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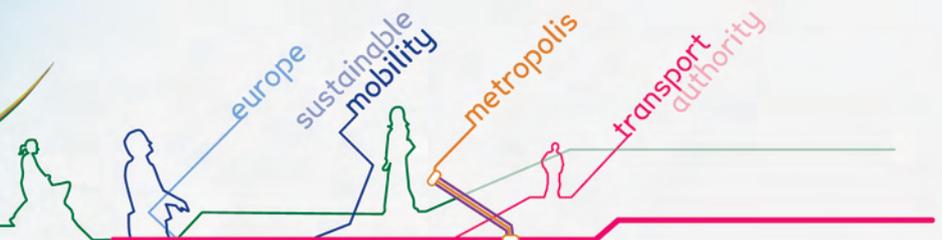
of public transport

in the European metropolitan areas



EMTA

European Metropolitan Transport Authorities



Foreword



As more and more people live in urban areas, the need for sound and efficient public transport systems grows. Transport Authorities are the local strategic bodies that plan, promote and provide the public transport networks in such conurbations.

Since thirty years now Transport Authorities have emerged as main key players and essential coordinators especially in metropolitan areas. Their aims are sound administration and sustainable solutions. They are accountable to the citizens for delivering quality transport services with the best use of public money.

Even in time of economic downturn, public transport activity must be developed for it is the bloodstream of our cities and regions. EMTA is the network of such Transport Authorities in the major European metropolitan areas. It forms a forum of exchange of information and of best practices.

Transport authorities deliver experience, knowledge and responses to emerging needs of mobility that have evolved significantly in the past decades under the influence of a growing concentration in urban areas.

This publication aims at presenting the main features and achievements of the largest metropolitan transport authorities across Europe.

Hans-Werner Franz
Former President
Nov 2009 - Oct 2013



Our cities however are very important in building our way out of the current recession, our cities are real powerhouses and engines of growth for all our economies and we need them to reap their full potential. Hand in glove: it is extremely important to have the right level of infrastructure to make sure we can build our cities to give the right urban environment.

In terms of urbanization we are looking at major challenges of an increasing population and expansion at a fast growing pace which means we have issues relating to urban congestion, rising fuel prices and carbon pollution.

These are big matters for us to address. If we are going to ensure that our cities are going to rise to that challenge we have to ensure that the right level of infrastructure is in place. What we have seen through research is that those countries coming out of the recession early are always countries that have invested in their infrastructure. We need to reinforce this point to our governing authorities and governments in all our countries over and over again.

The role of transport in supporting jobs, regeneration, social inclusion and fairness is very important. This very wide spectrum shows that public transport has a significant role in giving leverage to the quality of our daily urban lives. Our Metropolitan areas in particular need to punch their weight and ensure that we get the right levels of investment and the proper levels of support and attention from our politicians to understand that there is a way out of this recession, but we need to work together. Therefore it is important to understand how individual cities have been successful, sharing that knowledge across other authorities and capturing this experience, before presenting it back to our politicians in a way that actually people can feel that they are supported and they are not on their own in this particular issue.

No doubt our authorities have got big budgetary challenges to master so it is key to make sure we get the biggest bang for our buck in whatever projects we are doing.

Many member cities are undertaking major innovative projects in their own areas. And I am certain many can actually demonstrate added value for their communities from that. Key is passing that information on to each other and sharing the knowledge in order to prove results and guarantee good value.

Public transport is right at the forefront to ensure that our cities can punch their weight and to empower our cities in their capacity of acting in future as real engines for sustainable growth.

Geoff Inskip
President
Elected Oct 2013

Summary

FOREWORD	p. 3	Budapest (BKSZ Kht)	p. 49
		Copenhagen (MOVIA)	p. 53
EMTA	p. 5	Frankfurt Rhein-Main (RMV)	p. 57
Presentation of EMTA	p. 6	Helsinki (HSL)	p. 60
EMTA members	p. 7	London (TfL)	p. 64
Publications available on EMTA's website	p. 8	Lyon (SYTRAL)	p. 69
		Madrid (CRTM)	p. 72
		Murcia (EPT)	p. 77
SITUATION OF PUBLIC TRANSPORT IN THE EUROPEAN METROPOLITAN AREAS	p. 9	Oslo (RUTER AS)	p. 79
Challenges of public transport in the European metropolitan areas	p. 10	Paris Ile-de-France (STIF)	p. 81
European Union Transport Policy	p. 12	Prague (ROPID)	p. 85
The introduction of sustainable buses in city networks. - How to choose your roadmap?	p. 16	Rotterdam - The Hague (Metropoolregio Rotterdam Den Haag)	p. 89
		Sevilla (CTAS)	p. 93
PRESENTATION OF THE PUBLIC TRANSPORT AUTHORITIES IN THE EUROPEAN METROPOLITAN AREAS	p. 21	South Yorkshire Sheffield (SYPTe)	p. 97
Amsterdam (Stadsregio Amsterdam)	p. 22	Stockholm (SL)	p. 101
Bahia de Cadiz (CMTBC)	p. 26	Torino (AMMT)	p. 105
Barcelona (ATM)	p. 30	Valencia (aVMM)	p. 110
Berlin-Brandenburg (VBB)	p. 34	Vienna (VOR)	p. 113
Bilbao (CTB)	p. 38	Vilnius (MESP)	p. 115
Birmingham - West Midlands (Centro)	p. 40	Warsaw (ZTM)	p. 119
Brussels (Ministry of Brussels Capitale Region)	p. 45		
		Associate Members	
		Hamburg (HVV)	p. 124
		Stuttgart (VRS)	p. 128
		Partner Institution	
		Montreal (AMT)	p. 132

EMTA

European Metropolitan Transport Authorities

Presentation of the association of european metropolitan transport authorities (EMTA)

The association of European Metropolitan Transport Authorities (EMTA) was created in 1998 to exchange information and best practices between the public authorities responsible for planning, integrating and financing public transport services in the largest European cities. It now brings together 27 such authorities across 16 European countries (and a partner institution in North America) responsible for improving the mobility conditions of some 100 million European city dwellers.

The activities of EMTA consist mostly in:

- > **exchange of information** between the Member authorities through regular meetings, working groups and a dedicated space on EMTA's website, and the quarterly letter of information EMTA News ;
- > **permanent assistance** by the Secretariat General when the Members need information or advice;
- > **information of the members** on the latest developments of transport issues at the European level ;
- > **research and benchmarking** to improve the knowledge and competence of public transport authorities. Working groups have been successively dedicated to contracting with operators, to quality measurements and monitoring, to accessibility of public transport systems to people with reduced mobility and to population needs. They currently focus on electronic ticketing, on the implementation of the new European regulation on public service obligations and on the challenge of financing public transport. Surveys have been launched and their conclusions are available on EMTA's website ;
- > **publication of Barometer** of public transport in the European metropolitan areas, summarising the main statistics on more than 25 urban territories and publication of a quarterly newsletter ;
- > **organisation of round tables and conferences** on issues of common interest: On Mobility Plans (Valencia 2008), on contracting in suburban railway services (Barcelona 2009), on Rail investment and economic prosperity (Birmingham 2011), on PSO 1370/2007 Regulation implementation (Prague 2012), Digitalization and on Sustainable Urban Mobility (Copenhagen 2013) ; Fourth Railway Package (Vienna 2013). The proceedings of these workshops are available on EMTA's website ;



www.emta.com

- > **representation and defense** of the interests of public transport authorities at the European and international levels ;
- > **adoption of common positions** on issues of common interest notably draft European regulation on public service requirements. All EMTA Position paper are available on our website.

The association is controlled by a board elected every two year by the general assembly of the members. The current board consists of:

- Geoff Inskip (CENTRO Birmingham) as President,
- Sophie Mougard (STIF Paris Ile-de-France) and Carlos Cristobal Pinto (CRTM Madrid) as Vice-Presidents,
- Anders Lindström (SLL Stockholm) as Treasurer,
- Marc Garcia (ATM Barcelona), Suvi Rihniemi (HSL Helsinki), Wolfgang Schroll (VOR Vienna), David Vitézy (BKK Budapest).

The association is managed by a Secretary General placed under the authority of the President.

EMTA members as of 1st January 2013



PTA	City	Web Site
STADSREGIO	AMSTERDAM	www.stadsregioamsterdam.nl
ATM	BARCELONA <i>MoB*</i>	www.atm.cat
VBB	BERLIN-BRANDENBURG	www.vbb.de
CTB	BILBAO	www.cotrabi.com
CENTRO	BIRMINGHAM <i>President</i>	www.centro.org.uk
MRBC	BRUSSELS-CAPITALE REGION	www.bruxelles.irisnet.be
BKK	BUDAPEST <i>MoB*</i>	www.bkk.hu
CMTBC	CADIZ BAY	www.cmtbc.es
MOVIA	COPENHAGUE	www.movia.dk
RMV	FRANKFURT	www.rmv.de
HVV	HAMBURG	www.hvv.de
HSL	HELSINKI <i>MoB*</i>	www.hsl.fi
TfL	LONDON	www.tfl.gov.uk
SYTRAL	LYON	www.sytral.fr
CRTM	MADRID <i>Vice President</i>	www.ctm-madrid.es
AMT	MONTREAL	www.amt.qc.ca
RUTER	OSLO	www.ruter.no
STIF	PARIS ILE-DE-FRANCE <i>Vice President</i>	www.stif.info
ROPID	PRAGUE	www.ropid.cz
METROPOOLREGIO	ROTTERDAM/THE HAGUE	www.mrdh.nl
CTAS	SEVILLA	www.consociotransportes-sevilla.com
SL	STOCKHOLM <i>Treasurer</i>	www.sl.se
VRS	STUTTGART	www.region-stuttgart.org
AMMT	TORINO	www.mtm.torino.it
VOR	VIENNA <i>MoB*</i>	www.vor.at
MESP	VILNIUS	www.vilniustransport.lt
ZTM	WARSAW	www.ztm.waw.pl

*MoB**: Member of the Board

Publications available on EMTA'S website

www.emta.com

EMTA Brief the quarterly letter of information of EMTA (49 issues since July 2000).



EMTA Brief & publications outcomes from workshops and surveys:

- > EMTA vision on Metropolisation (April 2013) ;
- > Survey about accessibility of heavy rail services (Berlin 2011) ;
- > Suburban rail services (Barcelona 2010) ;
- > Mobility Plans: the way forward for a sustainable urban mobility (Valencia 2009) ;
- > Finding new resources for public transportation (Paris 2008) ;
- > Study on the implementation of the European Regulation (EC) N°1370/2007 on public passenger transport services by rail and by road of 23 October 2007 - Avanzata Consulting.

EMTA Barometer of public transport in the European metropolitan areas



EMTA last position papers

- > EMTA position on the Proposal for a modification of Regulation 1370/07 in the frame of the 4th Railway Package - 12 June 2013 ;
- > EMTA position on Guidelines for ITS deployment in Urban Areas, Multimodal Information - 21 may 2013 ;
- > EMTA joint declaration made with CER, UITP and EPTO on the EC proposal of Exemption of notification for State Aid - 29 January 2013 ;
- > EMTA remarks on proposal for a Directive on Public Procurement (COM (2011) 896 Final - 3 July 2012 ;
- > Consultation response from EMTA to EUROPEAN POLICY (ETP) - september 2009.

For EMTA Members

- > Contracts between EMTA transport authorities and operating companies (in English) ;
- > Working documents of thematic working groups on accessibility, electronic ticketing and funding of public transport systems through land value capture ;
- > Records of decisions of meetings ;
- > Intern queries (questionnaires & synthesis).

Situation of Public Transport in the European metropolitan areas

Challenges of public transport in the European metropolitan areas

Around 80% of European citizens live in an urban environment. Their mobility accounts for 40% of all CO₂ emissions of road transport and up to 70% of other pollutants from transport.

Between 1970 and 2000, the modal share of public transport fell by 50% in average in Europe to reach around 16% of the total number of trips, while the share of the private car grew from 73.8 to 78.3%².

The growth in car trips leads to a vicious circle: the more people own cars, the more they can settle away from city centres. As a result they become even more dependent on their car, which keeps it very difficult to reverse the trend.

Yet public transport provides mobility for all, while the private car, doesn't benefit to all the population (the youngsters, the elderlies, the low income people).

It has to be stressed that only public transport is capable of carrying fast hundreds of thousands of persons, for example at peak hours and that public transportation systems provide the best ratio of number of passengers carried on space consumption, and is therefore very well adapted to dense urban areas.



The very bad consequences of public transport disruptions easily illustrate how public transport are absolutely necessary for the viability of large urban areas.

The strong development of Public Transport systems in the past ten years has been observed across European metropolitan areas. Efforts however must be pursued to provide an attractive and sustainable alternative to the use of private cars.

A key success factor is the provision of high quality public transport systems, and this means:

- an increase in the provision of services and an adaptation to new mobility needs;

- a strong integration of networks to ensure seamless trips to passengers;
- a continuous improvement in service quality;
- an attractive and efficient fare policy taking into account at the same time the social needs and the growing constraints of public subsidies;
- the use of marketing and communication tools;
- a strong coordination with land-use and urban development policies to ensure they support each other in avoiding urban sprawl and enhancing the potential economic growth of the area.
- and finally innovative ways to solve the funding issues.



Introducing Transport Authorities

Achieving these goals call for a strong coordinator at metropolitan level a public body able to facilitate a high level of integration among transport services and others aspects of the mobility needs while ensuring social cohesion and economic support to the whole area.

Such public bodies are the "Transport Authorities" or better in the UK the ITAs Integrated Transport Authorities responsible for delivering locally an efficient transport system with a view to the general interest of the dwellers and that is accountable for the public spending to support such transport system.

Transport Authorities definitely are the key players in:

- defining the objectives of the mobility policy in terms of modal share, of level of quality in delivering the transport services and of level of transport provision:

¹Source: EC 3/10 1/2007 urban transport: problems, solutions, responsibilities - ²Source: Source EU Energy and Transport in Figures, Statistica/ pocket book 2002

Challenges of public transport in the European metropolitan areas

- establishing the fare policy;
- coordinating with the other mobility services (car parking, public bicycle sharing car sharing, taxis) and with other public bodies in charge of land-use planning, housing planning etc...;
- And finally on focussing on funding issues. On a given metropolitan territory not all public transport services whether by road or by rail are profitable. Since 20 years the European Union transport policy in line with the European Single Market objective encourages competition in the transport sector and builds progressively a legislative framework so as to give better confidence to the operators in removing legal uncertainty while protecting passenger needs in guaranteeing a level of quality.

design of tram lines more expensive and that had to be delayed. Again the strategy is in the hands of Transport Authorities.



The recourse to fair competition in public transport services will ease the burden placed on public subsidies in lowering the costs. This will help but the tremendous needs for developing the actual capacity of the current services and extend the networks to meet the requirements of a given population in a large metropolitan area still remains a financial challenge.

Through the economic downturn since 2009, one must notice the remarkable resilience of Public Transport Authorities in navigating through the budget restrictions, sometimes services have been cut but more often networks have been restructured for more efficiency with less money. The recourse to the new concept of Bus with High Quality of Service short term as a performing substitute to the introduction of the new concept of Bus Rapid Transit (BRT) as a performing short term substitute for the

More and more of the transport activity even in urban areas is framed by the European Union (EU) regulation (see further on EU transport policy). The European Commission (EC) reckons that in urban agglomeration due to local circumstances mobility is achieved through a number of different transport modes each with its own system of regulation said Keir Fitch advisor to Commissioner Kallas at the Florence school of regulation Dec 2012. There fore EC encourages the integration of those different services and providers and even beyond the geographical boundaries ensure some consistency in the use of basic aspects such as travel information and electronic booking and ticketing.

Intermodality, accessible urban mobility and greener transports complete the EU vision of the future of mobility in urban areas.

In fact, EMTA members had the pleasure to be addressed by Siim Kallas Vice - president of the European Commission Commissioner for Transport during their General Assembly in Berlin September 2012. Here is the transcript;

¹Source: Regulation (EC) n° 1370/2007 of the European Parliament and of the Council of 23 October 2007.

European Union Transport Policy



Vice-President of the European Commission Commissioner for Transport Siim Kallas addressing EMTA members during the gala dinner of September 17 2012 in the city of Berlin.

Ladies and gentlemen,

It is a pleasure for me to speak at the European Metropolitan Transport Authorities association's General Meeting during the INNOTRANS Fair.

As Europeans, we have one of the best transport systems in the world. But we also know that there is a great deal of work to do to make that system fit for the future.

We have to make better use of infrastructure, remove bottlenecks across the wider network, and provide transport users with seamless and accessible mobility and services. At the same time, we are acutely aware of the need to reduce transport's impact on our health, and on the environment and climate.

And we know that we need to pay particular attention to the urban dimension of transport – because our success in meeting the challenges before us will to a large extent be decided in our towns and cities. And it is with this in mind that our transport strategy has the goal of phasing out conventionally fuelled vehicles in urban areas by 2050.

Obviously, public transport needs to gain in importance and needs to become cleaner to achieve this goal. In Stockholm, conventional diesel-fuelled city buses have been replaced by clean vehicles that run on biogas and ethanol. By the end of this year, the city will be fully serviced by clean buses with 800 bioethanol and 270 biogas buses running on a daily basis. Stockholm also has a comprehensive infrastructure for alternative fuels and local biogas production facilities that supply much of this fuel.

Ladies and gentlemen: I have been asked whether our goal of phasing out conventionally fuelled vehicles in urban areas by 2050 is realistic. Well, if Stockholm and others can phase out this kind of city bus by 2012, it shows what is possible with the necessary commitment. So I firmly believe that it is possible to achieve the transition to a modern and sustainable transport system.

But if we are to meet our goals for 2050, it is vital that we step up the pace and take concerted action on all levels: EU, nationally, regionally and locally. And you as public transport providers in metropolitan areas have to play a crucial role.

*For instance, the **CIVITAS programme and the initiatives which have been launched under the Action Plan on urban mobility of 2008** have played a crucial role in forming our policy. But we also need to hear the views of all the parties concerned to make sure that our policies correspond to their needs and expectations.*

Ten years of CIVITAS have demonstrated that we can really achieve a transition to sustainability in urban mobility and transport when local efforts are supported by EU action.

But let us come back to reality: What we have achieved so far, while encouraging, is not enough.

Many cities suffer from severe traffic congestion, which creates bottlenecks along the main arteries of the trans-European transport network and has a knock-on effect on long-distance and cross-border traffic.

Many cities are also struggling to improve their poor air quality, which has a serious negative impact on citizens'

European Union Transport Policy

health. European towns and cities have a key role to play in our efforts to mitigate the effects of climate change by reducing greenhouse gas emissions produced by transport.

Another important issue is road safety: in spite of considerable progress in the past, some 30,000 people are killed on our roads every year. This is not acceptable. It has to be one of our priorities to reduce that number further. Accidents on urban roads account for some 40% of the fatalities in road accidents.

So change is clearly needed - and Europe's cities must be at the forefront of that change. With their high population densities and high share of short-distance trips, cities are uniquely placed to pave the way for new transport services and technologies.

And, if we seize the moment, we can make sure that European companies become early leaders in a market that offers great potential for future growth and employment - innovative solutions for cleaner and more sustainable mobility.

Our success will depend on many factors:

Research and innovation is key. Ultra-clean and silent buses would improve the image of public transport. Clean, quiet service and delivery vehicles would raise the quality of city life. Through research funding we have been able to finance demonstration projects in the urban context with very positive feedback. Further actions are needed. This year, the Commission will be supporting electromobility demonstration projects for urban freight, and for city buses in 2013.

A recent initiative of the Commission in this area is a strategy paper on "Research and innovation for Europe's future mobility that was adopted on 13 September 2012 and it will be presented this week.

The Strategy summarises the achievements of the European transport sector in research and innovation, outlines remaining issues and presents ideas for better serving the needs of European citizens and businesses. The Commission wants to facilitate coordination of public and private research and innovation efforts across Europe. Addressing the challenge of deploying innovative transport solutions is of particular interest.

Another good example is the Smart Cities and Communities Partnership, which Vice-President Kroes, Commissioner Oettinger, and I have launched together this July. This Partnership will help research-driven companies in the sectors information and communication, energy, and transport work more closely together in developing truly integrated system solutions for the urban area.

The proposed projects should demonstrate the cost-effective performance of technology combinations not quite ready to be commercialised. The aim is to produce commercial-scale results and help companies which find it too risky to move towards quick deployment of innovative technologies. And this is despite the potential cost savings and longer-term emissions reductions of schemes which cover a range of public city services.

We also have to avoid fragmentation among our cities and ensure concerted action for large-scale deployment of alternative fuels throughout Europe. Isolated actions have been successful; we now need to make them successful EU stories. The Commission therefore will shortly launch a Clean Power for Transport Initiative. This initiative should provide policy and legislative tools to promote innovative transport solutions such as electromobility in the urban context. One objective will be for instance the gradual build-up of charging and refuelling infrastructure so as to ensure the EU-wide free circulation of vehicles, vessels and aircraft powered by alternative fuels.



From left: Secretary of state of Brandenburg, Rainer Bretschneider, Commissioner for Transport Siim Kallas, EMTA President Hans-Werner Franz

But there is more to say on infrastructure

- > On 19 October 2011, the Commission issued two legislative proposals: a proposed review of the **TEN-T guidelines**, and a proposed regulation establishing a **"Connecting Europe Facility"**. This financial instrument will invest €31.7 billion to upgrade Europe's transport infrastructure, build missing links and remove bottlenecks over the period 2013-2010.
- > One of the key innovations concerns urban nodes. Urban nodes play a key role in shaping the core network – the strategically most important part of the TEN-T to be implemented as a priority by 2030.

European Union Transport Policy

A specific article has been introduced in the TEN-T Guidelines' proposal. With this, the relevant actors are for the first time explicitly called upon by European legislation to take the relevant measures.

- > A competitive and performing urban public transport sector needs a well-functioning regulatory framework.

The Regulation **on public service obligations** and its implementation foster the creation of an Internal Market for public transport services. In order to fulfil this role the provisions of the Regulation need to be implemented in a coherent manner.

- > An international stakeholders' consultation and the workshop held in November 2011 concluded that the PSO Regulation constitutes an appropriate legal framework and can be considered beneficial to the performance of the public transport sector. However, the Commission received a mandate to provide guidance to the sector on the interpretation of a number of provisions of this Regulation to ensure their coherent application.
- > The Commission is therefore about to establish a guidance document in form of an interpretative Communication.

Although not legally binding, it will provide some legal certainty to market actors in the definition of Public Service Obligations and contracts, their award to operators and the way to calculate compensation of Public Service Obligations.

But I do not want to stop before mentioning the **Green eMotion** project builds on the results of numerous national and European electromobility projects and combines them into one European initiative. As a demonstration project, Green eMotion shows how electromobility can function across Europe, thus helping to prepare the mass market for electric vehicles.

Ladies and gentlemen,

We have made significant progress in working together on urban mobility issues. Five years ago, when the Commission presented its Green Paper "Towards a New Culture for Urban Mobility", the question was often asked: "Is there a role to play for the EU in the field of urban mobility"?

But we now have a constructive debate about what should be done and how. We have agreed that decisive action and effort at local level is crucial for meeting the key objectives of EU transport policy, and that targeted EU intervention will be a powerful catalyst for that effort.

This has helped us define the important urban dimension in our EU transport policy. But we are now standing at an important crossroads.

This is why I have decided to present an "urban mobility package" in the middle of next year. This will deliver on some of the key urban transport initiatives which were outlined in last year's Transport White Paper.

It is clear the public transport has to play a key role in modernising transport in our cities.

I therefore appeal to you to team up with the Commission in the effort to reach this goal.

Thank you for your attention

Siim Kallas



European transport policy



The Europe 2020 strategy of 2010 highlighted the importance of an efficient and effective transport system for the future development of the European Union. Transport services and mobility at large should become more sustainable and should support a smooth functioning of the internal market.

Acknowledging that the European transport system is highly complex and that the responsibilities for its development, operation, and maintenance are in fact shared between administrations at EU, national, regional and local level, EC reckons action has to be taken at all these levels.

In 2006 the mid-term review of the 2001 White Paper “European Transport Policy for 2010: time to decide” encourage to put big efforts into urban transport so that the White Paper’s goals are met.

Therefore in **2007** the European Commission presented the Green Paper “Towards a new culture for Urban Mobility” bringing for the first time at the fore front public transport services in urban dense areas, and started the process of stakeholders consultations.

Following this first step, The Commission published in **2009** an “Action Plan on Urban Mobility” with 20 concrete EU-level actions to be implemented by 2012.

The **2011** White Paper “Towards a Single European Transport Area” therefore announced several initiatives.

The 2009 Action Plan is now drawing to its conclusions, at the same time EC actions related to the 2011 White Paper are introduced. A broad review of the Action Plan is under completion and report will be delivered in **2013**.

