decided to set up a new **demand responsive door-to-door transport service for people with reduced mobility** in Paris as of 2003. This new service aims at improving the mobility conditions of

people with deep handicap (about 30,000 persons concerned in Paris). It will be available every day between 6 am and midnight. Trips inside Paris will cost 6€, trips between Paris and the suburbs will cost 9 or 15€ depending on the distance. The cost of this new improved service is estimated at €8.1m for a total number of 450,000 trips a year (only 90,000 door-to-door trips were made in 2001 through local charity associations). In addition to this transport service, a regional agency for information about accessibility of public transport will be created by STIF in January 2003.

www.stif-idf.fr

● **New organisation of public transport in VIENNA and eastern Austria**

The Austrian federal government, which used to have a majority stake in the Verkersverbund Ost Region (VOR), the authority responsible for co-ordinating and integrating the supply of public transport in Vienna and eastern Austria since its creation in 1984, withdrew from the organisation on 1st January 2002. The members of VOR are now the Länder (regions) of Vienna (44%), Lower Austria (44%), and Burgenland (12%). At the same time, it was decided that VOR will cover the whole territory of Vienna, Lower Austria and Burgenland, that is to say a surface of 23,500 km² (vs. 6,500 today) with a population of 3.2 million people (vs. 2.3 today).

This key reform follows a law adopted in 1999 about the organisation of regional and local public transport in Austria.

www.vor.at

News from others continents

● **Restructuring of the Metropolitan Transportation Authority (MTA) of NEW YORK CITY (USA)**

The MTA is responsible for organising and managing the largest public transport system in the USA. It covers a territory of 12,000 km² with a population of 14.4 m inhabitants. The MTA was created in 1965 and has the statute of public benefit corporation chartered by the State of New York. It is governed by a board of 17 persons named by the Governor of the State, on recommendation of the Mayor of New York for some of them. The Board also has six rotating non-voting seats held by representatives of organized labor and

the Permanent Citizens Advisory Committee (PCAC), which represents users of MTA transit and commuter facilities.

MTA subways, buses, and railroads move 2.3 bn New Yorkers a year, about one in every three users of mass transit in the United States and two-thirds of rail passengers in the USA. MTA's budget reached €7.2bn in 2002, while its number of employees was 62,000.

The MTA has brought major innovations to public transport management and attractiveness and reversed a declining trend since its creation. The introduction in 1995 of both MetroCard, which enables travel on all public transport modes, and E-ZPass, the electronic toll payment for bridges, and tunnels, have proved very successful.

So as to streamline its organisation and provide the services needed to cope with the increasing number of passengers, the MTA announced in October that it will merge the various agencies it owns into five distinct companies, each with a single transportation mission based on a modal approach:

- **MTA Subway:** this new company will operate the New York City subway, which is the most extensive subway system in the USA, carrying 6.9 m passengers every day (24 hours a day) on its 28 lines with an estimated fleet of 6,000 subway cars.

- **MTA Bus:** the creation of a single unit combining the former Long Island Bus and the bus division of New York City Transit shall enable to improve the provision of bus services, whose patronage has risen by 43% since 1995. It will have at its disposal a total fleet of 5,100 vehicles.

- **MTA Rail Road,** which oversees two separate rail companies (Long Island Rail Road and Metro North Railroad) that will thus be merged into a single one.

- **MTA Bridges and Tunnels:** this unit operates seven bridges and two passenger car tunnels that are used by 300 million vehicles each year. The introduction of E-Zpass electronic toll system in 1995 has enabled to reduce waiting time by more than 50%. The surplus revenues from tolls are used to fund public transport systems: since Bridges and Tunnels were merged into the MTA in 1968, tolls have contributed more than €5.6bn to subsidize fares and underwrite capital improvements for public transport systems. The Mayor of New York city is considering to transfer the responsibility for existing bridges over the East River to the MTA and to have them tolled like the ones already under the responsibility of the MTA. Tolling these bridges would bring an additional €800m of yearly revenues.

- **MTA Capital,** in charge of overseeing system expansion projects for all MTA companies.

www.mta.nyc.ny.us

Focus

Benchmarking of people's satisfaction with public transport in the European metropolitan areas: the BEST initiative

At the initiative of SL, the public transport authority of the Stockholm county, several European metropolitan areas have decided to work together so as to compare the performance of their public transport systems and learn from each other. This project has been called Benchmarking in European Service of public transport (BEST). The objectives of BEST are to increase public transport travel in the European urban regions, to strengthen focus on customer needs, demands and expectations, and to create a learning process based on perceived quality.