Giving special attention to the urban dimension of the European Transport Policy, the European Commission launched a wide consultation on “the future development of the urban dimension of EU transport policy”; topics such as sustainable urban mobility plans, access restriction schemes, urban logistics and innovative funding are notably targeted.

The results of the consultation together with the review of the Action Plan will provide the EC with the basis for a future Communication on the Urban Dimension of the European Transport Policy.

The introduction of sustainable buses in city networks

How to choose your roadmap?



Chris Verweijen (AGV-MOVARES).

Sustainability: it's hot!

The sustainable bus is very hot momentarily. In the bus sector you can be overrun by all kinds of sustainable buses – and they all seem to offer golden mountains of possibilities. But is that true and what is the best way to handle this as a public transport authority?

In this article we give you some suggestions how you could act on this.

First question: what do you want with sustainability? What really matters?

Sustainability has a lot of definitions all based on different ways of thinking. So there is not much use of thinking about definitions. What really matters is how you translate sustainability in tangible results you want to achieve in your city or region.

Take for example the carbon oxygen transition. Do you think about this from well to wheel or from tank to wheel? Biogas buses can be very interesting if you think from well to wheel because they are CO₂ neutral. However, they have the disadvantage that on the streets they still produce particulate matter emissions, gas and noise. So the people on the street don't perceive such buses as sustainable. So what is your specific point of interest in this matter? Do you want low levels of toxic substance of the exhaust (Pm10, Cox, Nox, and so on) or really clean air? How do you weigh noise or obstruction of visibility by wires in the city limits? What is your opinion about use of toxic or reusable materials? For example: not every battery in electric buses is free of toxic substances. And do you take the process from well to tank also into account or not? The bottom line is: find out what is really important for you and the city or region: that gives you the point or reference with parameters for drawing up your roadmap.

Choosing your roadmap: next questions

If you have reached this phase: how to choose your

roadmap going from there? You still have to make a number of choices. How much money do you want to invest? And what do you want in return for this money: what do you accept as a return on investment? And to what extent are you prepared to take on any risks? You can choose a lot of techniques these days – but they have not all proven reliable yet. And what do you expect in the near future from your network? Is it going to expand or not? Which capacity do you need during rush hours? That is essential for a responsible choice between Light rail, articulated buses or normal 12m buses. If you want to make a significant investment start with heavy frequented lines: you will probably get a quicker return on your investments and it has a greater marketing impact.



Stepping to sustainability: the four ways of thinking

If you have made your choices about what you want to achieve you actually have four ways of looking into the future. How do you want to bridge the gap between your position now and a sustainable and clean future?

> First option: just continue to do what you already did – but a bit more sustainable

This option is interesting for authorities that want to make things a bit better but don't want to take many risks and don't want to make a lot of new investments. It also is suited for authorities that want to wait

The introduction of sustainable buses in city networks

How to choose your roadmap?

until the electric buses are more commonly used and without teething troubles. Buses that belong to this category are the new EURO-VI buses, low weight buses and CNG- or biogas buses. These buses absolutely bring some benefit compared to the present situation but the differences aren't always impressive. Certain emissions go down, but the particles, noise and exhaust fume is still there. And if you go for gas, you will need filling stations.

> Second option: take a position in-between now and a clean future

This option is for authorities that want to make a somewhat more significant step than most of the first – optioning authorities. But also bearing a limited number of risks. This category is filled up with various forms of hybrid buses. Most of them are now proven technology and they mostly give a return on investment within the lifetime of the bus. These buses give a fuel reduction nowadays of about 20-30% and they offer the possibility to drive electric for a short stretch.

> Third option: going for green now

Some PTA's are already doing this: you can choose between a battery bus, the good-old trolley or a hydrogen fuel cell hybrid bus. This option is for authorities that want to choose now for real clean air in the city. Note that the CO₂ transition depends on the way the electricity is made!



Interesting at this moment is the Chinese wave of *battery buses* that is swarming into Europe now. They function well but still have a relative short range in between recharging. Most buses now reach about 150-200 km a day / some do 250. That is adequate

for short inner-city lines but not suited for an average line, running 300-400km a day. So if you want to operate electric buses in normal service: be aware of the fact that you have to change vehicles and that you will need more buses than you need now. And notice that some battery buses use toxic substances in batteries. *The trolley* is of course still a very silent and clean way of transport. The wire construction, vehicles and maintenance cost a lot of money, but the vehicle has the advantage of a long life cycle of around 20-25 years. Still cities switch to trolley, like the plans adopted in Leeds recently, despite the visual obstruction.



The *hydrogen bus* still has its problems because the hydrogen does not exist in natural form and the bus is very costly, at the moment some € 1 - 1,5 million. Prices are expected to sink to € 750.000 if enough buses are build. If hydrogen must be made it costs much energy. Moreover it is difficult to compress (cost extra energy) and you need special constructed tanks. It is also very flammable.

It can eventually be a proposition for the near future. It can be profitable if you can generate hydrogen as a by-product like in the Rotterdam Harbour.

It may take some time before the hydrogen bus is a good affordable alternative.

> Fourth option: greening step-by-step

How to eat an elephant? Easy: just piece by piece! The same way of thinking is behind greening step by step. It is possible if you go for a system with buses that can be recharged during the operational hours (Plug-in). This way of thinking is well suited for authorities which confide in the new technologies but want to take sustainability forward step by step whereby any step is taken if the technology is practically proven. The basis is a plug-in hybrid, trolley or battery bus, all with batteries on board and charging facilities. Charging can be solar, inductive or conductive. Examples are:

- *Trolley* with a stretch without wire like line 90 in Rome; you can build a small trolley system and use it only to recharge your batteries outside the centre city. *Hybrid* or *Battery bus* with charging at stops or/and end station; charging can be inductive like by Primove (test Belgium/Bombardier) or the Den Bosch example (NL) and

The introduction of sustainable buses in city networks

How to choose your roadmap?

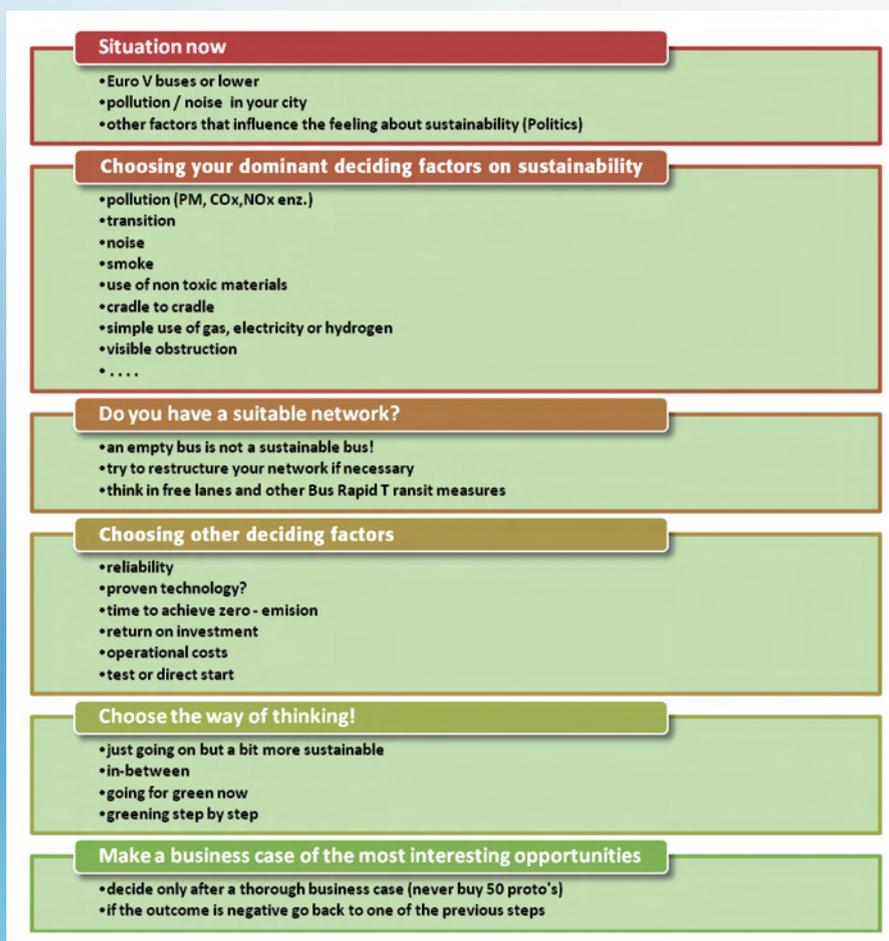
also conductive like the city buses in Vienna, the new TOSA in Geneva or the Foothill line in Los Angeles. Conductive charging still gives a better result than inductive charging. By inductive charging you have a loss of power that is 5 – 15% higher than by conductive charging.

The starting point of a hybrid is interesting. You can start with a hybrid bus equipped with charging facilities (plug-in) and use it as a normal hybrid bus. But it gives you the opportunity to drive a short stretch as a full electric bus (in the city centre). Next step: you can install a charging facility at a terminus. The stretch without using combustible power can be prolonged that way. By installing more charging points the part that is run fully electric can be seriously extended. In the last step you can change the hybrid for an electric plug-in and you can drive electric 100% - and use the hybrids on another line (where it starts all over - the Volvo strategy). So you have a real sound opportunity to take a step by step approach to go from a hybrid bus to a fully electric bus system.



The complete roadmap

To make things clear: the choices and options concisely depicted here can be drawn into a flow chart. The image below depicts what stages you should pass before reaching your private status of sustainable bus ownership. And be aware of all your costs. Otherwise you are at risk to incur an increase of maintenance and operating costs that will ruin your business case.



Foto's:

hybrid plug-in Volvo; trolley 90 in Rome; Tosa in Geneva; Citea Electric VDL-Bus; euro VI bus Mercedes; induction bus Den Bosch NL.

THE SOLUTION FOR YOUR CITY



⋮ The Volvo 7900 Hybrid is now also available in a new
⋮ articulated model with supreme passenger capacity.

The Volvo 7900 Hybrid takes green efficiency to the next level, far beyond Euro 6 legislation. In fact, it's the most fuel-efficient and reliable hybrid bus on the market. Delivering fuel savings of up to 39%, it also substantially cuts emissions per passenger. As well as the cost of fuel.

Add to that our services such as Fleet Management and Driver Training and that figure can be improved by a further 5–6%. Positioned No. 1 hybrid in uptime and on a par with leading diesel buses, it's top-ranked by demanding operators and PTAs in major European cities.

The secret is our unique parallel hybrid technology and the fact that Volvo has broader and more in-depth experience than anyone else when it comes to hybrid buses in commercial operation. Today, more than 1,200 Volvo hybrid buses have been sold the world over. We invite you to join our journey towards clean and profitable public transportation. Welcome to the World of Green Efficiency.

VOLVO 7900 HYBRID

Volvo Buses. Driving quality of life



**Presentation
of the
Public Transport
Authorities
of the European
metropolitan areas**

AMSTERDAM The Netherlands

REGION

“Stadsregio Amsterdam” is the name of the Metropolitan region of Amsterdam, a cooperation of 16 municipalities in the Amsterdam agglomeration

- > Population of the city (2011): 767.723 inh.
- > Population of region (2011): 1.406.500 inh.
- > Area of the city: 219 km²
- > Area of the region: 1003 km²
- > Employment in the city (2009): 522.440
- > Employment in the region (2009): 895.700
- > GDP/inh in the city (2009) : € 27.600
- > GDP/inh in metropolitan area (2009): € 30.200
- > Rate of unemployment in the city (2009): 5.6%
- > Rate of unemployment in metropolitan area (2009): 3.2%

BUDGET

Stadsregio Budget 2011 is €695 million of which €83,3 for traffic and infrastructure.

Main expenses:

GVB (Amsterdam municipal transport company) for operation and infrastructure maintenance €173.6 mio; Bus services (Connexion and EBS) €51.3 mio.

Farebox revenues (2010) GVB €150.6 mio; 3 concessions Zaanstreek, Waterland Amstelland-Meerlanden €48.2 mio.

STADSREGIO AMSTERDAM

MISSIONS

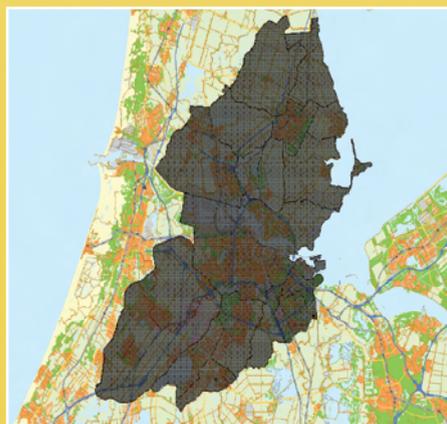
- > Establishing a stable and differentiated economy, with competitiveness in the international market
- > Offering a good social climate for the inhabitants of the region
- > Creating a durable environment.

ORGANIZATION

A Regional Council (62) elected by the municipal councils. The Executive Board elected by the Regional Council. Mayor of Amsterdam chairs Regional Council and Executive Board. Staff: 70 employees (1-1-2012) of which 18 in the public transport department.

Stadsregio harbors 3 other sector departments:

- > Infrastructuur: infrastructure projects and studies, planning and funding;
- > Ruimte & Mobiliteit: housing, tourism, economic restructuring, and mobility management;
- > Concern management: governance, human resources, financing and judicial affairs.



The Stadsregio within Northwing of Randstad



Map of the region

CONTACT

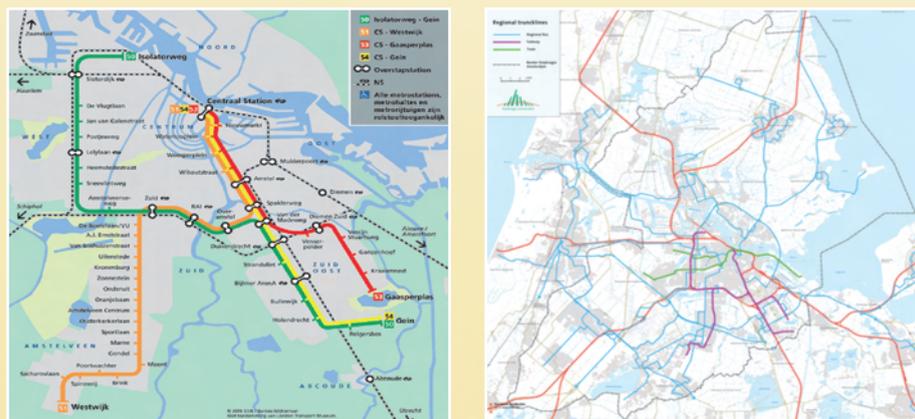
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PUBLIC TRANSPORT SYSTEM

Built on a coherent network of 5 major railway corridors coming in from the region surrounding Amsterdam onto the Amsterdam Railway Ring, where intermodal transfer nodes provide for an interchange with trunklines of regional bus and transfer with urban tramlines into the city neighbourhoods. The urban transport system furthermore consists of 4 metro lines connecting Amsterdam quarters with each other and with the central city.

In 2006 the Stadsregio has awarded GVB a concession for the major bus and tram trunklines in the Amsterdam city whilst cutting back on quantities on some periferic bus- and tramlines in the city. Thus the aim is to create a more efficient and sustainable network and to provide better services for the passengers. Stadsregio is preparing to the adjustment of the urban metronetwork in 2018, when the North-South metroline (now under construction) is expected to start, connecting the north part of the city with the central city area and the South business center.

Due to cutbacks of the central government on subventions for public transport by 2012 the region is getting ready for a grand revision based on cost efficiency. This could effect the minimum headway, coverage of stops and possibly imply curtailing citylines or clustering of existing tram and busroutes from outside into the city centre. The urban network is analyzed in order to prepare a considerable adaptation. The Dutch Cabinet has forced on the City region a mandatory tendering of the urban transport by 2013. By a parliament bill Dutch law on tendering was altered in oktober 2012. Stadsregio Board decided to initiate to renew the contract directly awarded in 2010 to GVB Amsterdam for the period 2012-2018. By reopening negotiations the contract will have to be aligned with the government budget cutbacks for Stadsregio and to better reflect the ambitions of authority and operator in the network. These will be translated in a new contract for the period 2016-2024. See below..



General map of the network

	Urban buses	Suburban buses	Tramway	Metro	Heavy Rail
Number of lines	43	94	17	4	22
Operators (names or number if too many)	GVB	1. EBS-Mobilis: "Waterland" 2. Connexion "Zaanstreek" "Amstelland-Meerlanden"	GVB	GVB	NS
Website(s)	www.gvb.nl	www.connexion.nl			www.ns.nl

FUNDING OF PUBLIC TRANSPORT

Concerning Public Transport Infrastructure

The responsibility on decisions for financing of new public transport infrastructure lies with

- > the Amsterdam City Region for projects up with costs up to 225 mio Euros
- > the Central Government for projects that amounts to costs above 225 mio Euros.

For large scale projects like network extensions for metro, tram or bus infrastructure as a rule the national government is involved in funding schemes.

Rolling stock (tram/metro): subsidies are mainly funded out of the regional funding scheme ("BDU").

Except for the funding of heavy rail measurements, obtained from central government budgets.

Contributions from the regional funding scheme are not fixed to any specific mode of transport in the sector. Specific barriers between funding of public transport as opposed to infrastructure for cycling paths, storage facilities, road safety and mobility management provisions on the other hand have been relieved. All traffic and transport funding is bundled into one programme budget (BDU).

Maximum subventions for public transport related improvement plans is limited to 95% as for maximum of 50% of project costs related to measures for cycling, walking, road building and safety.

SUPPLY/DEMAND DATA 2010

Urban network (GVB)	METRO/SNELTRAMS	TRAM	BUSES
SUPPLY			
Vehicles	106	216	267
DEMAND			
Passengers-km	969,000,000		
Passengers	253,000,000		

FARES AND TICKETING

The public transport in the Netherlands has abolished the paperbased 'strippenkaart'; nationwide the rollout of the E-ticket was completed by November 3, 2011. The OV-chipcard is an electronic purse that is used to pay electronically in the public transport and replaces the old paper ticket. The chipcard was launched by the beginning of 2009. It can also be used on the national rail network, next to the paper tickets of Dutch Rail. Every passenger needs a pass to travel by bus, trams and metro. The E-ticket is personified for frequent users and for season tickets but also available at the stations as an anonymous transport ticket, to be validated when entering and alighting bus or tram. For metro and train trips validation of a E-ticket is needed before entering a platform by passing the metro gates.

Fare levels are determined by the Board of the separate regions, except for the national train services, that is in the competence of Dutch Railways. Individual PTA's (Public Transport Authorities) have the option to approve of fare propositions of operators for specific concessions, target groups, periods or daytrips. With the new electronic ticketing system the number of physical vending locations at stations is reduced. However, electronic possibilities to obtain an E-ticket have become more available (by internet, e-purse reload).

Table of fares 2011 (based on E-ticket)	Single trip center	Multiple trips	Yearly pass	Metro
Normal fare	€ 1,50*	¹	€ 42,60	€ 426
Reduced fare [#]	€ 0,80*	¹	€ 28,10	€ 281
Unlimited distance (reduced fare ^{# 2})	-	²	€103,95 € 68,60	€ 1.039,50 € 686

* based on single trip in Amsterdam city with set kilometerfare for average triplength (5 kilometers);

¹ non-existent; available are multimodal daytrip passes for 24-,48- 72- etc. hours;

² fares except for yearly pass relate to travel distance; fixed initial rate: € 0,79 + € 0,105 per kilometer;

[#] beneficiaries: children aged 4-12 years; elderly 65+, provided in possession of a personified E-card.

PUBLIC TRANSPORT CONCESSIONS IN THE METROPOLITAN REGION OF AMSTERDAM

(see further in the text CURRENT DEVELOPMENTS)

Concession	Area	Tendered (or direct award)	Duration of concession	Operator	Budget (2012)	Scheduled hours (2012)	New rolling stock	Customer satisfaction 2010 (2006)
Zaanstreek bus	regional	yes	dec. 2010/ dec.2018	incumbent connexxion	€ 10,8	+ 7%	100%	65 (3 rd)
Waterland bus	regional	yes	dec. 2011/ dec.2019	new operator EBS-Mobilis	€ 14,1	+ 5%	100%	29 (7 th)
Amstelland-Meerlanden bus	regional	yes	dec. 2007/ dec.2014	incumbent connexxion	€ 34,0	+ 42%	95%	53 (46 th)
Amsterdam Tram, metro and bus	urban	negotiated; mandatory by 1/1/2013	jan. 2012/ jan.2015	incumbent GVB Amsterdam	€ 175,1	- 27%	buses 2011: 35%	tram 75 (66 th) bus 59 (72 nd) metro 83 (77 rd)

CURRENT DEVELOPMENTS

CONTRACTING AND TENDERING OF URBAN TRANSPORT

Stadsregio Amsterdam has introduced competition by tendering transport services under Dutch law in 2004. A difference in approach is taken as services covering suburban areas (Waterland, Zaanstreek, Amstelland-Meerlanden) has been subject of multiple tendering. Whereas for the public transport in the main city tendering was postponed until 2012.

In the Spring of 2010 an amendment to the Transport Act was brought to Parliament in which the three metropolitan regions were offered a choice between a tender and direct award.

With the reasonable expectation that this bill would be adopted in time, the Executive Board of the City Region decided on August 26, 2010 to a private award of the concession of Amsterdam to incumbent GVB. In addition, the Executive Board examined the market conformity of GVB and made legal adjustments to the control of the company in order to meet the requirements of the PSO-Regulation and the Dutch Transport Act. Nevertheless the coalition agreement of the new liberal government in September 2010 specifies that the contract obligation remains in effect for urban transport.

In February 2011, the Ministry of Transport revoked the option in the Act accordingly.

In the Summer of 2012 Stadsregio has decided to stop the process for preparing a public tendering of Amsterdam urban transport for the period 2012-2018. Stadsregio is anticipating on a bill adopted in parliament to change national law on mandatory tendering of all public transport. The bill allows regional PTA's competent for urban PT to decide for themselves if they choose to tender out urban transport or not, provided they comply with demands of PSO-Regulation EU 1370/2007 for direct award and demonstrate market conformity in the tariffs. Stadsregio has started negotiations with GVB to work out the conditions for a gradual recast of the services in the network according to Stadsregio requirements (more passengers and less subventions, improved intermodality and a shift in the services from Amsterdam Central to a range of other urban interchange stations etc)

The results of the three regional concessions being awarded after an invitation to tender were also very encouraging, showing that competition is indeed an effective measure to enhance efficiency and achieve a significant increase in supply of services and the quality offered at no extra costs.

SUSTAINABILITY: REDUCING ENVIRONMENTAL IMPACT OF PUBLIC TRANSPORT

Buses of the operators in all regions that are contracted with Stadsregio Amsterdam are already equipped with particulate sootfilters. The overall impact of emissions by diesel buses will be severely minimized not only on a global scale, but also in terms of local profit for limitation of PM10.

Although direct prescription to operators for energy and fuel choice has not been made, Stadsregio Amsterdam required that all operators fulfill the Euro-V emission standard in 2011. Non-motorized modes are enhanced, notably the completion of the bicycle network, with substantial investment in new parking facilities, rental arrangements at transfer nodes and new dedicated lanes.

TACKLING ROAD CONGESTION

The introduction of a national road pricing scheme for private car users is formally abandoned by the new liberal-conservative government in its coalition agreement of October 2010. Effort is directed towards a taxation of energy inefficiency and levy's for less sustainable cars, but no mileage charge. A shift from fixed costs to variable costs is possible by increasing excise taxes on fuels and at the same time proportionate reduction in fixed costs. An extra €500 million is promised to be invested in more road and rail way capacity, and an extra effort of the public transport is demanded. The government works with the industry to foster measures to

combat congestion and extend travel facilities such as parking, transferia, carpooling, bicycle facilities, incident management and the intensification of teleworking. The government is investing in roads and inland waterways to relieve environmental pressure of growing traffic.

COMMUNICATION, SAFETY AND SECURITY.

Although there are no certified strategies to influence attitudes towards public transport, Stadsregio Amsterdam supports the 16 municipalities as partners of the transport authority in carrying out the communication with their citizens in the Metropolitan Region of Amsterdam. The operators on their part are encouraged to develop an outreaching attitude towards potential customer through image campaign and marketing activities. Stadsregio Amsterdam has an active policy on safety and security relying on a cooperation with the City, the operators, and Amsterdam Metropolitan police.

A mobile task force is dedicated by the police and specific efforts are required from operators about information, services and safety in transport hubs such as Amsterdam central station. Also camerasurveillance is used and extended to buses.

REGIONAL MOBILITY AND TRANSPORT POLICY PLAN

A new strategy by the minister of transport is adopted to enhance the better and more efficient use of infrastructure networks, with regard to the cutbacks for public transport projects and operations. This also applies to traffic and road investments, where a better and smarter usage and control of the present infrastructure seems more and more imperative. The plan draws strategies in order to direct and prioritize effective choices in investment policy to keep Amsterdam central city properly accessible. Traffic management on a coordinated regional and local scale will make a large contribution to support the maximum profit of facilities available. To guarantee viability and uphold an acceptable level of accessibility of regions authorities have to cooperate and make smarter use of ICT and open sources of information, inviting market initiatives to deliver applicable solutions.

INFRASTRUCTURE

> The development of infrastructure for the longer term (2020-2030) foresees the underground connection linking the North of Amsterdam to the South via the city center.

> A range of 14 railway projects, consisting of 8 new railway stations in the Amsterdam metropolitan area, tailtracks, track switches and partially new track will be completed by the end of 2013.

> Important progress is made in taking steps to resolve problems on the corridor connecting the new gained land of Flevoland in the corridor Almere-Amsterdam. The urgency to create added track capacity on the rail corridor to Almere is immanent. By the end of 2013 a new track for rail connection from the Amsterdam region to the North and North-east of the country will be ready for operations. This "Hanzelijn" will connect the northern provinces (Groningen and Friesland) in a faster way to the Randstad area, mainly to Schiphol Airport, Amsterdam and Almere, the latter representing the fastest growing conurbation in the country, east of Amsterdam metropolitan region.

> In 2011 further steps have been made to prepare the deployment the eastbound extension of the Zuidtangent BRT. This extension will offer a second link by public transport for the disclosure of the housing area on the newly created peninsular "IJburg" built in the Y-lake east of Amsterdam. This should result in a fully completed new link for the High Level of Service-buses from IJburg to the existing national road network South East of Amsterdam by the end of 2015.

Based on the new contract with GVB as off 2012 the production standard is no longer expressed by scheduled vehicle hours (dru's) but by scheduled production kilometres (drk).



BAHIA DE CADIZ Spain

REGION

Bahia de Cadiz and Jerez de la Frontera, located in the southwest Spain, are one of the biggest metropolitan areas of Andalucía. Ten municipalities belong to the area of Cádiz Bay: Arcos de la Fra., Cadiz (the capital), Chiclana, El Puerto de St. Maria, Jerez de la Fra. (the most populated one), Medina Sidonia, Puerto Real, Rota, Sanlucar de Br. and San Fernando.

- > Area of the city: 12 km²
- > Area of the region: 3,072 km²
- > Population of the city: 124.892 inh.
- > Population of region: 781.892 inh.
- > Employment in the city: 36,7 %
- > Employment in the region: 38,83 %

BUDGET

CMTBC budget will be 8.229.320,33 € in 2011. These funds are used for paying operating costs of public transport operators and CMTBC itself. Infrastructure is not included.

Main revenues: Regional Government (45%), Municipalities (45%), County Council (5%).

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CONSORCIO DE TRANSPORTES BAHÍA DE CÁDIZ

MISSIONS

The Consorcio de Transportes Bahía de Cádiz(CMTBC) is the Public Transport Authority responsible for Cádiz Bay and it is supported by the Regional Government (Junta de Andalucía), the Provincial Government (Diputación de Cádiz), and seven municipalities. It was created in March 2002.

AMONG THE CMTBC functions are the following:

- > Planning of public metropolitan transport infrastructure;
- > Planning and authorising provision of transport services. Definition of routes in the network, stops, timetables and control of the services;
- > Coordination, control of the public services, traffic and infrastructure of metropolitan interest;
- > Definition of fares framework for the public transport system;
- > Management of the electronic ticketing system (integrated-multimodal card);
- > Promotion of public transport;
- > Definition of the amounts to be paid to the transport companies, in order to compensate them, according to the criteria fixed in the Metropolitan Transport Plan.

ORGANIZATION

The CMTBC president is the Minister of Transport of the regional Government (Junta de Andalucía).



Map showing the region within the country



Map of the region

PUBLIC TRANSPORT SYSTEM

The public transport system in Bay of Cadiz exceeded 5.4 million passengers on 2011. The modal share of public transport is 20 % in total motorised transport.

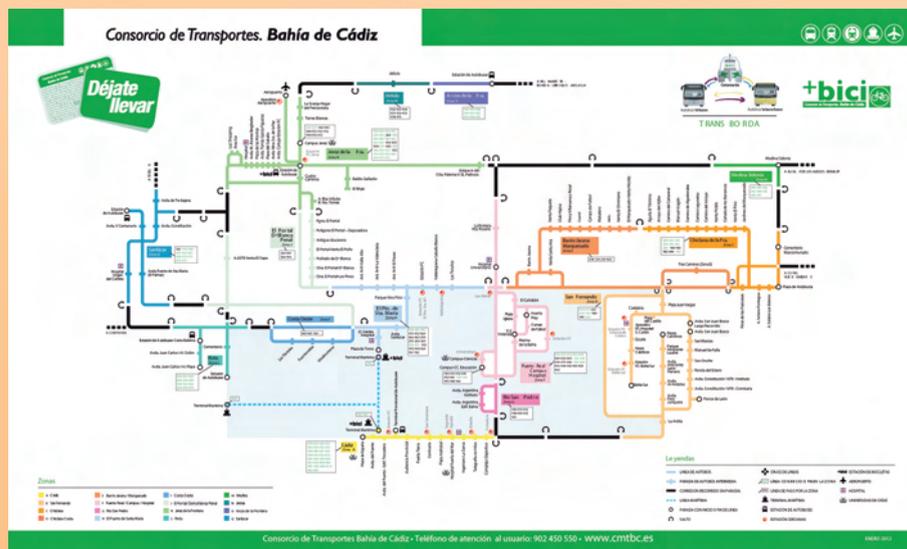
Electronic Ticketing Management which was implemented 14/06/04, was a new technological system in Spain and has improved the public transport services. Since 2007 it have been established new contactless transport pass (smartcard), which can be used on metropolitan and urban buses in whole area, and can be used also to get train tickets.

The CMTBC integrated transport modes are:

- > Metropolitan buses, with more than 59 lines in service covering the ten municipalities, transported over 4,9 passengers on 2011;
- > Waterborne transport: 2 lines, using 4 vessels, transported over 400,000 passengers on 2011;
- > Urban buses on service in each municipality: CMTBC smartcards can be used on board, as well as local transport cards. CMTBC is not responsible for this modal, but it is for fare integration.

You can also get your train ticket using CMTBC smartcard in automatic selling machines situated on each train station, but fares are not yet integrated.

The public network will be improved soon, by the new train-tram which is under construction, and its expected to start running on trial by end of 2,013



Presentation of operating companies:

Public transport is operated by 8 transport companies: 5 responsible of interurban buses, 1 for waterborne transport, 6 for urban buses, and 1 for trains (most companies are on both urban and interurban modes).

Operator private companies for interurban buses are: Transportes Generales Comes, Tranvía de Cádiz a San Fernando, Belizón y Rodriguez, Autos La Valenciana (Linesur), Los Amarillos.

Waterborne Transport: since august 2012, it is operated by a joint venture company called UTE Catamaran Bahia de Cadiz, which is composed by five transport companies: Secorbus, Damas, Los Amarillos, Nex Continental Holdings, and Vapores Suardiaz Sur Atlantico.

Urban buses: private companies are operating on each municipalities.

	Maritime Service	Urban buses	Suburban buses	Tramways	Metro	Heavy Rail
Number of lines	2	59	59	Under construction	1	3
Operators (names number if too many)	1	6	5		RENFE	RENFE
Website (s)	www.cmtbc.es		www.cmtbc.es	www.aopandalucia.es	www.renfe.com	www.renfe.com

SUPPLY/DEMAND DATA 2011

	SUBURBAN TRAIN	SUBURBAN BUS	SUBURBAN SHIP	URBAN BUS
SUPPLY				
Network length (km)	48.8	4,064.3	21	1,230
Number of lines	1	59	2	59
Number of stops/stations	11	230	3	-
Number of operators	1	5	1	6
DEMAND				
Number of trips (million)	3	4.9	0.4	-
Passengers-km (million)	-	102,5	3.6	-

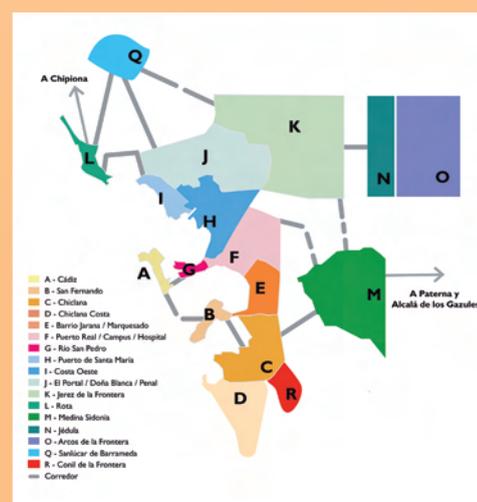
FARES 2011

There are 16 fare zones in Cádiz Bay Region.

Fares are integrated for every public transport mode using an electronic card (contactless) with charges ranging from 5 € (minimum) to 500 € (maximum).

Smartcards users have special bonus when recharging credit, depending on number of trips made by thirty day before:
 10% bonus, less than 8 trips - 15% bonus, between 8 and 24 trips - 20% bonus, between 8 and 24 trips

Number of zones	Single ticket	Smart card	Fares for smartcard considering bonus on recharge		
			10% bonus	15% bonus	20% bonus
0	1,10 €	0,81 €	0,74 €	0,70 €	0,68 €
1	1,20 €	0,91 €	0,83 €	0,79 €	0,76 €
2	1,30 €	0,98 €	0,89 €	0,85 €	0,82 €
3	1,60 €	1,24 €	1,13 €	1,08 €	1,03 €
4	2,20 €	1,75 €	1,59 €	1,52 €	1,46 €
5	2,55 €	1,99 €	1,81 €	1,73 €	1,66 €
6	3,20 €	2,64 €	2,40 €	2,30 €	2,20 €
7	4,30 €	3,54 €	3,22 €	3,08 €	2,95 €
8	5,50 €	4,36 €	3,96 €	3,79 €	3,63 €
9	6,25 €	5,01 €	4,55 €	4,36 €	4,18 €



Principles of public transport funding:

CMTBC centralizes most of economic resources for public transport operating costs.

Infrastructural investments are made by different governments. In that way, the Regional Government supports the financial needs of the underground rail plans and the National Government manages the suburban rail investments.

Operations (Million Euros)	Suburban buses and waterborne transport
Operating Costs	11.5
Farebox revenues	8.0
Other revenues	3.54
Total	23.04

EXAMPLES

- > Integrated fares for urban bus lines in seven municipalities;
- > New vessel for the waterborne transport built by CMTC (2009);
- > Improvement works for passenger in maritime terminals. Includes satellite terminal for buses when shipping is closed due to meteorology;
- > New lines to airport terminal, and commercial areas;
- > Free using of bikes for public transport users;
- > Setting-up new bus stops, includes civil works;
- > Improvement of offer in bus schedules on peak hours.



BARCELONA Spain

REGION

Barcelona is the capital of Catalonia. The overall population of Catalonia is 7.5 million inhabitants and its surface is 32,000 km². Catalonia has its own parliament and government, Generalitat de Catalunya. Barcelona Metropolitan Region is made up of seven counties: Barcelonès, Maresme, Vallès Oriental, Vallès Occidental, Baix Llobregat, Alt Penedès and Garraf. The main city is Barcelona, although some other towns exceed 200,000 inhabitants: l'Hospitalet de Llobregat, Badalona, Sabadell and Terrassa.

- > The Metropolitan Region of Barcelona is made up of 164 municipalities
- > Surface of the city: 101 km²
- > Population of the city: 1,615,000 inhabitants (2010)
- > Surface of the region: 3,239 km²
- > Population of the region: 5,029,000 inhabitants (2010)
- > Employment: 1,948.000 jobs
- > GDP/inh: 27,916 €/inh. (2010)

BUDGET

1,098.5 million €, 2012

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AUTORITAT DEL TRANSPORT METROPOLITA (ATM)

MISSIONS

- > Infrastructure planning (Infrastructure Master Plan)
- > Coordination of the services offered by the (public and private) operators (Service Plan)
- > System financing by the various administrations (financing agreements)
- > Contracts with operators
- > Fare Policy: Fare Integration and annual price review
- > Execution of infrastructure projects (tram,...)
- > Communication: definition and promotion of the system's corporate image
- > Drafting of the Mobility Master Plan for the Barcelona Metropolitan Region.

ORGANIZATION

The ATM, Authority of Metropolitan Transport, founded in 1997, is an inter-administrations consortium of all administrations responsible for public transport services in the metropolitan region of Barcelona. Currently, the consorted Administrations are:

- > Generalitat de Catalunya, Government of Catalonia
- > Local Government:
 - Municipality of Barcelona.
 - AMB, Àrea Metropolitana de Barcelona: 36 municipalities neighbouring Barcelona.
 - AMTU: City Councils with urban transport out of AMB area.
- > The Spanish Government is not a member of the consortium but is represented on the Board of Directors and the Executive Committee as an observer.

The Board of Directors is the highest directing body of the ATM, and it is constituted by 20 members: 9 nominated by the Generalitat de Catalunya and 9 by the Local Governments, 2 representatives of the Spanish Government as observers, the general manager and the board's secretary. The conseller (minister) of Territory and Sustainability of the Generalitat de Catalunya is its president and its two vice-presidents are the mayor of Barcelona and the president of the Àrea Metropolitana de Barcelona.



Map showing the region within the country



Metropolitan region of Barcelona

PUBLIC TRANSPORT SYSTEM

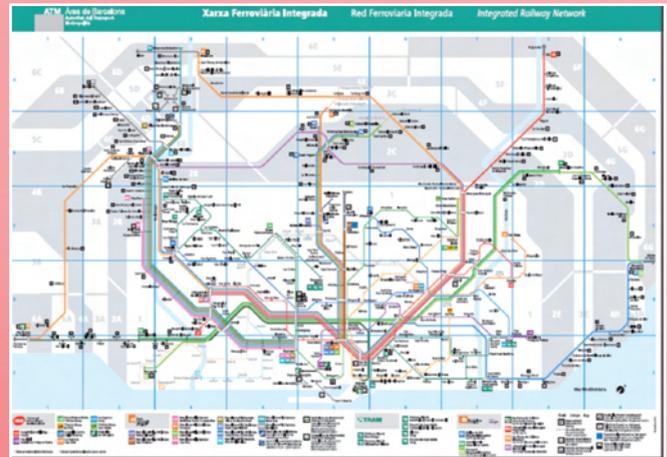
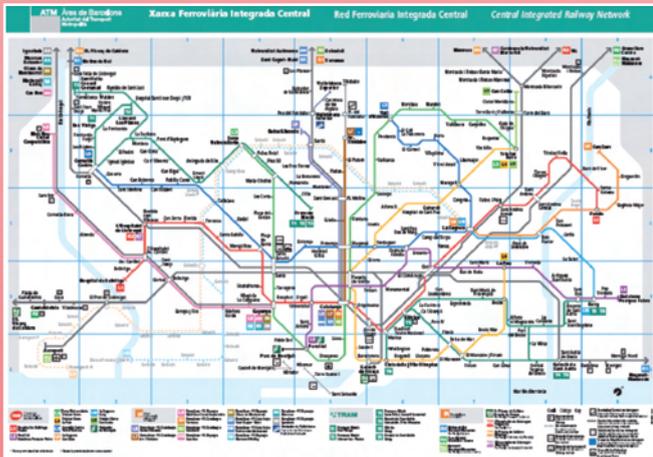
Description of the network:

There are 4 main operators in the Metropolitan region of Barcelona, the first 3 being public companies:

- > Transports Metropolitans de Barcelona (TMB): provides Metro (as well as city bus in Barcelona)
- > Ferrocarrils de la Generalitat de Catalunya (FGC): runs 3 lines of the urban metro, plus 6 suburban lines
- > Rodalies Renfe: is the local train section operated by the Spanish railway company
- > Tramvia Metropolità is a new operator created in 2001 with a PPP agreement. The operation started in 2004.

Moreover, many suburban lines are run by private companies under concession and agreements with the Generalitat de Catalunya. About 30 municipalities have their own urban bus network.

The share of public transport in motorised trips inside Barcelona is 69% and 48% for commuters to Barcelona



General maps of the networks

	Urban buses	Suburban buses	Tramways	Metro	Heavy Rail
Number of lines	108	584	6	11	11
Operators (names or number if too many)	TMB (Transports de Barcelona)	42	Tramvia Metropolità	TMB (Transports Metropolitans de Barcelona) FGC (Ferrocarrils de la Generalitat de Catalunya)	FGC (Ferrocarrils de la Generalitat de Catalunya) Renfe
Website(s)	tmb.cat		tram.cat	tmb.cat fgc.es	fgc.es renfe.es

Présentation of operating companies

In the following table, the section about urban buses only considers Barcelona network, which is operated by TMB. Other city buses are included in the Suburban buses section.

The tramway consists of two separate networks: Trambaix, with 3 lines, plus Trambesòs, with 3 lines.

The Metro network consists of 11 lines, 8 of whom are operated by TMB (L1 to L5 and L9 to L11) and 3 by FGC (L6 to L8). In addition, FGC also runs 5 regional lines that, together with Renfe lines, complete the heavy rail network of up to 11 lines. This is the reason why FGC can be found in two sections of the table.

SUPPLY/DEMAND DATA 2011

The following tables show some figures about the two kinds of public transport supply: railway and trams and buses. It should be noted that while the network length of railway networks is counted as length of tunnel and its stations are, in fact, infrastructure works, the length of bus routes is the sum of all the routes (in one only way), regardless of some routes share a common piece of their path. Moreover, the stops are the sum of all route stops.

Railways and trams	Lines	Network (km)	Stations	Trains
TMB Metro	8	103	140	142
FGC	8	145	74	85
Renfe local trains	6	453	109	170
Tram	6	29	57	37
Total	28	730	380	434

Buses	Routes	Network (km)	Stops (x routes)	Vehicles
TMB buses	108	920	5,7	900
Metropolitan buses	455	11,31	19,5	1,31
Other city buses	129	1,24		
Total	692	13,47	25,20	2,21

The demand represents the amount of tickets validated in every company. The ticket integration was implemented in 2001 so that the user must pay only once, but must validate as many times as steps are in their journey.

Since the beginning of ticket integration in 2001 until 2011 the demand of public transport increased in 180.0 millions of passengers, which means 23.8%.

In 2011, in spite of the economic crisis, the number of passengers reached the absolute maximum. The decrease of the city buses is mainly due to the extension on the metro network that captured one part of the bus demand.

Operating company	Validations 2011	Validations 2010	Absolute increase	Relative increase
Metro	389.4	381.2	7.8	2%
TMB (city bus)	188.4	189.2	-1	-0.6%
Total TMB	577.4	570.7	6.7	1.2%
FGC	80.5	79.8	0.7	0.9%
Rente (local trains)	106.4	103.7	2.5	2.4%
Tramways	24.2	23.8	0.4	1.6%
Metropolitan buses	106.2	103.6	2.7	2.6%
Other city buses	41	40.8	0.2	0.5%
Total	935.4	922.3	13.2	1.4%

FARES AND TICKETING

Since 2001, the ticket integration is in operation in the whole metropolitan area of Barcelona. It was developed according to the following principles:

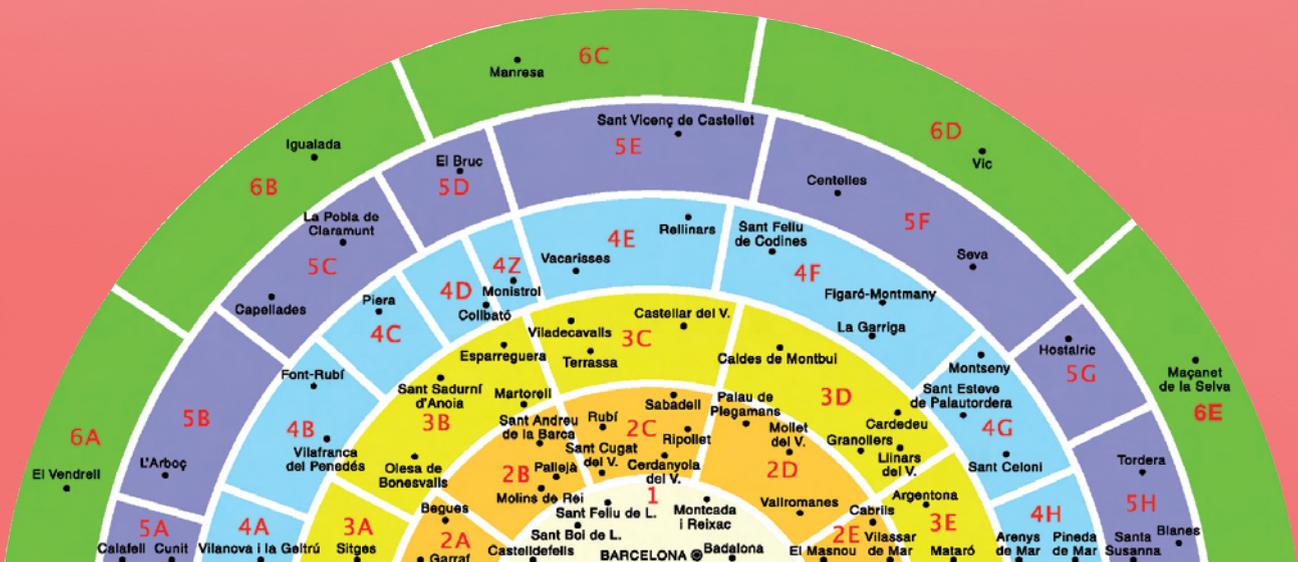
- > All transport tickets form part of the system, and the ATM is responsible for pricing.
- > Transport tickets valid for all modes and all operators within their geographical validation area.
- > Price according to frequency and duration of journey.
- > Ticket validation system: transfers are not penalized.
- > Ideal financial coverage for the system (provided between price income and public subsidies).

The region was divided in 33 fare zones yielding 6 concentric crowns with the following features (see map below):

- > The crowns have a concentric shape around zone 1 and are defined according to the distance in kilometres.
- > Zone 1 is made up of the 18 municipalities closest to the city of Barcelona

In the first 4 years of the ticket integration the average yearly increase was 5.0 % while in the previous 4 years had been only 1.9 %.

	Single trip center	Multiple trips (10)	Monthly pass	...
Normal fare for 1 zone (€)	2.00	9.25	50.00	
Reduce fare (mention potential beneficiaries)				T-4 for elderly people whose cost is 0.34 €/trip on the average
...				T-Jove for students. Fare 100.00 € Unlimited number of trips during 90 days



The ATM is a hub among Administrations so that the funds flow from the consorted Administrations to the operating companies through the ATM. (See graphic below)

The values shown in tables represent the average annual estimated funds for the biennium 2009 – 2010. They only include operating costs. The investment for new infrastructures or rolling stock is not considered. They rose up to 732 million €/year. As the fare box was 490 million €/year the coverage rate represented up to a 60 % of the total operating costs.

BERLIN-BRANDENBURG Germany

REGION

The two federal countries Berlin and Brandenburg are the capital region of Germany.

- > Population of Berlin City: 3.501,872 inh.
- > Population of Berlin and Brandenburg (metropolitan area): 5.999,507 inh.
- > Area of Berlin: 891 km²
- > Area of Berlin Brandenburg: 29.484 km²
- > Employment in Berlin City: 1.151,344
- > Employment in the metropolitan area: 1.914,657
- > GDP in Berlin: 101,4 billion €
- > GDP in the metropolitan area: 156,5 billion €
- > Passengers/day: 3,51 million

VERKEHRSVERBUND BERLIN-BRANDENBURG (VBB)

MISSION

The business fields of the VBB include fare management, review of transportation contracts, quality management and the marketing of the transportation services.

The main responsibilities of the VBB are to:

- > plan and coordinate services
- > communicate group benefits
- > coordinate members' sales efforts
- > provide contract management
- > electronic ticketing (VBB-fahrCard and mobile)
- > tendering of public transport services
- > ensure a unified fare system
- > keep customers informed
- > apportion revenues to members
- > shape quality management

ORGANIZATION

The VBB Verkehrsverbund Berlin-Brandenburg is the traffic association covering the federal states of Berlin and Brandenburg – the capital area of Germany – with the municipal districts and towns of Brandenburg, which are responsible for public transport. Officially founded on 30/12/1996 to the Unification Contract between the once two Germanys in 1990. Feeling the necessity to reconnect Berlin to the surrounding Brandenburg and vice versa. The public transport companies of Berlin, Potsdam and several companies servicing the area surrounding Berlin have started cooperation by introducing a first kind of common fare system. The common interest of the federal states of Berlin and Brandenburg public transport VBB as a common public transport authority.

Heterogeneous structure of public transport in Berlin and Brandenburg into a well coordinated one with a common fare system (1999). The VBB stands for a customer-friendly integrated publ Berlin as well as the interests of the rural communities of Brandenburg.