As opposed to other projects of comparison of performances, which look mostly at the quality provided by transport companies, BEST focuses its attention on the performance of the public transport systems as experienced by the citizens. It is indeed the quality perceived which determines the level of satisfaction of travellers, and thus the attractiveness of public transport. And as the process has shown, there is a correlation between the level of satisfaction of passengers and the frequency of travel by public transport. The process was initiated in 1999 by a comparison of the quality of public transport systems in the regions of Stockholm, Helsinki, Copenhagen and Oslo. Since then, Barcelona, Geneva, London, Manchester and Vienna have joined the process.

The benchmarking process is based on a yearly survey, carried out by a consultant, which aims to measure the opinion of citizens on public transport in their cities. In each participating metropolitan area, 1,000 people are interviewed by telephone, with a representative sample of citizens older than 15 years, both frequent travellers and people who rarely, or never, use public transport, but still have a perception of the system. The same questions are asked in each participating city, so that the results can be compared between regions and over time in each region. BEST is a learning process. In Common Interest Groups (CIG's), the participants discuss and learn from the role model identified, that is to say the region with the best result on a specific issue. The CIG's present their results at a yearly BEST seminar, where also the results of the yearly survey are presented.

In 2002, ten issues have been measured by the survey:

- overall satisfaction with public transport. The survey highlights strong differences between cities, since 79% of people are satisfied with their public transport systems in Helsinki, but only 49% in the city with the lowest result.

- **traffic supply:** this item contains eight questions. Are public transport networks good for work/school trips, good for other trips, good for trips in the city centre, good for trips outside the city centre? Are people satisfied with the nearest stop close to their home, with the travel times, with the waiting times at transfers, with the frequency of departures? Aside from Barcelona, Geneva and Helsinki, where more than two thirds of people are satisfied with the supply of public transport, the other cities have a rather low level of satisfaction. Trips outside the city centre and waiting times at transfers are the items which get the lowest scores, highlighting the need to improve interchange stations and to increase the supply of services in suburban areas.

- **reliability,** i.e. the capability to run on schedule. 82% of people interviewed in Geneva are satisfied with the reliability of their public transport systems (another proof of the Swiss exactitude!), but satisfaction falls down to 28% in the city with the lowest grade.

- **information:** this item refers to the access to information needed when planning a trip and to the quality of information provided during traffic interruptions. In most cities, less than half of the persons interviewed say that they are satisfied with the information about public transport, highlighting a substantial potential for improvement. Information is indeed a key aspect of the attractiveness of public transport, and public transport authorities should be much more involved than today in the definition of the information needed and in the control of the quality of information provided by operators.

- **staff behaviour,** which covers both the general behaviour of staff members and their ability to answer questions. In all the cities, a majority of people are satisfied with the behaviour of staff members, the highest level being reached in Geneva (77% of people satisfied).

- **personal security:** this item covers the safety at stations and bus stops, the safety on board buses and trains, and the safety of traffic. In most cases, a large majority of people are satisfied with the safety of their public transport systems.

- **comfort:** this item refers to the comfort of trips with public transport, the easiness to change routes, the modernity of busses and trains, the cleanliness of busses and trains, and lastly the possibility to have a seat when travelling. The average level of satisfaction is not very high (between 50% and 66%). Geneva gets the highest level of satisfaction.

- **social image:** this indicator refers to the positive development of public transport in the future, the impact of public transport on the environment, and the benefit of public

transport to society as a whole. A great majority of the people interviewed believe in the benefits and the prosperous future of public transport. This result shows that people are convinced of the importance of developing public transport, and if they don't use it more, it is because they are not satisfied with some objective characteristics of the present supply of services. This should be seen as an incentive to improve public transport systems.

- **value for money:** this item covers two questions: does public transport give value for money, and are public transport fares reasonable? Fares are a very controversial issue in many cities. Only Helsinki manages to have a very strong majority of people satisfied with the fares of public transport (67%). In most cities, less than half of the people are satisfied.

- **loyalty:** this indicator reflects the willingness of people to recommend others to use public transport. In Helsinki, Barcelona, Vienna and Geneva, more than two thirds of the people interviewed recommend to use public transport, while this figure falls down to 50% or less in some cities.

<http://Best2005.net>

Agenda

● Public transport and car sharing: together for the better

Conference organised by UITP with the European research project MOSES
4-5 December 2002 - Bremen, Germany
www.uitp.com

● Managing the fundamental drivers of transport demand

Workshop organised by the European Conference of Ministers of Transport
16 December 2002 - Brussels, Belgium
www.oecd.org/cem

● Joint EMTA-UITP Conference on contractual relationships between authorities and operators

25-26 February 2003 - Vienna, Austria
www.emta.com
www.uitp.com

● The use of new technologies to combat insecurity within Public Transport

Conference organised by UITP
13-14 March 2003, Paris, France
www.uitp.com



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