VBB is the coordinator, moderator and supplier of ideas for the executive bodies, transportation companies and, ultimately, for the passengers.

CONTACT

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Chief Executive Officer :
Hans-Werner Franz

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E-mail: info@VBB.de
Internet: www.VBB.de



The capital region within the country



Map of the region Berlin - Brandenburg

PUBLIC TRANSPORT SYSTEM

Description of the network: The VBB offers an integrated public transport system within its area including the services of most of the public and private public transport companies of Berlin and Brandenburg comprising bus services, tram services, the Berlin Underground, the S-Bahn, the regional railways and even ferry services run by the local public transport companies.

Partner of the VBB are about 40 local and regional public transport operators, among them: DB Regio AG, S-Bahn Berlin GmbH, BVG Berliner Verkehrsbetriebe AöR, PEG Prignitzer Eisenbahn GmbH, ODEG Ostdeutsche Eisenbahn GmbH, NEB Betriebsgesellschaft mbH and ViP Verkehrsbetrieb Potsdam GmbH.



S-Bahn and Metro network map for Berlin



Regional network map for Berlin and Brandenburg

SUPPLY/DEMAND DATA

SUPPLY	Heavy rail	Underground	Tramway	Bus	S-Bahn	Ferry
Network Line length/ Route length (km)	3,214	146	504	27.886	545	329
Number of stops/stations	337	173	585	11,310	166	9
Number of vehicles	549	1,242	529	3,199	650	7
Passengers-km (billion)	2,36	2,34	0,68	2,40	3,62	

(own data of the transport enterprises)

DEMAND	Urban buses	Suburban buses	Tramways	Metro	Heavy Rail	S-Bahn
Number of lines	653	762	44	10	40	15
Operators (names or number if too many)	8	34	8	1	5	1
Website(s)	http://www.vbb.de					

FARES 2012

The basis of the VBB-fare structure is a distance-dependently regional area fare which offers solutions for every demand. The ticket assortment is differentiated in

tickets, valid for a day: single and day tickets (both with regular and reduction tarif), different group tickets (e.g. Brandenburg-Berlin-Ticket)

long term tickets : VBB-environment-tickets for different periods.

Weekly ticket, monthly ticket, annual ticket, subscription ticket (adults, children and apprentices). Target-group-specific offers, special local arrangements and house fares in limited ranges are possible

- > Individual ticket: between 0.90 € to 22.00 €
- > Daily ticket: between 1.50 € to 44.00 €
- > Weekly ticket: between 4.80 € to 62.00 €
- > Monthly ticket: between 15.00 € to 186.00 €
- > Annual ticket: between 160.00 € to 1,860.00 €

Since august 2013	Single trip Berlin AB	Day Ticket Berlin AB	Day Ticket VBB-area	Monthly Pass Berlin AB	Monthly Pass VBB-area
Normal fare	2.60 € 2 hours / one way	6.70 €	21.00 €	78.00 €	191.00 €
Reduce fare (mention potential beneficiaries)	1.60 € 2 hours / one way	4.70 €	X	pupil 28.50 € apprentice 55.00 €	142.50 €
Short trip	1.40 € guilty for 6 Busstops or 3 Metro/S-Bahn Stations	X	X	X	X

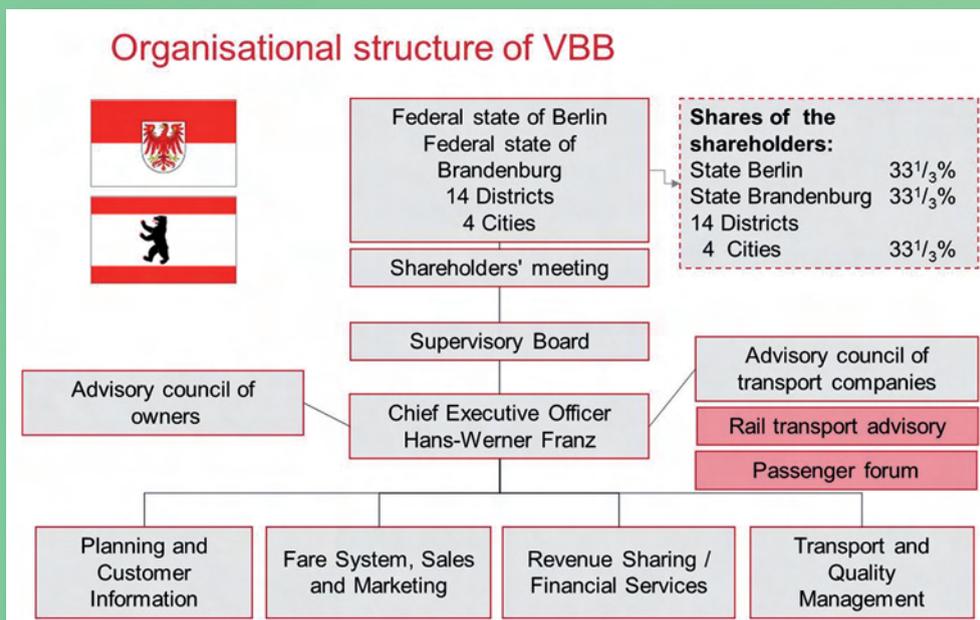
FUNDING OF PUBLIC TRANSPORT FUNDING (2011)

Principles of public transport funding

Ticket revenues in Berlin and Brandenburg:

- > Regional railways incl. S-Bahn and public road transport (bus, tram U-Bahn) → 1,092,3 million €
- > Subsidies for local and regional public transport in Berlin and Brandenburg → 2,316 million €

STRUCTURE F THE VBB GmbH



CURRENT DEVELOPMENTS AND PROJECTS

To promote the economic, tourism and cultural exchange between Germany and its partners in the EU, attractive mobility offers between the countries are important. The VBB is involved in cross-border projects with the aim of expanding and improving transport connections and their communication:

Thus, the **Round-Table of transport of the Oder-partnership** between East German federal states and the western Polish provinces has been resumed. The Round-Table will continue the productive cooperation to improve the German-Polish rail traffic with an accompanying cross-thematic and multilateral information and discussion process.

A feasibility study that deals within the INTERREG project with inter-regional rail vehicle concepts for the mutual cross-border traffic to Poland is also processed, as well as the extension and interconnection of systems with real-time information.

INTERREG IVB project "Rail Baltica Growth Corridor"

The VBB is a partner in the project, which is co-funded within the Baltic Sea Region Program (2007 - 2013) of the European Union (INTERREG IVB).

The project aims to strengthen the competitiveness and accessibility in the eastern Baltic region. In addition to measures to promote communication and cooperation, the goal is to push the development of transport between Finland, Poland and Germany with the Baltic States.

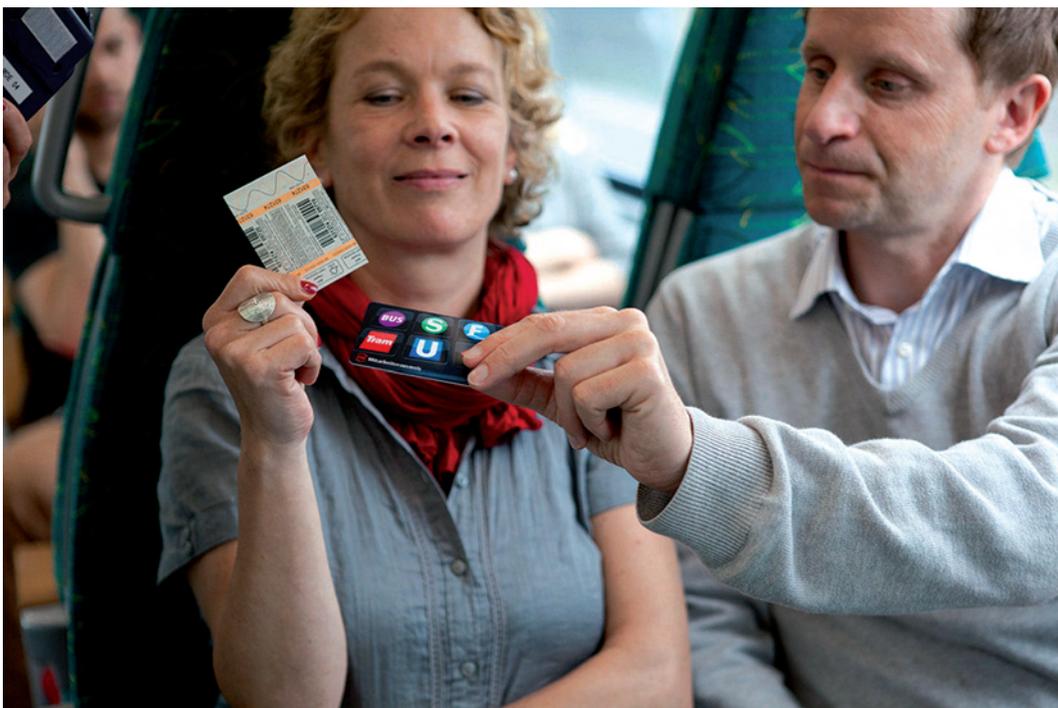
The VBB is the coordinator of the working package that deals with improving the timetables. For this VBB rely on the proven technology EU-Spirit, which is already the basis of the VBB-timetable Europe.

PROJECT E-KOM:

REAL TIME INFORMATION FOR ODER REGION

Participants: VBB (lead partner), Telekomunikacja Kolejowa (TK Telekom), Zarząd Transportu Miejskiego w Poznaniu (ZTM Poznań), City of Poznań

Goal: Network improvement in the German-Polish border region by means of linking of existing public transport information systems for a cross-border bilingual passenger information with real time.



VBB-fahr Card and mobile: Since 2013 VBB changes monthly paper tickets to an eTicketing system.

BILBAO Spain

REGION (data 2008)

Bizkaia is one of the Regions of the Basque Country. It has 1,136,000 inhabitants living in 111 municipalities and covers a surface of 2,217 km².

Its capital city is Bilbao, a city of 353,000 inhabitants on 41.3 km². The Metropolitan Area of Bilbao has a population of 878,000 inhabitants in 26 municipalities covering 364,8 km².

Other municipalities are Barakaldo (95,000 inhab.) and Getxo (85,000 inhab.).

- > N° of jobs: 442,000
- > Bizkaia annual GDP/ inhabitant : 17,791 J.
- > Local Governments in the Region: 111 municipalities

BUDGET

CTB budget amounted to 217.24 million Euro in 2005.

The institution must finance work on the Bilbao Metropolitan Railway, subsidise any operating deficits in the Metro, absorb finance relating to outstanding debt and deal with any other investment or expenditure in connection with its powers.

BIZKAIO GARRAIO PARTZUERGOA CONSORCIO DETRANSPORTES DE BIZKAIA

MISSIONS

The powers set out to CTB are as follows:

- > To assist with financing the Bilbao Metropolitan railway infrastructures, and carrying out general superstructure and fittings projects.
- > To operate the Bilbao Metropolitan Railway through Metro Bilbao S.A., a publicly-owned company in which the Bizkaia Transport Consortium holds 100% of the shares.
- > To ensure sound operation of the transport system in Bizkaia province, taking any measures required in conjunction with other authorities.
- > To exercise any authority invested in the Consortium by virtue of a plan for arrangement and coordination of public transport in Bizkaia.

ORGANIZATION

- > Date of creation: 1975.
- > Status: Local company with participation of the Basque Government, Bizkaia county government (Diputación Foral de Bizkaia), municipality of Bilbao (Ayuntamiento de Bilbao) and other municipalities.

The Consorcio de Transportes de Bizkaia was created in December 1975 as an organisation independent from its members. Its budget comes from the Basque Government, the Diputación Foral de Bizkaia and from operations.

The Board has 26 members:

- > Basque Government: 13 members
- > Bizkaia county government (Diputación Foral de Bizkaia): 2 members
- > Municipality of Bilbao (Ayuntamiento de Bilbao): 2 members
- > Other municipalities: 9 members

Current President of the Consorcio de Transportes is the general county councillor (Diputado General) de Bizkaia and the Vice-President is the Mayor (Alcade) of the Municipality of Bilbao.



CONTACT

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PUBLIC TRANSPORT SYSTEM

2002 mobility study shows us that Bizkaian population makes 2.900.000 trips a day, of which a 57% are motorised.

Public transport modal share is 43% of motorised mobility. In Bizkaia users of public transport have arisen from 150 million passengers in 1998 to 178 million passengers in 2004; which represents a yearly average increase of 3.5%.

FUNDING OF PUBLIC TRANSPORT IN 2005

The Consortium's overall finance scheme is set out in the Finance Plan, a document providing a scenario of almost 40 years, a balanced and feasible system, and this is why current decisions are assessed as to their impact on finance.

The Finance Plan stabilises economic providing funds from the Basque Government and the Provincial Council of Bizkaia at around 40 million euros.

Providing funds peaked at 42.07 million between the year 2005 and 2014, whereupon it began to level off.

	Urban bus Bilbobus	Metro Bilbao	Suburban Rail			Suburban bus	
			RENFE	FEVE	Euskotren	Euskotrenbus	Bizkaibus
Management Body	Private under Bilbao Municipality	Public Under CTB	Public under State Government		Public under regional government		Public + Priv under County Government
Address	Compo Volantin 1,5 48007 Bilbao	C/ Navarra, 2 ES-48001 Bilbao	Plaza Circular, 2-3 48008 Bilbao	Bailen 2 48003 Bilbao	C/ Atxuri, 6 ES-48006 Bilbao		Iparragirre, 21-1, ES-48009 Bilbao
Director	Fernando Gonzalez Vara	Josu Sagastagoitia	Julian Padierna	José Antonio Lopez	Jose Miguel Mugica		Alberto Mostajo
Web site	bilbao.net ("Bilbobus")	metrobilbao.net	renfe.es	feve.es	euskotren.es		bizkaia.net (BIZKAIBUS)

SUPPLY/DEMAND DATA 2003

	Metro	Urban bus	Suburban bus	Suburban rail	Tram	Comment
SUPPLY						
Number length (km)	34,24	89	3.359	197,43	4,9	-
Network of lines	2	38	102	7	1	-
Number of stops/stations	32	457	2.595	105	12	-
Number of vehicles	37	136	321	51	7	-
Places-km (millions/year)	2.299	527	2.540	521*	21,50	*ET only
Number of operators	1	1	5	3	1	-
DEMAND						
Trips-year (1 motive = 1 trip)(millions)	70,1	21,9	34	-	1,08	-
Stages/year (millions)	72,6	24,1	37	Renfe: 24,9 Euskotren: 7,3 Feve :1,8	1,1	-
Passengers-km (millions)	479,9	72	348	111,2*	3,6	*ET only

BIRMINGHAM WEST MIDLANDS

United Kingdom

REGION

The West Midlands Metropolitan Area is made up of seven Local Authority areas. These Local Authorities are: Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton.

Birmingham is the largest of the local authority areas and is the second largest city in the United Kingdom, behind London.

- > Population of Birmingham (2010): 1.0 million inh.
- > Population of the West Midlands Metropolitan area (2010): 2.7 million inh.
- > Area of Birmingham: 268 km²
- > Area of West Midlands Metropolitan area: 902 km²
- > N° of jobs in Birmingham (2010): 507,000
- > N° of jobs in West Midlands Metropolitan area (2005): 1,246,000

BUDGET

The West Midlands Metropolitan Area gross value added (GVA) at current basic prices (2011): £48.520 billion which equates to £18,146 per head of population, lower than the UK average of £21,368. This accounted for 3.62% of UK economic activity in 2011 as measured by GVA.

CONTACT

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Web: www.centro.org.uk

THE WEST MIDLANDS INTEGRATED TRANSPORT AUTHORITY (CENTRO)

ORGANIZATION

- > Date of creation: 1985
- > Status: Public Corporation
- > Staff: 364

Centro (the West Midlands Integrated Transport Authority) takes a lead role in co-ordinating and developing public transport services across the West Midlands. Centro represents the 2.6 million people who live and work in the metropolitan districts of Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton. Money is raised from Council Tax payers, from the Government and through private sector finance. There are 27 councillors from the districts who guide the policies and work of Centro.

The West Midlands Passenger Transport Executive (WMPTE) was created in 1969 following the 1968 Transport Act. The West Midlands Metropolitan County was formed in 1974 as a result of the 1972 Local Government Act and incorporated Coventry.

The 1985 Transport Act deregulated and privatised bus services across the UK. From that date, WMPTE assumed its new role co-ordinating the services of all local private bus operators and adopted the name of Centro shortly afterwards to distinguish itself from its previous role as an operator.

The Local Transport Act 2008 gave Centro and other PTEs enhanced powers, including the right to rename themselves Integrated Transport Authorities (ITAs). Centro became an ITA in February 2009.

Centro works in partnership with the Local Authorities, bus, rail and tram operators and the general public to improve the public transport network, subsidise socially necessary bus services, provide bus shelters, operate bus stations and promote and develop Midland Metro.

Centro is also a co-signatory to the rail franchise awarded to Govia, which took effect in November 2007. In addition Centro also funds free travel for people who have reached the age of entitlement and disabled people, and half price travel for the under 16's.



Map of the Metropolitan Area

Map showing the Metropolitan Area within the country

PUBLIC TRANSPORT SYSTEM

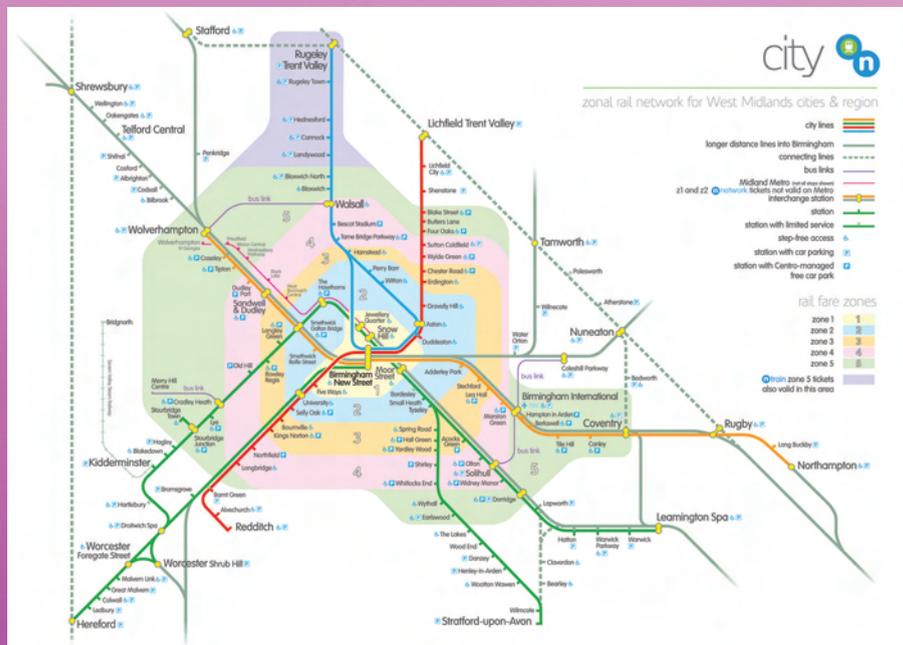
Description of the network:

In 2011/12, 335.3 million public transport journeys were made in the West Midlands Metropolitan Area (286.1 million bus passenger journeys, 32.8 million rail passenger journeys and 5.0 million metro passenger journeys).

Bus: 90% of bus service kilometres in the West Midlands are operated on a commercial basis by over 60 private operators. National Express West Midlands (NXWM) operate 77% of the bus mileage in the West Midlands. NXWM is a wholly owned subsidiary of National Express Group. Diamond Bus is the second largest operator, operating 6.9% of all bus mileage.

Rail: Govia operate the majority of local rail services in the West Midlands under a franchise with Centro and Department for Transport. The franchise took effect on 11th November 2007, under Govia's "London Midland" branding.

Tram: Midland Metro Line One has been operating since 1999. Altram, a consortium of Ansaldo Trasporti, Laing and NXWM, operate Line One under a 23-year concession let by Centro. The Altram team has been responsible for the construction, design and operation of Midland Metro Line One. West Midlands Travel Limited (trading as Midland Metro) is a wholly owned subsidiary of National Express Group plc formed to operate and maintain the Light Rail System.



West Midlands rail traffic map

	Urban buses	Suburban buses	Tramways	Metro	Heavy Rail
Number of lines	650		1	n/a	8
Operators	62		1	n/a	5
Main operator	www.nxbus.co.uk/ west-midlands		www.nxbus.co.uk/ the-metro	n/a	www.londonmidland.com
Web sites					

FUNDING AND EXPENDITURE 2011/12: £ MILLION

The revenue and capital budgets allow for the implementation of the policies of the West Midlands Integrated Transport Authority (WMITA).

Revenue Budget: The revenue budget is mainly funded by the levy, which comes from each of the seven Metropolitan District Councils in the West Midlands. The levy is collected through Council Tax from residents of the West Midlands and is paid by each district based on population. In 2011/12 the levy amounted to £150 million.

Capital budget: Capital expenditure is investment designed to improve public transport facilities and to be of lasting value. Capital spending is financed by grants direct from the Government and from capital receipts generated from selling capital assets.

Public Transport Investment Programme		
	2011/12 £m	2012/13 £m
West Midlands wide initiatives	5.0	5.0
Bus	20.5	12.0
Rail	9.7	2.4
Rapid Transit	6.4	38.8
Other	0.3	0.4
Total	41.9	58.6



SUPPLY/DEMAND DATA 2011

	UNIT	BUS	TRAMWAY	HEAVY RAIL
SUPPLY				
Network Length	km	7,500 (estimated)	20	186
Number of Stations/Stops	units	11,548	23	71
Number of Vehicles	units	2,200	16	152
DEMAND				
Trips per year	millions	286.1	5.0	44.2

FARES 2013

With one of the most comprehensive rail and bus networks in the country there is a comprehensive range of tickets and passes available. Tickets are marketed under the Network West Midlands brand and include weekly, 4-weekly, 13 week and annual zonal season tickets offering savings to passengers who use both buses and trains. nbus and nrail tickets enable cost effective travel on bus and rail services respectively and can be purchased over a number of time period and zone combinations.

There are also the senior citizen concession and blind and disabled passes available.

For the full range of tickets and passes and current prices visit www.networkwestmidlands.com and click on tickets+passes.

2013	Single trip centre	Multiple trips	4 weekly pass	Annual Pass
Cash fare and bus	£1.00 to £2.00	£4.20	£62.00	£650
Tickets	Based on main bus operator cash fare	Based on one day, all day, bus ticket	Based on 4 week, all day peak bus ticket	Based on 52 week, all day peak bus ticket
Adult students			Provid unlimited use of the services of over 30 bus companies	

2013	Day ticket	Weekly pass	4-weekly pass	Annual Pass
Network ticket for zones 1-5	£7.50	£28.50	£85.00	£1,025.00
Unlimited use of the bus, rail and Metro system for the period of ticket purchased				



CURRENT DEVELOPMENTS AND PROJECTS

Birmingham city centre interchange

Work continues on the £3.9 million Birmingham City Centre Interchange scheme, which will revolutionise bus travel in Birmingham city centre. The project will deliver a major upgrade to bus passenger facilities in the city centre, including a major overhaul of bus routes and stops, which saw the introduction of six bus interchanges around the city centre in summer 2012.

Centro and Birmingham City Council have commissioned the work, which includes improving crossing facilities and signage, the installation of cycle lanes, and improvements to existing and adding new pedestrian crossings. Newly designed shelters, bus totems and other passenger facilities will be provided including easy-to-follow information to encourage public transport and walking journeys.

The work paves the way for when the Midland Metro extension from Snow Hill to New Street station opens in 2015.

£800 million worth of transport projects underway in Birmingham

More than £800 million worth of work to transform the way people travel into and around Birmingham city centre is underway – just 12 months after the launch of a compelling transport vision.

Projects within the ‘Vision for Movement’ blueprint, which will help underpin economic regeneration and cement Birmingham’s future as a vibrant, global city, include a £65 million runway extension at Birmingham Airport, the £127 million extension of the Metro through the heart of the city and the £600 million Gateway redevelopment of New Street Station. Planning and design work is also progressing on an £11 million rapid transit system known as Sprint, running between Five Ways and Walsall.

Work has also started on the £3 million Birmingham Interconnect project, which features new direction signs and information points showing maps and public transport details. The project is designed to make it easier and clearer for both visitors and residents to find their way around the city to major attractions and destinations.

Coventry rail network upgrade

A £19.2 million bid by Centro to upgrade the railway line between Coventry and Nuneaton has been approved.

Centro and partners Coventry City Council and Warwickshire County Council submitted their final detailed bid to the Department for Transport for the upgrade earlier this year.

The Coventry - Nuneaton Rail Upgrade scheme, known locally as NUCKLE, includes a new bay platform at Coventry railway station, a new station at Coventry (Ricoh) Arena, a longer platform at Bedworth and a new station at Bermuda Park.

Smarter Network, Smarter Choices

In June, Centro successfully secured £33.2m for the ‘Smart Network, Smarter Choices’ proposal following a competitive bidding process. The money was awarded from the Government’s Local Sustainable Transport Fund, which is making £600 million available for green travel projects around England. This award, combined with local public and private sector contributions will facilitate the delivery of a £50m package of sustainable transport improvements on 10 key corridors in the West Midlands to help underpin economic growth, job creation and meet tough carbon reduction targets.

£25 million for bus improvements

Bus passengers across the region are in line for a raft of improvements after a groundbreaking partnership between Centro and National Express West Midlands was renewed and enhanced.

The agreement – Transforming Bus Travel 2 – sees the organisations working closely together to drive forward £25 million of improvements over the next two years.

The agreement sees a joint Transforming Bus Travel taskforce develop further reviews of local bus networks, building on the success achieved by recent reviews carried out by Centro and NXWM in East Birmingham and North Solihull, North Walsall, Wolverhampton and West Walsall, Coventry and South Birmingham.

The new networks have involved modernising routes and improving timetables so they are more relevant to existing and potential passengers. In Coventry the new network provides many areas with more frequent services designed to get more of Coventry’s residents travelling by bus. The new network reflects the new, or altered, cross-city links being created following multi-million pound works in the city centre’s Broadgate area by Coventry City Council.

In Wolverhampton and west Walsall a more localised network, cleaner and more modern buses, four cross-city services that improve access to Wolverhampton city centre and, for the first time, an express service between Cannock and Birmingham were just some of the improvements introduced.



BRUSSELS Belgium

MAIN CITY (BCR)

Brussels Capital Region is one of the three Belgian Regions. It is at the same time one of the European official capital, Belgian capital, capital of the Brussels Region, capital of the Flemish speaking community and of the (Belgian) French speaking community. The territory is divided into 19 communes.

METROPOLITAN AREA (MA)

The Metropolitan area includes the Brussels Capital Region and parts of Walloon Region and Flemish Region, in total 135 communes.

- > Population of the main city (2009): 1.068.532 inh.
- > Population of MA (2009): 3.100.000 inh.
- > Area of the main city: 161 km²
- > Area of the MA: 4300 m²
- > Employment in the main city (2010): 714.110 jobs
- > Employment in the MA (2010): 1.421.000 jobs
- > GDP/inh in the main city: € 60.861
- > GDP/inh in MA: € 63.682

ORGANIZATION

Brussels Capital Region is responsible for the mobility policy on its territory. There is no Transport Authority for the Metropolitan Area. The latest governmental agreement (December 2011) foresees the creation of a Metropolitan Community (in which discussions between the 3 Regions will take place regarding mobility, road safety, road works where Brussels is involved) and the transfer of competences to Regions regarding mobility.

The administrative level works inside the Ministry of Brussels-Capital Region, Department for Mobility (AED), Direction for Strategy.

MISSIONS OF MAIN CITY

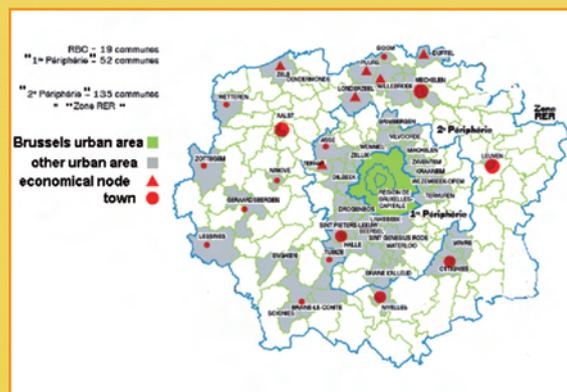
The administrative level :

- > studies and proposes an Urban Transport Plan for the Region to the Minister
- > helps the Minister in contracting with the (public) operator for local transport
- > controls the matters defined in the managing contract
- > participates to the coordination of public transport schemes in the metropolitan area
- > develops proposals for sustainable mobility that combine the various modes of transport and undertakes awareness raising and training campaigns for schools, businesses and citizens, such as the car-free Sunday, 'Opération cartable' and many more initiatives throughout the year on the Bruxelles Mobilité (FR/NL) website.

The Minister and Secretary of State (delegated authority) have executive responsibility in name of the Government for current management. The Minister negotiates annually the budget for transport inside the government and fixes the fares after approval by the Government. He submits the Urban Transport Plan to the approval of the Government.



Map showing the region within the country



Map of the metropolitan area

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PUBLIC TRANSPORT SYSTEM OF BRUSSELS-CAPITAL REGION

Description of the network:

Local company (STIB):

- > underground
- > tramways
- > bus

Regional companies: TEC (Walloon Region) and DE LIJN (Flemish Region): only bus

Railways (SNCB): owned by federal State; 95% of passengers lines of SNCB goes trough Brussels.



General map of the network

2009	Urban buses	Suburban buses	Tramways	Metro	Heavy Rail
Number of lines	50	50	18	4	11
Operators (names or number if too many)	STIB	TEC DE LIJN	STIB	STIB	SNCB
Website(s)	www.stib.be	www.tec-wl.be www.delijn.be			www.b-rail.be

SUPPLY/DEMAND DATA 2009

	SUPPLY			DEMAND
	Lines (km)	Km-trains (millions)	Km-places (billions)	Million trips
Underground	55,7	5,1	nc	133
Local bus	423,8	6,1	nc	91
Tramways	176,6	11,7	nc	76
Regional bus	260	nc	nc	nc
Railway	100	nc	nc	70
TOTAL	1016,1			

FARES AND TICKETING 2012

Presentation of the fare and ticketing system:

Inside the “administrative borders” of the Region, there is full integration available, each operator having though its own system. Magnetic ticketing is still in use for “full integrated” tickets, with validation tools common to the four companies operating in Brussels. In 2008, STIB has launched the MOBIB-chipcard that progressively replaces the magnetic ticketing.

Full integrated (“JUMP”) excepted airport line:

- > 1 way ticket: €1.80 (MOBIB-card), €2 (purchased outside vehicle), €2.50 (purchased inside vehicle)
- > 5 trips ticket: €7.50
- > 10 trips ticket: €11.80 (MOBIB-card), €13
- > 1 day ticket: €6

Full integrated season ticket (“MTB”) excepted airport line:

- > 1 month: €52 (MOBIB-card)
- > 1 year: €544 (MOBIB-card)
- > School season tickets also available (12-24 years), according to number of children in the family

Local network (main fares):

Season ticket network STIB excepted airport line:

- > 1 month: €46.50 (MOBIB-card)
- > 1 year: €487 (MOBIB-card)
- > for 6-11 years: free
- > School season tickets also available (12-24 years), according to number of children in the family
- > for > 65 years: free

Season ticket for low income people:

- > 1 month: €7.90
- > 1 year: €81

Airport line:

- > 1 way ticket: €3.50 (purchased outside vehicle), €6 (purchased inside vehicle)
- > 10 trips ticket: €25
- > 1 month: €49
- > 1 year: €514

Other companies:

SNCB: fare calculated by km; season tickets available, also for SNCB+ 1 local operator
TEC and DE LIJN: zone system; season tickets available

FUNDING OF PUBLIC TRANSPORT

Principles of public transport funding:

As owner of the company, the Region compensates the deficit of exploitation; the management contract fixes the rules for calculating the compensation.

The Region finances directly on own budget:

- > underground construction (civil works, equipments, tracks, garages) + renewal of existing equipments
- > tramway extensions
- > right of way construction
- > extension of capacity (rolling stock)

(Some public works are financed by the federal state based on a cooperation agreement)

The operator finances:

- > operation
- > current operating costs of underground (cleaning, escalators)
- > rolling stock
- > tramway tracks
- > repair shops and garages

Through:

- > fare box revenue
- > loans
- > revenues from shops (underground) and publicity
- > compensation (from the Region)

Operations (2009)	Local Bus/Tram/Metro	Rail	Regional buses	%
	€ millions			
Region	135	nc	nc	30
Farebox revenues	205	nc	nc	45
Other revenues	117	nc	nc	25
Total	457	nc	nc	

CURRENT DEVELOPMENTS AND PROJECTS 2012

Mobility plans: Iris2 plan (horizon 2018) was approved in September 2010; PRDD (horizon 2040) is under construction.

The 3 Regions have signed a political agreement in order to introduce a kilometre charge system for trucks (above 3,5T) and an E-vignette system for Belgian and foreign passenger cars in 2013.

STIB: Contracting: 4th contract signed on June 18th 2007; valid till December 31st 2011; its extension is in progress. As from 2010, implementation of access control in underground and pre-underground stations.

De Lijn has developed a vision for mobility 2020 with 4 goals in mind (demand, quality, number of passengers and modal switch from car to public transport).

TEC: launched in 2008 a second bus line using the emergency lane on the highway between the Walloon Region and Brussels-Capital Region (Conforto and Conforto Bis lines).

Infrastructure: completion of line 2 (underground) achieved. Projects at study level: automation of 2 underground lines (by 2020), extension of the North-South axis towards North of Brussels.

1 garage for underground under construction, 1 garage for tramway under construction, garages for underground, tramway and bus under study

ROLLING STOCK:

- > Extension of capacity for underground: 21 trains put into service (94m length); 7 additional in discussion (to be put into service in 2016)
- > Renewal and extension of capacity for tramways: 95 trams (43m length and 32 m length) under delivery and put into service by 2016; order of 8 trams (43m length and 32 m length) in 2013
- > Bus: renewal of 172 bus, put into service by 2016; preparation to order 163 new "clean" bus to be put into service in 2017

Right of way: goal for 2011 = 90% of tramway and 40% of buses protected from traffic.



MOBIB basic card is a anonymous card for occasional customers



BUDAPESTI
KÖZLEKEDÉSI
KÖZPONT

BUDAPEST Hungary

REGION

Budapest is the capital and the largest city of Hungary, which also means that it is the country's principal political, cultural, commercial, industrial and transportation centre. Budapest has 1.74 million inhabitants, down from its 1989 peak of 2.1 million due to suburbanisation. The Budapest Commuter Area is home to 3.3 million people. Budapest became a single city occupying both banks of the river Danube with the unification in 1873 of west-bank Buda and Óbuda with east-bank Pest.

- > Population of the city:
1,733.685 inh.
- > Area of the city:
525 square km²
- > Employment in the region:
741,800
- > GDP/inh:
6,155.000 (HUF)

BUDGET

98,5 bn Hungarian Forints (HUF),
ca 340 mio €

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BUDAPEST TRANSPORT PUBLIC (BKK)

MISSIONS

The founding principle of BKK was to integrate into an umbrella organisation and to fundamentally reform the previously fragmented sectors of transport governance in order to ensure a high level of professional operation and the systematic coordination of the various actors of the transport branch. The original goal of the transport governance reform was and the on-going mission of BKK since its establishment in November 2010 is to increase the quality of urban transport and transport-oriented development thereby achieving a more competitive and sustainable Budapest, which is currently the 8th largest city in Europe.

ORGANIZATION

The Municipality of Budapest officially appointed BKK on 1 May 2012 as the competent integrated transport-organiser with responsibilities covering public transport, cycling, walking, public road and bridge infrastructure management, parking and taxi services as well as transport development projects. The specific public transport tasks include planning, integrating, regulating, tendering and awarding, promoting, managing as well as controlling.

The scope of BKK's roles and responsibilities gradually expanded between the company's founding in 2010 and May 2012 as tasks and employees were taken over from various 'source' organisations that formerly dealt with individual tasks. The source organisations are the relevant departments of the Municipality of Budapest, Taxi Ltd., Parking Ltd., the public road management division of the Municipal Public Space Management Company (FKF) and the in-house public transport operator, BKV (Budapest Transport Company).

BKK has a large frame public service contract with the Municipality of Budapest for 15 years, while BKK contracted BKV for the fixed-rail services as an in-house operator for 15 years. Bus operations contracts will be split: the Budapest Assembly voted to contract out 66% of bus operations and open the market for competitive tendering while the remaining 34% would remain with the in-house operator.



Map showing the region within the country



Map of Budapest, 23 districts and the river Danube

PUBLIC TRANSPORT SYSTEM

Description of the network:

Budapest has a broad public transport system of 1,100km that covers the whole city and most of the suburban areas as well and carries 1.39 billion passengers a year. The core of the system is composed of the three metro lines and the sixteen railway lines, five of which are part of the city's rapid transit system (HÉV) and 11 are state-owned. This core is complemented by the tramway, trolleybus, and the very dense bus system. BKK introduced its new public boat service on the river Danube in July 2012.

	Bus			HÉV suburban railway		
	Bp.	Suburbs	Total	Bp.	Suburbs	Total
Network of lines	237	45	238	8	5	8
Length of lines (km)	2,422.25	201.2	2,623.45	76	69.5	145.5
Length of network (km)	869,25	129	998.25	41.3	56.6	97.9
Number of stations	3,505	310	3,815	75	64	139

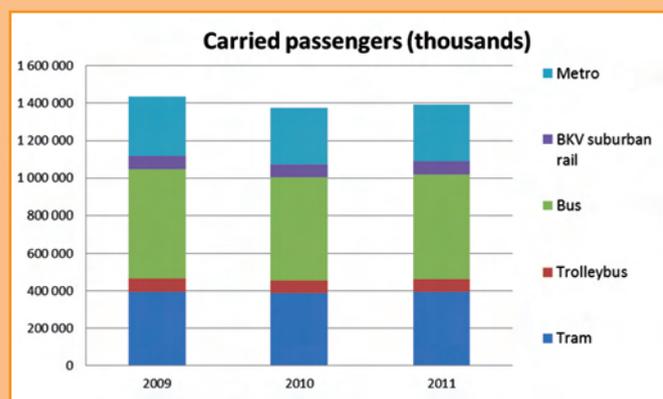
Presentation of operating companies

BKV is the in-house operator of BKK, operating all means of local public transportation and in case of certain localities regional services as well in the Budapest metropolitan region. BKV is exclusively owned by the Municipality of Budapest, but BKK exercises asset management rights over BKV. The company has around 11,000 employees and is in charge of about 2,500 vehicles. By autumn 2012 BKV was re-organised into two divisions, bus/trolleybus and fixed-rail operations, to improve transparency and comparability with private operators.

VT-Transman is the leading private bus operator in Hungary. It is owned by a Hungarian industrial group and a subsidiary of the Arriva Group. The company was founded in 1998 and currently has 400 employees and 250 buses throughout Hungary, 100 of which operate in Budapest.

	Urban buses	Suburban buses	Tramways	Metro	Suburban Rail
Number of lines	193	45	32	3	8
Operators (names or number if too many)	BKV Zrt. VT Transman Kft	BKV Zrt. VT Transman Kft	BKV Zrt.	BKV Zrt.	BKV Zrt.

SUPPLY DEMAND DATA



FARES AND TICKETING 2011

The existing local and suburban tariff systems are different from each other.

The Budapest local tariff system contains one zone and a flat fee. BKK tickets are valid only on local and suburban services ordered by BKK. Tariff integration (in the framework of the Budapest Transport Association) of all local and suburban services in Budapest area started in 2005. Tariff integration was extended from 2009 to 2011. Since 2011 tariff integration has included all local travel cards (24h, 72h, 7-day travel cards) and all passes (14-day, 30-day, 100-day, semester and one-year)

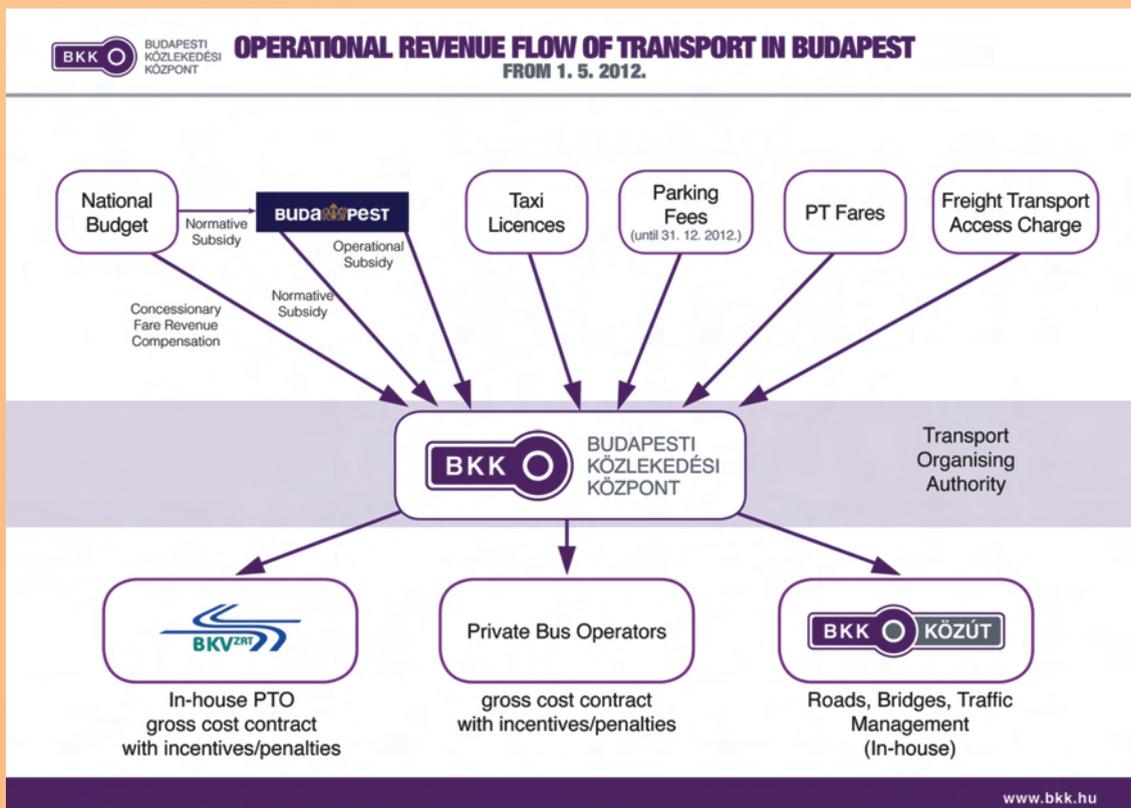
The suburban tariff system consists of km-based tariff until 50 km in 5 km sections and until 100 km in 10 km sections. The tariff level per km is the same on rail and road services.

Suburban bus and rail services ordered by BKK can be used outside Budapest with suburban tariff.

Travel discounts are different on local and regional services regulated by government decree.

	Single trip	Multiple trips	Monthly pass	Yearly pass
Normal fare	HUF 320	e.g.: 24 Hour: HUF 1,550	HUF 9,800	HUF 107,00
Reduced fare (mention potential beneficiaries)	-	-	Senior: HUF 3,700 Student: HUF 3,850 Parents with small: children HUF 3,850	Senior: HUF 40,700 Student: HUF 42,000
Free ride	Mainly: EU citizens under 6 and above 65 years of age. Other small target groups.			

FUNDING OF PUBLIC TRANSPORT IN 2012



Operational revenue flow of transport in Budapest

CURRENT DEVELOPMENTS AND PROJECTS

The first major achievement of BKK since 1 May 2012 is the successful attainment of non-refundable EU co-funding worth EUR 150 million for the government-approved refurbishment and extension of two major tram lines (1 and 3) along with funding for another EUR 150 million for the procurement of rolling stock (trams and also trolleybuses). BKK is already preparing projects for the 2014-2020 financing period from the Cohesion Fund. The development of the Budapest public bike-sharing scheme (bubi) and the automated fare collection (AFC) system are also underway.

The new bus service framework introduced by BKK in Budapest entails a competitive tendering process. The procedure is divided into two phases, the first being the pre-qualification phase in September and the second being the actual call for tender. The first two contracts resulting from the BKK tender were concluded in October 2012 with VT Transman Kft. (49.9% owned by Arriva/Deutsche Bahn, 50.1% by Videoton Holding) for a total of 150 new 100% low-floor, fully air-conditioned buses; 75 single and 75 articulated ones. All vehicles are equipped with EEV-engines, CCTV security and passenger counter systems. The contract term is for eight years starting in the spring of 2013 with BKK having the option to extend the contract another two years. Looking ahead, BKK intends to issue a separate tender for midibuses and a new tender for another 100 single and 100 articulated buses. BKK plans also to implement -AVL system to track each vehicle. The long-term goal of BKK is the gradual and continuous increase of the number of contracts and operators in Budapest as well as the provision of continuous quality control to ensure passenger satisfaction.

Metro rolling stock development:

22 five-car train sets type Metropolis by Alstom for metro line M2 with ongoing delivery. First trains entered service in the autumn of 2012. 14 sets have been ordered for the new metro line M4.

Introduction of the Automated Fare Collection (AFC) system

One of the most challenging projects of BKK is the introduction of the new AFC system.: paper-based tickets and passes are expected to be replaced by electronic fare payments from 2014 onwards, and also time-based tickets, daily capping and pay-as-you-go payments using contactless bank cards. In addition the National Integrated Card System, implemented by the Government, will allow students to use public transport availing of the concessions to which they are entitled. BKK plans to introduce modern sales channels (internet, mobile phone) while the renewal of the ticket vending machine network has already started. By installing automatic access gates on the metro and some suburban railway stations instead of relying on human ticket inspectors, the revenue protection system is made more efficient. The new system will be server-centric and will be one of the most complex payment processing and IT development projects in Hungary.

The FUTÁR Project

The FUTÁR (Traffic Management and Passenger Information) Project: the project constitutes the implementation of the new GPS-based automated vehicle location (AVL) and passenger information system for surface transport in Budapest from 2013.

Mobility plans:

BKK is revising the Transport System Development Plan of Budapest this year and taking steps towards the Sustainable Urban Mobility Plan for Budapest in the next years.

Further projects for 2014-2020

- > The integrated development of Budapest's tram and trolley bus network;
- > Construction of the southern part of the North-South Regional Railway (M5);
- > Interoperability of metro line M2 and suburban railway lines H8 and H9;
- > Accessibility and extension of metro line M1;
- > Extension and reconstruction of metro line M3;
- > Construction plan for extension of tram 42;
- > Further sections of metro line M4.

COPENHAGEN Denmark

REGION

Movia is responsible for public bus and local train services in East Denmark, including the Copenhagen metropolitan area. This area comprises half the population of Denmark.

- > Population of the city: 1.720.152 inh.
- > Population of region: 2.537.761 inh.
- > Area of the city: 2.870 Sq.km
- > Area of the region: 9.834 Sq.km
- > Employment in the city: 859.000 jobs
- > Employment in the region: 1.272.000 jobs
- > GDP/inh in the city: 507.438 DKK
- > GDP/inh in the region: 493.079 DKK

BUDGET

Total revenue: 4,686 mill. DKK
Total cost: 4,686 mill. DKK

MOVIA PUBLIC TRANSPORT

MISSIONS:

Movia creates integration in public transport services and increases mobility in East Denmark in a sustainable way.

ORGANIZATION

Movia Public Transport is politically governed organization responsible for planning and tendering of bus, local train and disabled services in the two regions covering the eastern part of Denmark (The Capital Region of Denmark and The Zealand Region).

The two Regions cover expenses for Movias administration and the deficit of local train and regional bus services. Level of service is decided by the Regions.

The 45 municipalities in Movias area, covers the deficit of local bus services. Level of service is decided by each municipality.

Board of politicians consists of 9 members, where 7 members represent municipalities and 2 members represents the Regions.

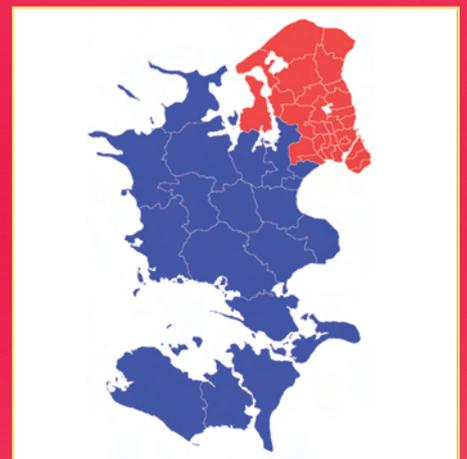
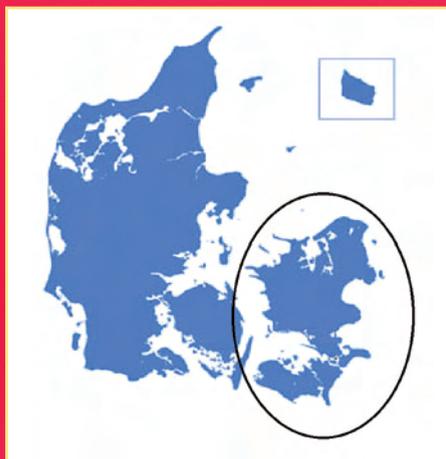
Regional (incl. S-trains) and national trains are the responsibility of the Danish State Railways. The Copenhagen Metro is the responsibility of the Metro Company.

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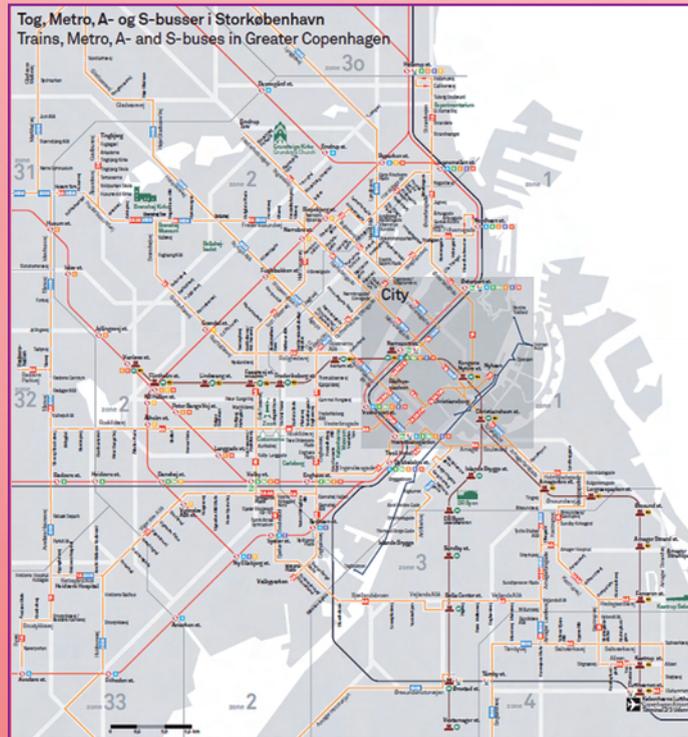


PUBLIC TRANSPORT SYSTEM

Description of the network:

The public transport network:

- > National and regional trains = Danish State Railway (DSB)
- > Metro = Metro Company (M)
- > Bus and local trains = Movia Public Transport



General map of the network

Presentation of operating companies

Please see below (total Movia service area, not only metropolitan area)

	Urban buses	Suburban buses	Tramways	Metro	Heavy Rail
Number of lines	470		0	2	14
Operators (names or number if too many)	Arriva Nobina City-Trafik Nettbus De Blaa Omnibusser De Hvide Busser Ditobus Fjordbus Orslev Anchersen Rute Kruse	Arriva Nobina City-Trafik Nettbus De Blaa Omnibusser De Hvide Busser Ditobus Fjordbus Orslev Anchersen Rute Kruse		Orestadsselskabet I/S	DSB DSB S-tog
Website(s)					

SUPPLY/DEMAND DATA 2011

2011	
Customers	216 mill.
Bus hours	4,6 mill.
Total operating busses	890
Total length of bus routes	12.372 km
Local train customers	9,8 mill.
Local train kilometer	6,2 mill. km

FARES 2012

Presentation of the fare and ticketing system

Please see below

	Single trip center	Multiple trips	Monthly pass	...
Normal fare	24 DKK (3,22 €)	14,50 DKK (1,94 €)	335 DKK (44,92 €)	
Reduced fare (mention potential beneficiaries)				
Children, age 12-15	12 DKK (1,61 €)	7,50 DKK (1,01 €)	170 DKK (22,80 €)	
Retired people age > 65	24 DKK (3,22 €)	14,50 DKK (1,94 €)	405 DKK (54,31 €) (3 month)	

Principles of public transport funding

Movia Public Transport's activities are founded through a combination of taxes and ticket income (please see below) (total Movia operation, not only Metropolitan area).

Operations	Bus/Tram
Municipalities	1,861 Mio DKK (249,59 Mio €)
Central State	
Regions	997 Mio DKK (133,71 Mio €)
...	
Total public sector	2858 Mio DKK (383,30 Mio €)
Farebox revenues	1828 Mio DKK (245,12 Mio €)
Total	4686 Mio DKK (628,36 Mio €)

CURRENT DEVELOPMENTS AND PROJECTS

The Danish government has established a commission to look into reducing congestion and improving environment. The commission will have to come up with recommendations by mid 2013, which is expected to have a significant positive impact on public transport services.

Main focus in Movia's strategic plan is to increase ridership, improve customer satisfaction and reduce environmental impact. Currently plans are being developed to increase travel speed on trunk bus lines and the first BRT system is expected to be in operation by 2014. Traffic information is the most important preference for customers and Movia is working on a strategy to go from analog to digital traffic information.

An electronic ticketing system has been introduced in Movia and is now gradually being rolled out to cover the entire country.

In Copenhagen, plans are drawn for introducing the first light rail line, expected to open in 2020. Furthermore the construction of the City ring metro extension has begun and expected to open in 2018.





REGION FRANKFURT RHEIN-MAIN Germany

REGION

- > Surface main city: 248 km².
- > Surface metropolitan area: 14.000 km².
- > Population main city: 680.000 inh.
- > Population metropolitan area: 5 Mio inh.
- > Employment main city: 590.000 jobs
- > Employment metropolitan area: 1,9 Mio jobs
- > GDP/inh. main city: € 70.000
- > GDP/inh. metropolitan area: € 35.000

BUDGET 2006

1.2 Billion € in total. Approximately 620 Mio revenues. Coverage of cost approximately 50 %.



Map showing the region within the country



Map of the region

RHEIN-MAIN-VERKEHRSVERBUND (RMV)

MISSIONS

The Rhein-Main-Verkehrsverbund (RMV) has six different divisions within its organisation.

Planning develops the Integrated Timetable (ITF). The ITF is an instrument designed to offer optimum connections. This division acquired a guideline for the development of regional public transport (rail and bus). The Ordering and Contracting division maintains RMV's efficiency and is also responsible for the quality check. The division orders the public transport services for regional operating companies.

The Marketing division is responsible for marketing and transport research, sales, distribution and tariff. RMV is responsible for marketing within its area.

The Controlling division does the budget planning, controlling and allocation of revenues for the local partners and for the RMV GmbH.

The division Infrastructure Management has to organise the vehicle management. The goal is to provide vehicles to all rail transport suppliers. The management of the stations and rail infrastructure is the second branch of this field.

ORGANIZATION

The Rhein-Main-Verkehrsverbund (RMV), established in July 1994, organises the regional public passenger transport. There are 153 transport companies associated within RMV. RMV is not a merger of transport companies. Instead, 11 cities, 15 districts and the State of Hesse work together on a voluntary and contractual basis and as equal partners.

The company meeting and the supervisory board are the bodies at the political level. The participating districts and cities are represented in both of these organs together with the State of Hesse. The second level, management level, is represented by the RMV and the local authorities that are responsible for the local transport.

In addition, RMV develops its mobility services and creates a mobility agency for all services around mobility and house-to-house performance. Therefore, RMV is responsible for regional transport and infrastructure development, development of the regional schedule for trains and buses, regional marketing with fare system-ticketing-electronic ticketing, financial management for the public co-financed infrastructure and service of public transport, budget planning and allocation of revenues for about 150 transport companies.

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PUBLIC TRANSPORT SYSTEM

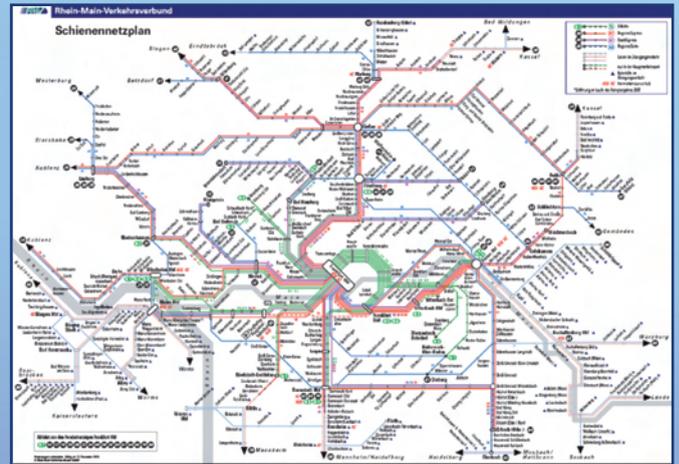
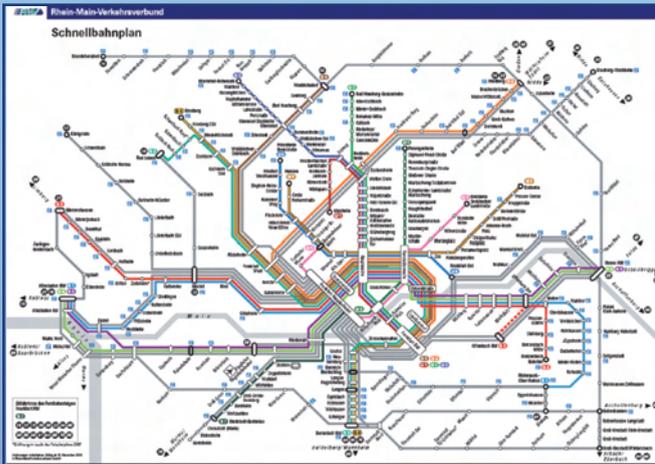
Description of the network:

The RMV-net contains about 400 railway stations, 1.450 track km and more than 11.900 stops for trains and buses. As a result, RMV facilitated the transfer of at least 645 million passengers in 2006.

The public transport networks are operated by :

- > 6 transport companies for heavy rail
- > 3 transport companies for tramway
- > 1 transport company for underground
- > about 143 transport companies for buses

General map(s) of the network(s):



FARES 2006

The passengers uses only one ticket that allows him or her to travel through the entire RMV-region. This is a huge advantage and has increased the acceptance of the public transport system in the last few years.

The network pricing system is an area zone system, dividing the network area into tariff zones.

Ticket assortment:

- > Single ticket, (adults, children, apprentices)
- > Short-haul ticket
- > Season ticket (day, weekly, monthly, annual, day ticket for groups)
- > 9 o'clock ticket (discount for passengers riding after 9 o'clock during the week)
- > Hessenticket
- > Job ticket
- > Student ticket
- > Combination ticket.

FUNDING OF PUBLIC TRANSPORT IN 2006

- > 46% Revenues by passengers - 24% State government of Germany - 14% Municipal authorities - 16% Federal State government of Hesse
- > 1.2 Billion Euro total.

Financing of the basic regional range of services is achieved by using fare revenues. Transfer payments from the national government to the state use funds from the regionalisation law and equalisation payments.

The additional regional range of services on offer in the cities and districts are covered by financing according to the partnership model. This means that 50% of the higher costs created by additional supply are in principle financing by state funds and 50% by

the area bodies where the population benefits from the improved services. The cooperation grant is a further fund intended to equalize the losses resulting from unified pricing policy and harmonization introduced by the RMV fare system in the entire network area.

	Bus	Tram	Regional trains	Subway	Suburban train (S-Bahn)	Totally generated
Operations	69%	6%	14%	4%	7%	182 mio km
	Bus	Tram	Regional trains	Subway	Suburban train (S-Bahn)	Total
Operations	12 + 1	216	129	349	4	620 mio €

HELSINKI Finland

REGION

Helsinki is the capital city of Finland and the center of the largest and fastest growing region in the country. The Helsinki Region is a part of Uusimaa Region, which is comprised of 24 municipalities in southern Finland.

The Helsinki Metropolitan Area includes also the cities of Espoo, Kauniainen and Vantaa. Other municipalities in the rest of Helsinki Region are Hyvinkää, Järvenpää, Kirkkonummi, Kerava, Mäntsälä, Nurmijärvi, Pornainen, Sipoo, Tuusula and Vihti.

The Helsinki Region accounts for about 25 percent of Finland's population, almost 30 percent of the labour force, about one third of the productivity and more than 40 percent of the investments in research and development.

- > Population of the city 2011: 595,384 million inh.
- > Population of metropolitan area: 1.131,372 million inh.
- > Area of the city 2011: 214 km²
- > Area of metropolitan 2011: 1,167 km²
- > Employment of the city 2009: 381,000
- > Employment in the metropolitan area: 622,000
- > GDP/inh in the metropolitan area: 52,452 €

METROPOLITAN AREA COUNCIL (HSL)

MISSIONS

Helsinki Regional Transport Authority (HSL) is responsible for the planning and organization of public transport services in its member municipalities, as well as for the preparation of the Helsinki Region Transport System Plan. The member municipalities of the joint local authority are Helsinki, Espoo, Vantaa, Kauniainen, Kerava, Kirkkonummi and Sipoo. Later on, the rest of the municipalities in the Helsinki region may join in.

The tasks of HSL comprise planning and organization of public transport in the region, improving operating conditions for public transport, procurement of bus, tram, metro, ferry and commuter train services and preparation of the Helsinki Region Transport System Plan. HSL is also responsible for public transport marketing, passenger information and ticket inspection and approves the fare and ticketing systems as well as ticket prices.

HSL's goal is to provide its customers with a well-functioning transport system and to ensure that public transport services are of high-quality, cost efficient and reasonably priced. HSL promotes low-emission transport and is an active force in transport policy.

ORGANIZATION

HSL was established on 17 June 2009 by six founding municipalities Helsinki, Espoo, Vantaa, Kirkkonummi, Kerava and Kauniainen. HSL comprises four departments and three units under direct supervision of the Executive Director Suvi Rihtniemi. The departments are: Public Transport Planning, Transport System Planning, Passenger Services and Transport Services. The three units are: Communications, Finance and Administration.

The highest decision-making body of HSL is the General Meeting to which each member municipality elects its representatives. The voting rights are divided according to the core capital ratio of the member municipalities. The Executive Board of HSL protects the interests of the joint local authority, supervises its management and establishes its operational principles.

The total budget of HSL in 2012 was 556.6 Million Euro, of which ticket revenue accounted for 48.6 percent and municipal contributions for 48.2 percent.

CONTACT

Executive Director:
Suvi Rihtniemi

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Web: www.hsl.fi



Map showing the region within the country



Map of the region

PUBLIC TRANSPORT SYSTEM

Description of the network: Helsinki metropolitan area has an integrated multi-modal public transport system with a good level of service. The network consists of extensive bus services throughout the region, three railway corridors and a metro branching to 2 lines. The central urban area of Helsinki City is covered by a tram network, and one inhabited island is served by ferry. Approximately 1 million trips are made on public transport on a weekday. The modal share of vehicle trips is 39 % overall and 72.5 % of peak hour trips to the CBD.



Presentation of operating companies:

All bus services are organized by competitive tendering and operated by a number of companies. One of the largest is owned by city of Helsinki, next two in size (Veolia and Nobina) belong to international corporations and the rest are Finnish companies in private ownership.

Tram and metro services in Helsinki are operated by departments of the Helsinki City Transport.

Commuter trains in the region are operated by the national monopoly company State Railways by contract with the Helsinki city transport.

	Urban buses	Regional buses	Tramways	Metro	Heavy Rail
Number of lines	195	105	12	2	5
Operators (names or number if too many)	9	20	Helsinki City Transport	Helsinki City Transport	Finnish State Railways (VR Ltd)
Website(s)	www.hsl.fi				

SUPPLY/DEMAND DATA 2011

	Bus	Tram	Metro	Heavy Rail	Total
SUPPLY					
Vehicles	1362	132	54	91	1639
Vehicles M km/a	91,7	5,4	14,6	5,4	117,2
DEMAND					
Trips M/a	172,5	53,7	61,5	46,6	334,3
Passenger M km/a	1195	117,6	396,5	552,4	2261,5

FARES 2011

Presentation of the fare and ticketing system:

The integrated ticketing region of Helsinki Metropolitan Area contains 3 city zones and 2 expansion zones. The available ticket types are 1-zone internal ticket, regional ticket that is valid for all 3 city zones, and 2- or 3-zone tickets that include the expansion zones. Tickets are valid for all modes of public transport.

The electronic ticketing system in the region uses a contactless smart card, Travelcard.

About 90% of trips are made with Travelcard using either a pass for a period of 14-366 days or a value ticket bought by money stored on the card. Single tickets and tourist tickets can be bought from drivers and conductors, vending machines and service points.

	Single trip center	Multiple trips	Monthly pass	...
Normal fare	2,50 €	value ticket 1,70 €	43,60 € for 30d	city zone
Regional fare 2	4,00 €	value ticket 3,37 €	90,30 € for 30d	2 city zones
Regional fare 3	6,50 €	value ticket 5,46 €	128,90 € for 30d	all city zones
Reduced fares	children 7/16 -50%	students -50%	pensioners -25%	

PRINCIPLES OF PUBLIC TRANSPORT FUNDING:

Financing of public transport operational costs by ticket revenue and city subsidy, currently no state funding. Development funds should become available in 2009.

Infrastructure for railroad and national road network funded by state, participation by the cities.

Infrastructure for urban rail and buses on street network as well as stations and terminals funded by the cities, occasional participation by the state especially for rail projects.

Rolling stock financed by transport operators, new heavy rail stock with participation of the cities.

Operations	Bus/Tram	Metro	Rail	Services	Infra	Total	%
HSL member cities						159	43,5
Central State							
Farebox revenues						207	56,5
Other revenues							
Total costs	224	21	46	29	46	366	100

CURRENT DEVELOPMENTS AND PROJECTS

Examples:

- > New commuter rail stock ordered, 32 units of Stadler FLIRT to roll out 2010-2014
- > Renewal of the Travel Card and information systems
- > Renewal of the fare system
- > Ring Rail connection to the Airport (17 km of new line, 7 stations) 2015
- > Metro western extension Ruoholahti-Matinkylä (14 km of new line, 7 stations) 2015
- > Feeder bus networks for new rail lines (West Metro, Ring Rail Line)
- > Development of crosstown transport
- > Development of park and ride schemes
- > More efficient mobility management
- > Making public transport more environmentally friendly and energy efficient
- > Development of partnerships between different actors



LONDON United Kingdom

REGION

London has had an elected Mayor and Assembly (who together form the Greater London Authority) since 2000.

It has a population of 8.2 million inhabitants on a territory of 1,580 km². London contains 32 Boroughs and the Corporation of London ("the City").

The Mayor has executive responsibility, while the Assembly's main role is to scrutinise the Mayor's actions and agree budgets. The Mayor is responsible for developing a Transport Strategy for London, alongside a number of other strategies, including the London Plan, the capital's spatial development strategy.

BUDGET

TfL spent approximately £ 9 billion in fiscal year 2009/2010.

Main revenues:

Approximately £2bn was provided by the UK government, the Greater London Authority and third parties.

Passenger fares and other income contributed a further £3.5bn.

Main expenses:

London Underground (£2.4bn), bus services (£1.8bn) and roads (£881m).

TRANSPORT FOR LONDON (TfL)

MISSIONS

TfL is the integrated statutory body responsible for London's transport system. It came into existence in July 2000 as a result of the Greater London Authority Act 1999. It is a functional body of the Greater London Authority and reports to the Mayor of London. TfL's role is to implement the Mayor's Transport Strategy and to manage the transport operations for which the Mayor is responsible. The Act merged 14 predecessor entities into a single organisation able to take a holistic view of London's transport needs. London Underground became part of TfL in 2003.

TfL manages London's buses, trams, Underground services, the Docklands Light Railway, London Overground suburban train services, river services, licenses London's black cabs and mini cabs, is responsible for London's major highways including all of London's 6,000 traffic signals, and promotes cycling and walking initiatives. TfL also provides funding (circa £161m 2008/09) to London's 33 Borough councils for local transport schemes.

ORGANISATION

Transport for London (TfL) is directed by a Board whose members are chosen for their understanding of transport matters and appointed by the Mayor, Boris Johnson, who chairs it.



CONTACT

Steve Newsome (Head of International & European Affairs)
Head : **Sir Peter Hendy** CBE (Commissioner)

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Tel. +44 (0)20 3054 7219

E-mail: stevenewsome@tfl.gov.uk - Web: www.tfl.gov.uk

PUBLIC TRANSPORT SYSTEM

The modal share of public transport for daily journey stages in London in 2009 was 41% (bus and tram 21%; London Underground and the Docklands Light Railway 11%; rail 8%; taxi 1%). Private cars were 36%, walking was 20% and journeys by bicycle 2%.

Responsibility for London Underground was transferred to Transport for London (TfL) on 15 July 2003. It has around 18,500 of TfL's 28,020 employees.

London Buses, which is part of TfL, manages bus services in London. It plans routes, specifies service levels and monitors service quality. It is also responsible for London's 17,000 bus stops and other support services. Bus services are operated by around nine private operators, which work under public tendered contracts to London Buses.

London Tramlink, also part of TfL, is responsible for the tram system in Croydon, south east London. Docklands Light Railway (DLR), another subsidiary of TfL, owns the infrastructure of this light rail system and contracts its operation to a private company, currently Serco.

National Rail services are operated by private companies which are granted operating franchises by the UK's Department for Transport. However, in November 2007 TfL took over responsibility for some London suburban rail network, know as London Overground. These services are operated under a publicly tendered contract by a private consortium, currently MTR and Deutsche Bahn. TfL is also responsible for some passenger services on the River Thames and the ferry service at Woolwich.



Key bus routes map



Tube map

SUPPLY/DEMAND DATA 2010

	Heavy Rail	Underground	Tram	DLR Rail	Bus
SUPPLY					
Network length (km)	788*	408	28	34	700 (routes)
Number of stations served	321	275	39	40	
Number of vehicles		521	24	145	8,500
No of operators	18	1	1	1	9
DEMAND					
Millions of daily journey stages	2.4	3	included in bus	0.2	5.7
Passengers-km (million)		8,641	142	318	7,942

* Approximate figure for GLA area; London and South East covers 1245km

	Transport for London	Metro and Rail
Management Body		London Underground and London Rail
Address	Windsor House-42/50 Victoria Street SW1H 0TL London	Palestra, 197 Blackfriars Road, London SE1 8NJ
Responsible person	Sir Peter Hendy CBE (Commissioner)	Mike Brown MVO (Managing Director)
Web Site	www.tfl.gov.uk/buses	www.tfl.gov.uk/tube www.tfl.gov.uk/rail

	Bus
Management Body	TfL Surface Transport
Address	Palestra, 197 Blackfriars Road, London SE1 8NJ
Responsible person	Leon Daniels (Managing Director)
Web Site	www.tfl.gov.uk/buses

FUNDING OF PUBLIC TRANSPORT

A mix of government grants and ticket revenues funded TfL's operations in the fiscal year April 2009 to March 2010. Transport grants from Government contributed approximately £2bn, £12m came from the Greater London Authority. Income from fares and other sources raised approximately £3.5bn.

FARES 2011

All fares quoted are those using TfL's electronic ticketing system Oyster

Bus and tram tickets (no zonal restrictions, children under 16 or under 18 and in full-time education travel free):

- > Single journey: £1.30
- > Day Oyster price cap : £4.00
- > 7 day ticket : £17.80
- > Monthly ticket : £68.40
- > Annual ticket : £712.00

Underground and National Rail services within Greater London are divided into six main zones, prices depend on the zones covered and whether travel is at peak / off-peak times. All fares quoted are those using Oyster where applicable. On London Underground children under 11 travel free:

- > Single ticket for London Underground: £1.90 (adult, peak and off-peak, Zone 1 only)
- > Zones 1-2 £2.50 (peak) / £1.90 (off-peak)
- > Zones 1-4 £3.40 (peak) / £2.50 (off-peak)
- > Zones 1-6 £4.50 (peak) / £2.70 (off-peak)

Travel Cards (giving access to all public transport systems):

- > Day ticket Zones 1-2: £8.00 (peak); £6.60 (off-peak)
- > 7 day ticket Zones 1-2: £27.60
- > Monthly ticket Zones 1-2: £106.00
- > Annual ticket Zones 1-2: £1,104.00



CURRENT DEVELOPMENTS - INVESTING TO IMPROVE

The next four years will be among the busiest and most exciting in the history of London's transport network. TfL is meeting ever increasing demand across the Tube, buses, London Overground, trams, Docklands Light Railway (DLR) and the strategic road network, while delivering the largest programme of investment in London's transport system for 80 years.

The 2012 Games: Around £6.5bn was invested to upgrade transport links to increase capacity and improve services ahead of the 2012 Olympic and Paralympic Games. Every spectator was encouraged to use public transport, cycle or walk. On the busiest days an extra three million journeys were made.

The Tube Improvement Programme: A multi-billion pound investment programme is currently helping to upgrade and expand London's transport system and provide 30 per cent more capacity across the network. Benefits include new trains, signalling and track, as well as rebuilding some of the busiest stations so services can run faster and more frequently.

Crossrail: This is a major new rail link that will run from Maidenhead and Heathrow in the west, through central London to Shenfield and Abbey Wood in the east. It will be the largest addition to the transport network in London and the South East for 50 years when it opens in 2018. Work at all the central London station sites is under way, and tunnelling for Crossrail started in spring 2012.

Emirates Air Line: This cable car opened in July 2012 and runs between North Greenwich and the Royal Docks. The crossing was built to encourage regeneration in the area, help people access attractions, and bring tourists to the Greenwich Peninsula and Royal Victoria Dock. Oyster pay as you go is accepted.

London Underground: TfL took over the Silverlink suburban rail services in Inner London in 2007, re-launching them as a new Tube-style line. With three extensions, including what was the East London Underground line, London Overground now encircles the city.

Cycling: In addition to investing locally and extensions to the Barclays Cycle Hire public cycle scheme, cycle superhighways are being developed to provide clear commuter routes for cyclists. The first four are now open.

Traffic: Another priority for the Mayor and TfL is to smooth traffic flow. Not only does this mean more reliable journey times and less stop-start traffic, but also improvements for pedestrians.



LYON France

REGION

Main figures:

- > Surface: 613 km²
- > Population: 1.323.000 inh.
- > Employment public sector: 175.000 jobs
- > Employment private sector: 548.000 jobs.



Urban Transport Zone of SYTRAL

CONTACT

Syndicat mixte des Transports pour le Rhône et l'Agglomération Lyonnaise

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CS 63815
69487 Lyon cedex 03

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Fax: 04 78 53 12 84

Web: www.sytral.fr/

MISSIONS

SYTRAL, the Transit Authority of Rhone County and the Lyon Urban Area, governs the urban transport networks operated under the names TCL and Optibus. SYTRAL is responsible for transport in the Urban Transport Zone, or PTU, which includes the 65 cities and 1.3 million inhabitants.

SYTRAL :

- > delegates the operation of the TCL network and the Optibus service.
- > defines the strategic goals and makes the necessary investments: metro, tram, trolley bus and bus, or on-demand transport;
- > decides on the transport offer: routes and frequency of the lines, location of stations and stops, etc.;
- > defines and inspects the standards of quality of service: punctuality, availability, cleanness, safety, fight against fraud, etc.;
- > defines a suitable and equitable fares policy;
- > Develops and implements the Urban Transport Plan, as well as conducts surveys amongst local households.

ORGANIZATION

SYTRAL, which was created in 1985, is a local public administration authority. It is made up of 91 officers, who prepare and implement the decisions of the Supervisory Board, made up of 26 elected members.

Supervisory Board :

In 2011, SYTRAL's Supervisory Board is made up of 26 elected members from two assemblies:

- > 16 elected members of the Lyon Urban Community, including the President of SYTRAL;
- > 10 elected members of the Rhone county authority, including the Vice-President of SYTRAL.

The Supervisory Board constitutes SYTRAL's executive body. Votes are taken on strategic decisions during sessions that are held every six weeks on average.

Executive Board :

The Executive Board is made up of eight representatives from the Supervisory Board:

- > five elected members, including the President;
- > three members of the county council, including the Vice-President.

The bureau's role is to define and prepare the decisions, which are then put to a vote by the members of the Supervisory Board.

SYTRAL commissions :

- > Public Contracts commission; Public Contracts Assessment commission; Service Adaptation commission; Finance commission; Fares commission; Advisory commission of local public services.

Operational teams :

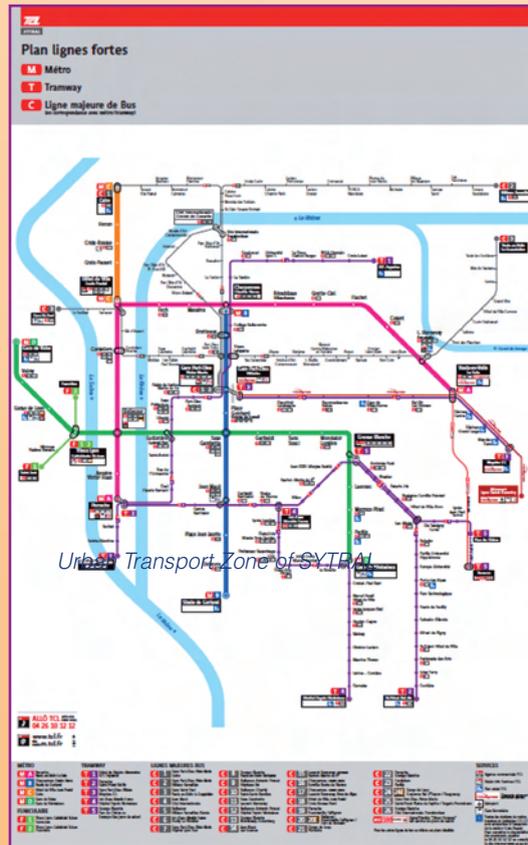
91 employees work for SYTRAL, including both public sector employees and contractors. The cabinet, the safety counsellor and the communications department report directly to the President's office. Six divisions report to the general management:

- > finance and human resources; infrastructure and estate; operations; development; urban transport plan; contracting.

PUBLIC TRANSPORT SYSTEM

Description of the network:

- > the metro: 4 lines, including one fully automated line and one rack rail line, 73 carriages, 42 stations and 29.4 km of track;
- > the funicular: 2 lines, 4 carriages and 1.2 km of track;
- > the tram: 4 lines, 73 carriages, 81 stations and 48,3 km of track;
- > buses and minibuses: 123 lines, 988 buses, 161 of which are articulated ;
- > the trolley bus: 7 lines, 131 vehicles ;
- > electric shuttles: 5 vehicles on the Lyon peninsula and 9.2 km of routes;
- > school services: 141 lines, 112 buses and 1,060 km of routes.



Map of the main lines

Presentation of operating companies

Keolis Lyon

	Urban buses	Suburban buses	Tramways	Metro	Heavy Rail
Number of lines	130	-	4	4	-
Operators (names or number if too many)	Keolis Lyon	-	Keolis Lyon	Keolis Lyon	-
Website(s)	tcl.fr				

SUPPLY DEMAND DATA 2011

You can provide it on the format you wish.

FARES

Presentation of the fare and ticketing system

SYTRAL's fares policy is founded on the principles of equity and accessibility. Customer loyalty is a top priority. In January every year, TCL raises its fares in line with inflation.

MADRID Spain

REGION

Madrid is the capital of Spain located in the centre. Madrid has together with 178 surrounding municipalities a regional Parliament and Government, Comunidad de Madrid.

- > Population of Madrid (1-1-2011): 3.27 million inh.
- > Population total (1-1-2011): 6.49 million inh.
- > Area of Madrid(1-1-2011): 605.8 km²
- > Area total Region: 8,030.1 km²
- > Employment (Madrid 2009): 1,750,817 jobs
- > Employment (Region 2009): 2,848,388 jobs
- > GDP/inhabitant (Madrid 2009): € 38,183
- > GDP/inhabitant (Region 2009): € 30,345

BUDGET

CRTM budget amounted to 2,225 M€ in 2011 including selling of integrated ticketing. These funds are used to cover operating costs of public transport operators and CRTM itself. New Infrastructure and Rolling Stock investments are not included.

Main revenues:

Passengers: 978 M€; National Government: 158 M€; Regional Government: 864 M€; Madrid Municipality: 221 M€; Other funds: 4 M€.

Main expenses:

CRTM: 46 M€; Metro: 944 M€; Madrid Urban Buses (EMT): 428 M€; Interurban Railway and Suburban buses: 741 M€; Other costs: 53 M€.

CONSORTIO REGIONAL DE TRANSPORTES DE MADRID (CRTM)

MISSIONS

Madrid Regional Government founded the **Consortio Regional de Transportes de Madrid CRTM** (Regional Transport Consortium) by law on 1985. CRTM is the public transport authority for Madrid Region, depending functionally on the Regional Government.

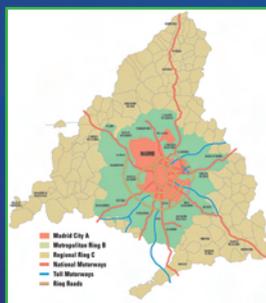
Its functions are:

- > Planning of the public transport infrastructures: metro extensions, interchanges, bus lanes, etc. Responsible for surveys and models of mobility.
- > Planning and authorising provision of public transport services: definition of routes in the network, stops, timetables and control of the level of service.
- > Definition of the ticketing policy and fare framework for the public transport system. Management of the monthly and annual travel card (Abono Transportes) and multimodal tickets.
- > Public transport information, marketing and image improvement.

ORGANIZATION

CRTM's Board of Management is made up of 20 members including representatives from Madrid Regional Government (7), associated towns and municipalities (6 in total, 3 from Madrid City Council), the Spanish Government (2), private transport operators (2), Worker Unions (2) and user and consumer associations (1).

The CRTM President is a representative of the Comunidad de Madrid Government, and the Vice-President is a member of the municipality of Madrid. Staff 120 employees in 2 main directions: Strategic Planning and Operation, and General Secretary.



CONTACT

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PUBLIC TRANSPORT SYSTEM

Description of the network:

The public transport system for the Madrid region is a complex inter-modal system, consisting of city and suburban buses, metro, light rail and suburban rail services.

Two large subsystems can be detected:

- > The urban area of the city of Madrid: 216 EMT city bus routes, 13 underground lines, one light rail line, and 32 suburban rail way stations ;
- > Metropolitan area of the region: 129 city bus routes, 349 suburban bus lines, 4 underground lines, 3 light rail lines, and 10 railway lines.

Both subsystems are connected by a series of large interchanges that surround the central area of the city of Madrid, channelling the radial mobility between the capital and its metropolitan ring.



Suburban railway (Cercanías) 2011



Metro March 2011

Presentation of operating companies:

The public transport system has various operating companies, both public and privately-owned:

Two large subsystems can be detected:

- > Metro de Madrid, S.A., which operates the underground system, is a public company owned by the Region of Madrid (100%).
- > EMT, which operates bus services in the city of Madrid, is wholly owned by Madrid City Council.
- > Private companies, 31 in total, operate the suburban bus services. Most of them are grouped on two associations called Fenebus and Asintra.
- > Cercanías-Renfe, a public company dependent on the Spanish Ministry of Public Works, operates suburban rail services
- > Light rail concessionaires: Metro Ligero Oeste S.A., Metros Ligeros de Madrid S.A. and Tranvía de Parla S.A.

In addition there are a number of equally significant companies: the rail company TFM, concessionaire of Line 9 underground extension; the Fuenlabrada municipal bus transport company; and the Parla municipal bus transport company.

	Urban buses	Suburban buses	Tramway	Metro	Heavy Rail
Number of lines	216 urban other municipalities	349 + 129	4	12 + 1	9
Operators (names or numbers if too many)	1 EMT	31	3 Metro Ligero Oeste Metros Ligeros de Madrid Tranvía de Parla	2 Metro TFM	1 RENFE
Website(s)	www.emtmadrid.es	www.fenebus.es www.asintra.net	www.metroligero.com www.melimadrid.es www.viaparla.com	www.metromadrid.es	www.renfe.es

SUPPLY/DEMAND DATA 2011

The demand for public transport in 2011 was in the order of 1,495.7 million journeys. The average of 230 journeys per inhabitant places Madrid Region among the most frequent public transport users, both in Spain and Europe.

	Metro	Urban bus in Madrid city	Suburban bus in Rings B and C	Interurban bus	Light rail	Suburban rail
SUPPLY						
Number of lines	12 + 1	216	129	349	4	10
Network length (km)	287	3,9945.4	1,992	20,369.7	35,5	793,5
Number of stops/stations	291	11,013	4,468	17,603	57	169
Number of vehicles/carriages	2,303	2,104	301	1,777	44	1,058
Vehicles km (millions/year)	201,1	96	21,4	171,6	13,6	141,5
DEMAND						
Number of trips (million)	637,6	429,3	44,3	185,1	17,4	182,0

FARES

There are 8 fare zones in Madrid Region, two of them are out bounds Madrid, including part of the bordering provinces of Guadalajara, Cuenca and Toledo.

Types of tickets:

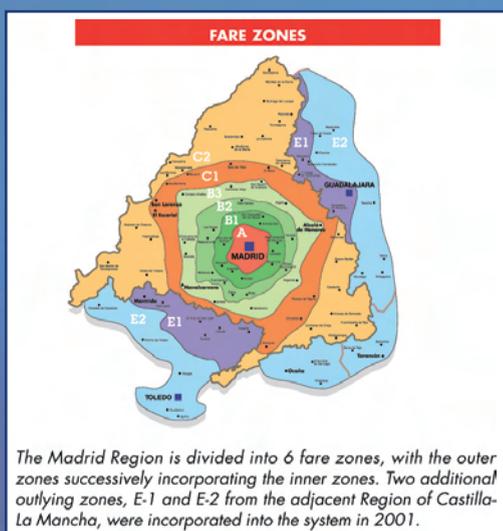
- > Single ticket, valid in Metro, urban bus network or ML1 line of light rail for one trip ;
- > Metrobus, valid for 10 trips in metro, urban bus and ML1 line of light rail ;
- > Single ticket, Bonotren (10 trips) and monthly pass for Cercanias, valid in suburban railway network ;
- > Single ticket or 10 trips ticket for light rail, valid in lines ML2-ML3 of light rail ;
- > Tourist, ticket, for 1, 2, 3 ,5 or 7 days, valid in Madrid city or Madrid Community for all kind of modes ;
- > Travel passes.

Fares are integrated for every public transport mode using monthly and annual travel passes. The Travel Pass is a multimodal travel ticket for use on all public transport modes (buses, metro, suburban railways...) within a specified zone. It is valid for a restricted period of time (a month or year).

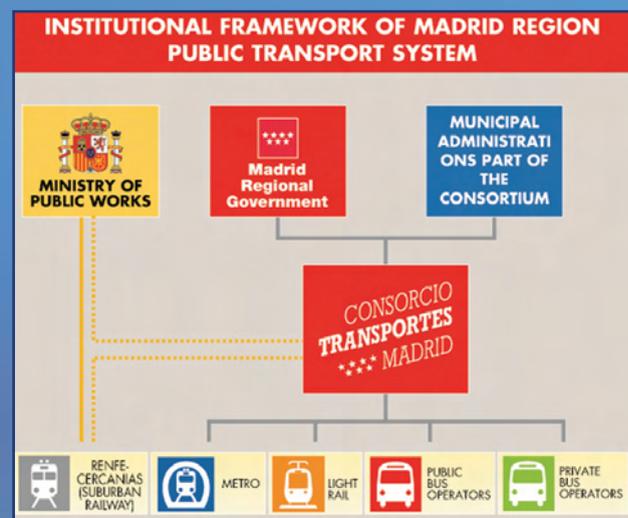
There are three types of monthly travel passes:

- > Standard Pass: for users aged 23-64 ;
- > Youth Pass: for the under-23s (valid until June of the year in which the user turns 23) ;
- > Elderly Pass: for the over-65s.

Annual standard and elderly passes are also available.



Fares zones



Organisation Public Transport System

2011 (€)	Single trip	Multiple trips	Monthly pass	Annual pass	Young monthly	Elderly monthly	Turistic
Normal fare Madrid city (A Zone)	1,00	9,30 (10 trips)	47,60	523,60	30,50	10,90	1 day: 6,00 3 day: 13,00 7 day: 25,00
Fare for B1 Zone Fare for C2 Zone			55,50 86,40	610,50 950,40	34,60 53,90	10,90 10,90	1 day: 12,00 3 day: 25,00 7 day: 50,00
							Children under 11: 50% discount

FUNDING OF PUBLIC TRANSPORT IN 2011

CRTM centralizes most of economic resources for public transport operating costs. Only single ticket revenues are directly managed by Metro and EMT (Madrid Urban Buses) and 10 trips and single tickets revenues by suburban modes.

The operation costs of the services depending of the CRTM and those derived from a public transport investment will be financed by:

- > credits for the maintenance of the services showed on the CRTM budget
- > subsidies coming from the national Government, Madrid Regional Government and the municipalities as financial compensation over the costs of operation of the services of their competence
- > Revenues from the multimodal passes
- > The sanctions imposed by CRTM

The sources to finance an infrastructure can be:

- > Public funding, through the General Madrid Regional Budget (metro extension plans) or National Government (railway investments)
- > Private funding, through several methods:
 - Administrative concessions for construction and operation as the light rail lines in Sanchinarro (ML1), Pozuelo de Alarcón (ML2) and Boadilla del Monte (ML3), the metro extension of line 8 to the new airport Terminal T4, and previously, the TFM concession of metro line 9 to Rivas and Arganda del Rey
 - a private contribution from the land value capture generated by a new urban development affected by the new transport infrastructure. (Parla tramway or the extension of metro line 1 to PAU de Vallecas)
 - Public-private collaboration, private companies that pay part of the infrastructure which gives service to their work-centres or activities areas. That is the case of Telefónica company, station Ronda de la Comunicación.on MetroNorte

Funds for rolling stock renewal come directly from public operators.

FINANCIAL TABLE 2011		%	M€	Coverage of operational costs (%)
CONTRIBUTIONS PUBLIC SECTOR	City of Madrid	17.7%	1,246.80	56.0%
	Central State	12.7%		
	Region of Madrid	69.3%		
	Other contributions	0.3%		
REVENUES	Farebox revenues	100%	978.00	44.0%
COSTS OF OPERATION	Urban bus	19.7%	2,224.80	100%
	Suburban bus	26.0%		
	Metro	47.7%		
	Suburban rail	6.6%		

CURRENT DEVELOPMENTS AND PROJECTS

The **Infrastructures Plan 2007-2011** carried out by the Regional Government focused in the extension of the metro network to residential neighbourhoods:

- > Extension of the metro network to residential neighbourhoods in the north of Madrid called Mirasierra (Line 9), in the east part to Las Rosas (Line 2), and in the southwest to another municipality, Leganés, called La Fortuna (Line 11). The total length of all the extensions is 10.5 km.

Also a major extension and capacity enlargement plan of the suburban railway network is carried out in the period, 2007-2015 by the National and Regional Government, which include the following actions:

New lines in the commuter railway network:

- > a line connecting Chamartin train station in the north with Madrid-Barajas airport already in operation ;
- > a transversal axis East-Southwest ;
- > other extension of lines and quadruplication of existing rail tracks to enlarge capacity.

With regards to ITS, during the years a **contactless ticketing system** has been implemented in Madrid Region public transport. A period of trials was carried out and the first phase in May 2012 has been to apply this kind of to the Youth Travel Pass and the Standard Pass in Madrid City (Zone A). Then, it will be extended progressively to the different zones and types of travel passes, finishing with the implementation of such system to non-personal contactless cards containing 10 trips tickets.

In December 2009, CRTM started a **Modernization Plan** for the interurban bus fleet at the same time that the concessional period has been extended a further 10 years (with a chance of extension for a further five). This plan, which involves 2,000 buses, pursues the quality enhancement, the service and management improvement, the commitment to new technologies, and the fleet renewal, to offer the citizens more efficient mobility solutions.

Since 2007, CRTM coordinates with different Councils of Madrid Region the elaboration of Sustainable Urban Mobility Plans (SUMPs) aiming at the promotion of the modal shift to public transport and soft modes. Up to now, 24 municipalities of Madrid Region have developed a SUMP. More than 80% of the municipalities in Madrid Region with more than 50,000 inhabitants have implemented one of this Plans.

CRTM has a very active participation in different European projects. In 2011 CRTM was involved in the following projects: EBSF (European Bus System of the Future), BHLS (Buses with High Level of Service), SECURED (Secured Urban Transportation), SECURESTATION (Design for Security in Transport Stations) and INVOLVE (Involving the Private Sector in the Mobility Management).

MURCIA Spain

REGION

The Autonomous Community of the Region of Murcia is one of Spain 17th autonomous communities, located south-east of the country. It consists of one single province, therefore the Autonomous Community and the province are operated as one unit. The city of Murcia is the capital of the Region.

The region of Murcia is divided into 45 Municipalities

- > Population of the main city (2008): 440,000 inh.
- > Population of region (2008): 1,424,000 inh.
- > Area of the region: 11,313 km²
- > Employment in the city (2009): 522.440
- > Employment:
- > GDP/inh:

ENTIDAD PUBLICA DEL TRANSPORTE REGION DE MURCIA

MISSIONS

The purpose of ept is to strongly coordinate actions in the field of transport in the region of Murcia and notably:

- > ensure the mobility for citizens with a high degree of quality just like in other similar areas in Europe ;
- > promote the cooperation with operators ;
- > plan and organize the regular public transport services for passengers.

ORGANIZATION

Ept has been created by the Spanish law of 8 May 2006. It is a public authority under private law that offers transport services to city and intercity travelers in the Region of Murcia.

Board of Directors:

President: Excmo. Sr.D. Jose Ballesta Germàn Consejero de Obras Publicas y Ordenacion del Territorio

Llmo: Sr.D. José Maria Bernabé Tomàs Secretario General de la Consejeria de Obras Publicas y Ordenacion del Territorio

Llmo: Sr.D. Luis Alfonso Martinez Atienza Secretario General de la Consejeria de Economia y Hacienda

Llmo: Sr.D. José Guillen Parra: Director Gerente de la Entidad Pública del Transporte de la Region de Murcia

BUDGET

2011 Operating cost: 4,319,500 €

Capital: 1,000,000 €

Total: 5,319,000 €



Map showing the region within the country

CONTACT: n.a.

CURRENT DEVELOPMENTS

A LARGE PART OF THE PROJECT ARE IMPLEMENTED OR WILL BE IN THE NEAR FUTURE:

Promotion of Public transport enhancing quality of service

Simplified rates : Unibono and Transport Single Card with the support of a Communication campaign and conferences.

NEW TECHNOLOGIES RELATED TO PUBLIC TRANSPORT:

- > SAE ;
- > Ticketing ;
- > Traffic light priority ;
- > Contactless cards ;
- > Mobile Payment ;
- > WIFI on Board ;
- > CCTV on Buses.

DEVELOPMENT OF INFORMATION TO THE END USER VIA THE WEBSITE:

www.regiondemurciatransporte.es

ACCESSIBILITY AND ROAD SAFETY IMPROVEMENT

Ruter

OSLO Norway

REGION

- > Population Region:
1.180,000 inh.
- > Population Oslo City:
618,000 inh.
- > Population Akershus Country:
562,000 inh.



RUTER AS

Ruter As is the public transport (PT) authority for the City of Oslo and Akershus County. Ruter is a limited company, and Oslo and Akershus hold 60% and 40 % of the shares respectively. Ruter is the regional body of PT competence. Its main tasks are the planning, management, tendering and marketing of PT services in the Oslo region. The terms of reference for Ruter's activity are defined in agreements with The City of Oslo and Akershus County, and are intended to ensure that Ruter contributes to the fulfillment of its owners' transport policy goals.

Strategic objectives

Ruter aims to capture the greater part of growth in motorized journeys in the Oslo region. Over the last years Ruter has succeeded well. In Oslo car traffic is still on the 2005 level, whilst 45 % uses PT. In 2012 the market share for regional Akershus journeys reached 21 %. The yearly rise in number of passengers is at a high level, due to growth in population in combination with the increased market share. Ruter had 29 % more passengers in 2012 than in 2007. At the same time population increased by 10 %. Oslo is the fastest growing among the bigger European cities.

Our overall goals are set out below:

Satisfied customers

Ruter shall make public transport our customers' natural first choice. This will be achieved by providing simple, attractive and reliable services.

A strong market position

Ruter shall contribute towards the development of a functional and environmentally-friendly metropolitan area. This will be achieved by ensuring that public transport captures the greater part of future growth in motorized journeys.

Attractive careers

Ruter shall be an open and innovative organization which values its employees and attracts the right personnel.

Effective and sustainable use of resources

Ruter shall contribute towards achieving its financial and environmental goals by means of a focused prioritization of its public transport operations and investment resources.

CONTACT

CEO
Bernt Reitan Jensen

Planning Director:
Tore Kåss

Address: **Ruter As**
P.O. Box 1030 Sentrum,
NO-0104 - Oslo Norway
Tel: (+47) 400 06 700
www.ruter.no

BUDGET in NOK million 2012

Operating revenues	2859
Sales of services Oslo	1091
Sales of services Akershus	685
Oslo Package 3, Toll Ring	540
Sales of services others	5
Other incomes:	146
Total incomes:	5326
Net finance	18
Operating costs:	5343

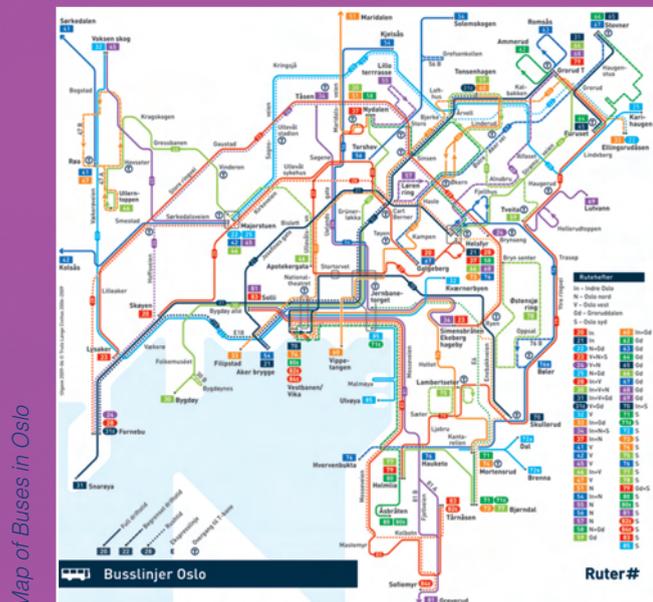
SUPPLY/DEMAND DATA

	Metro	Tram	Bus	Boat	Train (NSB)	Train (Airport express)	Total
SUPPLY							
Journeys (million)	82	48	133	5	27	6	301
Travel (million pass. km)	492	153	1074	25	-	-	1744
Offer (million seats/standing. km)	4022	593	2721	114	-	-	7450
Offer (million seats. km)	1391	276	2169	83	-	-	3919
DEMAND							
Number of lines	6	6	456	8	8	2	486
Lines length	86	41	-	-	-	-	-
Stations	95	94	3000	29	78	8	3300
	100 stations includ 5 closed for renewal						

FARES

Ruter tickets and passes are valid on all routes by train, metro, tram, bus and ferry, except the Airport Express Train. There are 8 zones, but you pay for a maximum of 3 with passes and 5 with single tickets. Zone 1 covers Oslo City and parts of Akershus County in the west, including the entire metro network.

Fares 2013 NOK		Zone 1	All zones
Single ticket	Adults Children and concessionary	30	110
Single ticket purchased on board (zone 1)	Adults Children and concessionary	50	130
24-hour ticket	Adults Children and concessionary	80 40	180 90
7-day ticket	Adults Children, youth and concessionary	220 110	580 290
30-day ticket	Adults Children, youth and concessionary	630 320	1570 460
365-day ticket	Adults	6300	15700



Map of Buses in Oslo



Map of rail network



PARIS ILE-DE-FRANCE France

REGION

Administrative structure of the Ile-de-France Region:

- > 1 elected regional council
- > 8 elected "Départements" (Counties) including the City of Paris
- > 115 intermunicipalities
- > 1,281 elected municipalities

Ile-de-France, the capital region of France, is one of the 22 French regions

Population: 11.7 million inhabitants (of which 2.2 million inhabitants within the City of Paris)

Surface of the City of Paris City: 105 km² / Surface of Ile-de-France: 12.000 km²

Number of jobs: 6 million / 29% of French GDP

SYNDICAT DES TRANSPORTS D'ILE-DE-FRANCE (STIF)

MISSION

The Syndicat des Transports d'Ile-de-France (STIF) was created in 1959 so as to coordinate the provision of public transport services and to determine the fare policy in the French capital city. The STIF is the integrated public transport authority competent for all modes of transport within the Ile-de-France Region as a whole. Its main missions include:

- > Defining and organising all **public transport services** (road, light rail, heavy rail, metro, tramway, bus and river services), fare policy, levels of offer for each network, objectives of service quality as well as coordinating the activities of more than 70 transport operating companies;
- > **Contractual relations** with networks operators and control of their activity ;
- > **Mobility planning** through the Regional Urban Mobility Plan (PDUIF in French) ;
- > **Studies and monitoring of the investments** to upgrade and extend the network ;
- > Recommendations on **intermodality** issues ;
- > The whole ensuring a **sustainable financial balance**.

ORGANIZATION

From 2000 to 2005, the Board of the STIF was composed of 34 members, 17 of which representing the French State, and 17 local authorities of the Ile de France: 5 for the Regional Council, 5 for the City of Paris, and 1 for each remaining 7 "Départements" (counties): Essonne, Hauts-de-Seine, Seine-et-Marne, Seine-Saint-Denis, Val-de-Marne, Val d'Oise and Yvelines. The Board was presided over by the Prefet (representative of the government in the region).

The involvement of the national government in the Transport Authority, which is a unique situation in France, ended in July 2005 with its total withdrawal. Since 2005, the Board of the STIF has been composed of regional and local authorities. The 29 seats are distributed as follows: 15 to the Regional Council, 5 to the city of Paris, 1 to each of the 7 other 'Départements' (Counties), 1 to the Regional Chamber of Commerce and Industry and 1 to the representative of inter-communality bodies. The President of the STIF is the president of the elected Regional Council.

STIF employs more than 330 staff members in 4 main departments: transport operations, investment and infrastructure projects, development and surveys (studies on mobility, fare policy, economics of transport) and secretariat general.

BUDGET

STIF budget amounted to € 5.039m in 2011. However, fare revenues (that are decided by the STIF but are collected by the operators) have to be added (€ 3,297m) to that budget.

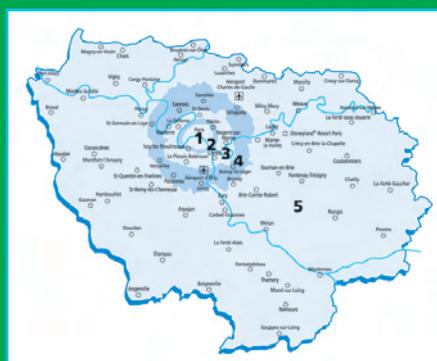
CONTACT

Syndicat des Transports d'Ile-de-France (STIF)

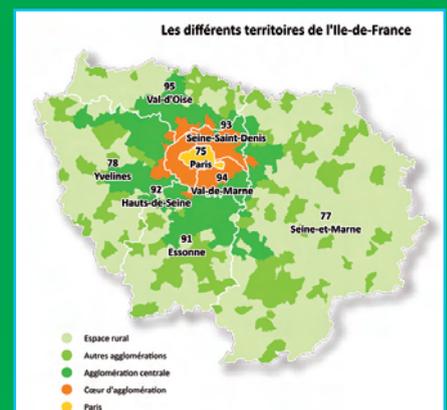
Chief Executive Officer : **Sophie Mougard**

41 rue de Châteaudun
75009 Paris – France

Tel.: +33 (0)1 47 53 28 00
Fax: +33 (0)1 47 05 11 05



Fare zones (5)



Map of the region

PUBLIC TRANSPORT NETWORKS

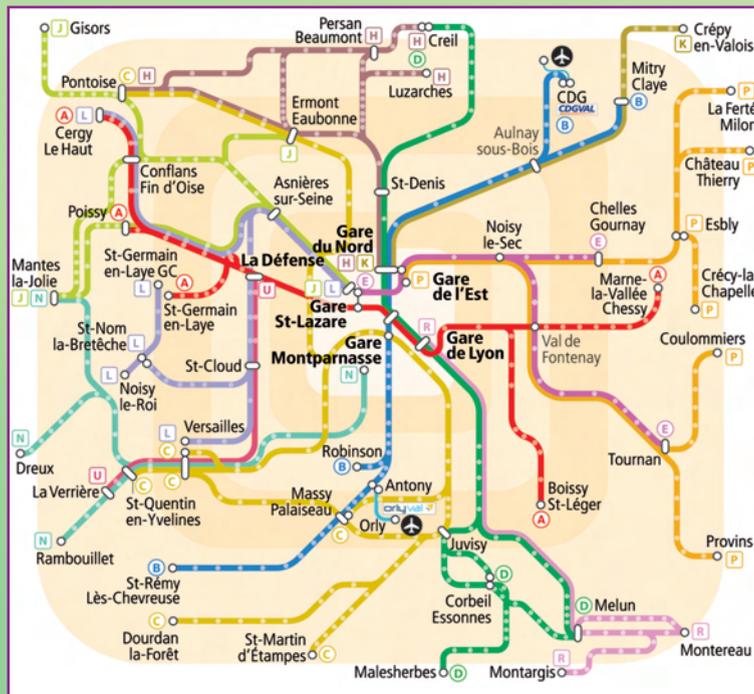
Public Transport System: Public transport systems in Paris and Ile-de-France carry more than 41 million passengers everyday. The daily modal share of mobility in Ile-de-France in 2010 was as follows: walking (38.7%), car (37.8%), public transport (20.1%), cycling (1.6%), motorbike (1.4%), others (0.4%).

Public transport systems are operated by different companies:

RATP: State owned company operating metro, tramway, bus services in the central area as well as 2 heavy rail lines (RER or Rapid-transit rail system) shared with SNCF. In 2011, RATP employed 44,800 staff members in Ile-de-France and had a turnover of €4,983m. RATP carries 75% of passengers (50% of passengers.km) in Ile-de-France.

SNCF: State owned national railway company operating suburban rail services. In 2011, SNCF employed 245,000 staff members worldwide (of which 20,000 in Ile-de-France) and had a turnover of €32.6bn. SNCF carries 17% of passengers (40% of passengers.km) in Ile-de-France.

Optile: association bringing together more than 70 private bus companies which employs 9,100 staff members and represent 8% of journeys on more than 1,100 bus routes in 2011.



Map of rapid transit (RER) and suburban train networks

SUPPLY/DEMAND DATA

	Heavy Rail	Metro	Tramway	Bus
SUPPLY				
Network length	1,525	217	42	24,660
Number of lines	13	16	4	1,449
Number of stops/stations	448	300	70	32,024
Number of vehicles	1,120 trains	689 trains	97 trains	8,466
Number of Operators	2	1	2	More than 70
DEMAND				
Number of journeys (million)	1,167	1,524	114	1,332

FUNDING OF PUBLIC TRANSPORT 2011

Financing / Pricing data

Expenses

Operational expenses: €8,336 million (including depreciation costs)

Investment expenses: €325.4 million (STIF on line)

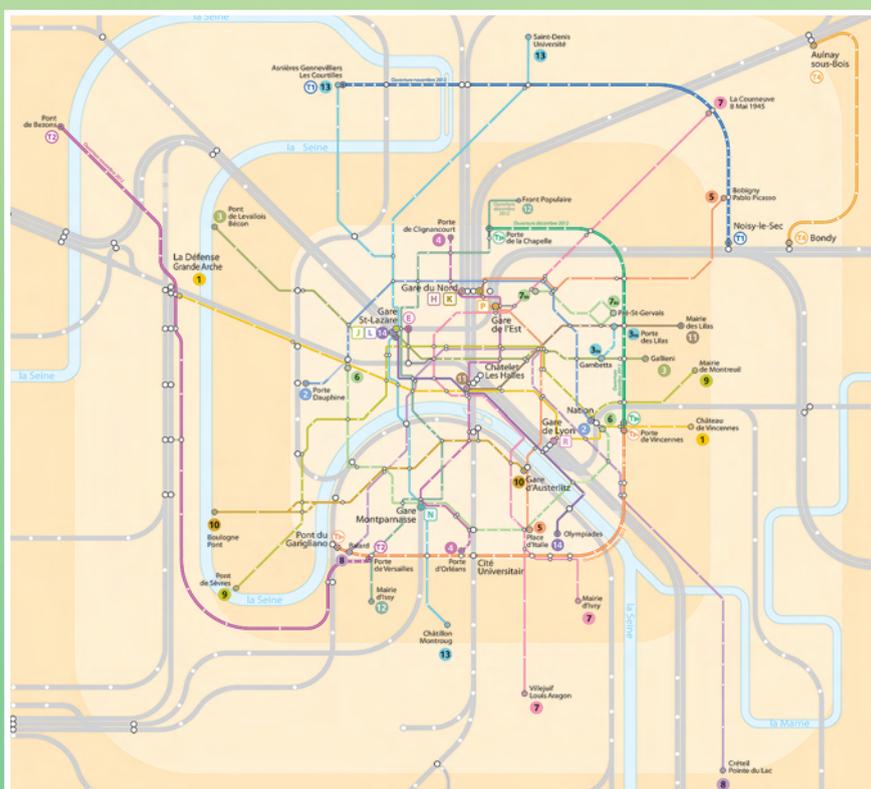
Revenues

Operational revenues:

- > Fare revenues: €3,297m (39.6%) of which €773m employers reimbursement of monthly passes
- > Transport Tax: €3,120m (37.4%)
- > Public stakeholders: €1,687m (20.2%)
- > Others (including motoring fines): €232m (2.8%)

Investment revenues:

- > fines, subsidies and self-financing



Maps of metro / tramway Network

FARES 2012

Ile-de-France is divided into 5 concentric fare zones (since 1st July 2011) with full integration between modes and operators. STIF is responsible for the fare policy.

> Single ticket: €1.70

> 10 ticket booklet: €12.70

Passes

- > Day pass: from €6.40 (zones 1-2) up to €15.20 (zones 1-5)
- > Weekly pass: from €9.15 (zones 1-2) up to €33.90 (zones 1-5)
- > Monthly pass: from €62.90 (zones 1-2) up to €111.50 (zones 1-5)
- > Annual pass: from €656.70 (zones 1-2) up to €1,152.80 (zones 1-5)
- > Annual pass for students: from €306.00 (zones 1-2) up to €672.00 (zones 1-5)

To be noticed: all employees get 50% reimbursement of the price of their monthly passes from their employer (legal obligation).

CURRENT DEVELOPMENTS AND PROJECTS

The STIF was decentralised on 1st July 2005. The board of the STIF is now composed of elected local bodies enabling the Transport Organising Authority to a closer relationship with the citizens.

STIF policy on public transport is truly passenger oriented, aiming at reinforcing the services and raising the quality of service with a view to a sustainable and inclusive transport system meeting the needs of the citizens over the region.

STIF's main development objectives are as follows:

- > implementing new contract with operators (RATP, SNCF Ile-de-France, private companies) that are more ambitious in terms of services to the passengers, more challenging and thus making it possible to best control cost;
- > implementing the new Regional Urban Mobility Plan (PDUIF) voted by the Board of the STIF in 2011. The main objectives by 2020 aim at increasing the public transport share by 20%, the walking and cycling share by 10% whereas decreasing the car and motorbike share by 2%. This will result in a reduction of green house gas emissions by 20%;
- > modernising the Ile-de-France public transport network, consisting in:
 - an important rolling stock upgrading plan. The STIF has already invested €2bn since 2006 and will keep bringing its financial contribution

- modernising the existing network, especially through RER lines master plans (infrastructure and rolling stock processing and implementation of a new and more suited offer)
- > developing the Ile-de-France public transport network. A great €32bn investment plan to be implemented by 2025 has been concluded between the French State and the Ile-de-France Regional Council. This entails:
 - the Mobilisation Plan consisting in accelerating the achievement of new lines of metro, tramway, light rail, BRT (T Zen mode) as well as 'Exclusive right of way' buses (TCSP in French)
 - the construction of a new automated metro line called 'Grand Paris Express' within the inner ring around Paris
 - the STIF is responsible for studying and managing the achievement of the Mobilisation Plan projects. As for 'Grand Paris Express', the STIF is the contracting authority ('maître d'ouvrage' in French) responsible for the Orange Line
- > making sure that the intermodality of the existing networks as well as the new ones is enhanced. Connections between transport modes must be made easier in order to make Ile-de-France network more attractive.



The new TZen Bus



PRAGUE Czech Republic

REGION

Prague region, in addition to Prague city, includes a part of the Central Bohemian Region surrounding the city, particularly the entire area of districts Prague-East and Prague-West and parts of adjacent districts. The boundary is defined by an area reaching 40-50 km from the centre.

- > Population of Prague: 1.2 million inh.
- > Population total: 1.7 million inh.
- > Area of Prague: 496 km²
- > Area total: 3.860 km²
- > N° of jobs (Prague): 0.75 million
- > Annual GDP/inhabitant: € 26,500
- > 2 local Governments, 348 elected municipalities



REGIONÁLNÍ ORGANIZÁTOR PRAŽSKÉ INTEGROVANÉ DOPRAVY (ROPID)

MISSIONS

Regional Organiser of Prague Integrated Transport (ROPID) is responsible for the operation of Prague Integrated Transport (PID). It was entrusted the creation and development of the system of Prague Integrated Transport. Its task is organisational and checking.

Basic tasks

- > Elaboration of principles of the organisation of public transport
- > Proposal of economic arrangement of PID operation
- > Proposal of tariff and fare within the system of PID
- > Elaboration of regional project of the organisation of public transport.
- > Arrangement of a unified PID information system.

ORGANIZATION

ROPID started its activity in 1993 Status: Municipal contributory organisation

Organised structure:

- > Department of Transport Planning
- > Department of Marketing
- > Department of Economics
- > Department of Technical Development
- > Department of Internal services

Director: Pavel Prochazka
Staff: 52

BUDGET
ROPID's Budget : 2.620,000 EUR

CONTACT

Responsible Person: **Jiri Prokel, Filip Drapal**
Address: Rytířská 10 - 110 00 Praha 1 - Czech Republic
Tel: 420 234 704 501 - Fax: 420 2 24 22 94 23
E-mail: ropid@ropid.cz - Web: www.ropid.cz

PUBLIC TRANSPORT SYSTEM

The integrated system based in:

- > Unified regional transport system based on the preference of the spine rail transport (railways, Metro, trams).
- > Possibility of combined way of transport by a personal car and by public transport means realised through the Parking & Ride parking facilities.
- > Unified change tariff system enabling to make a ride by using a single ticket with the necessary changes,
- > Creation of conditions for market and competitive environment on the transport market.

Tram, metro and the most part of the bus services are provided by **Dopravní podnik hl.m Prahy (Prague Public Transit Co.)**, a municipally owned corporation. Suburban services run under State Railway (**Česke Drahy**) and usually private bus and ferry operators.

	Dopravní podnik hlavního města Prahy			Ceske drahy a.s.
	Metro-Bus-Tram	Ferry	Suburban bus	Suburban rail
Management Body	100% municipally owned company	2 operators	13 operators	100% state owned
Address	Sokolovska 217/42 Prague 9	-	-	Nabrezi L. Svobody 2 Prague 1
Managing Director	Vladimir Lich	-	-	Petr Zaluda
Web site	www.dpp.cz	www.ropid.cz	www.ropid.cz	www.cd.cz

SUPPLY/DEMAND DATA 2010

	Metro	Urban bus	Suburban bus	Rail	Tram
SUPPLY					
Network length (km)	59.1	769	1,578	639.7	141,6
Number of lines	3	169	150	28	33
Number of stops/stations	57	1,250	1,060	226	620
Number of vehicles	635	1172	542	102	931
Places-km (millions/year)	9,902	5,321	1,898	1,044	5,798
Number of operators	1	6	11	1	1
DEMAND					
Number of trips (million)	1,224				



Metro lines in PID



Daily rail transport operation

FARES 2011

There are four tariff zones in the territory of the City of Prague, "P" (double-zone), "O" and „B“. The surroundings of the City of Prague is divided in five zones (1,2,3,4,5), based on the distance.

Zone validity (number of tariff zones)	2	3	4	5	6	7	8	9
Time validity (minutes)	15	30	90	120	150	180	210	240
Price (EUR)	0.72	0.96	1.28	1.6	1.84	2.16	2.48	2.72

Long-Term Tickets (Prague Area) - price in EUR

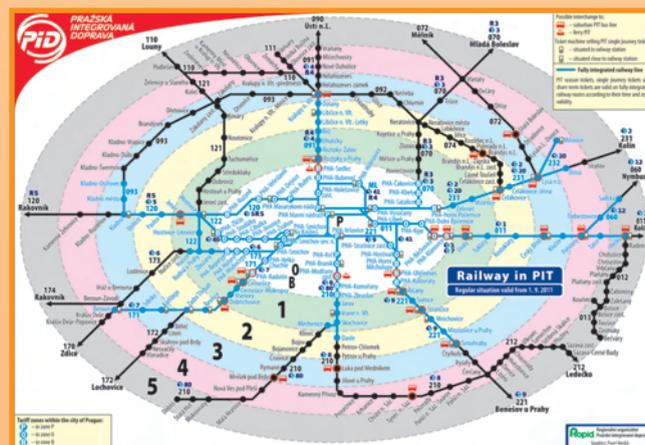
For 1 day	For 3 day	Monthly	Quarterly (90)	Annual
4,4	12,4	22	59,2	190

FUNDING OF PUBLIC TRANSPORT IN 2010

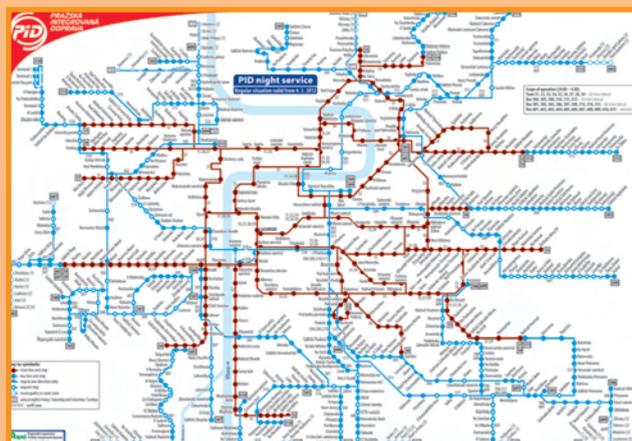
Total expenditure from the City Budget for the transport: 0.520 bn EUR

Coverage of the public transport operational costs

- > Subsidies from the budget of the City of Prague → 0,364 bn EUR
- > Fare revenues → 0,155 bn EUR



Railway in PID



PID night service

CURRENT DEVELOPMENTS AND PROJECTS

METRO LINE «A» EXTENSION

- > 4 new stations in the West Prague area (Borislavka, Veleslavin, Petriny, and Motol)
- > Expected to open in 2014.
- > Better services for the Western part of Prague, and better connections to Prague Airport.

TRAM NETWORK

- > Project to lay new tram tracks to replace existing main bus routes, connecting highly populated areas in the suburbs of Prague.
- > New tram tracks in Jizni Mesto, Bohnice, Slivenec, and Pankrac areas.
- > Step by step opening expected from, 2014-2017.

RAILWAY CONNECTION TO PRAGUE AIRPORT

- > Reconstruction, electrification, and larger capacity of local rail tracks between Prague and Kladno (largest city close to Prague) with new branch to Prague Airport. (At the moment there is only bus links to the Airport).
- > 1st Phase: Airport – Metro “A” station Veleslavin (2014)
- > 2nd Phase: Metro “A” station Veleslavin – Prague centre (2020).

UNIFIED TRANSPORT SYSTEM FOR PRAGUE AND THE MIDDLE BOHEMIAN REGION

- > General project for the connection of Prague to Middle Bohemia using a unified public transport system, with one fare, one co-ordinator and one timetable.
- > Prague and Middle Bohemia have a combined population of 2.5 million, with Prague as the natural centre.
- > Dependent on political agreement between the two local governing authorities, including technical and economic harmonisation.



ROTTERDAM - THE HAGUE

The Netherlands

REGION

Key figures of the Metropolitan Region Rotterdam The Hague

- > Surface area (km²): 990
- > Urban (km²): 440
- > Agriculture, woodland, recreation (km²): 550
- > Including inland water (km²): 140
- > Inhabitants: 2,200,000
- > Nationalities: 175
- > Inhabitants per km²: 2,250
- > Students: 55,000
- > Dwellings: 1,000,000
- > Businesses and institutions: 128,000
- > Shops: 15,000
- > Restaurants and cafes: 3,500
- > Persons employed: 1,000,000
- > Gross regional product (GRP) per capita (euros)**: 36,500
- > Office space (m²): 12,000,000
- > Business sites (ha): 3,800
- > Retail space (m²): 3,300,000

* Rounded off to 10, 100 or 1000

** Gross Domestic Product per capita is € 34.500

METROPOOLREGIO ROTTERDAM DEN HAAG

PRESENTATION

The Metropolitan region is a convergence of the two strong agglomerations around the cities of Rotterdam and The Hague. They both have an own unique profile and a distinctive identity. They complement each other well and their strengths act in synergy. Every day around half a million commuters travel from home to work or to training or study. The region really does function as a single, daily urban system. In other words the region and its 24 local authorities have been **working closely together** in numerous domains for a long time already: the Metropolitan region is alive.

24 municipalities in the Metropolitan region Rotterdam The Hague:

Albrandswaard, Barendrecht, Bernisse, Brielle, Capelle aan den IJssel, Delft, Den Haag, Hellevoetsluis, Krimpen aan den IJssel, Lansingerland, Leidschendam-Voorburg, Maassluis, Midden-Delfland, Pijnacker-Nootdorp, Ridderkerk, Rijswijk, Rotterdam, Schiedam, Spijkenisse, Vlaardingen, Wassenaar, Westland, Westvoorne, Zoetermeer (9 cities in former The Hague Region en 15 in former Rotterdam Region).



Map of the region

CONTACT

Stadsregio Rotterdam: **Mr. E. Bavelaar**
 Stadsgewest Haaglanden: **Mr. J. Termorshuizen**

Address: Meent 106 - 3001 AB Rotterdam

Tel: 010 - 267 3072

E-mail: e.bavelaar@sr.rotterdam.nl - Web: www.mrdh.nl

Foreigners in the region

expats	80,000
foreign university students	12,000
international institutions	130

Mission International Metropolitan region

Description of the network:

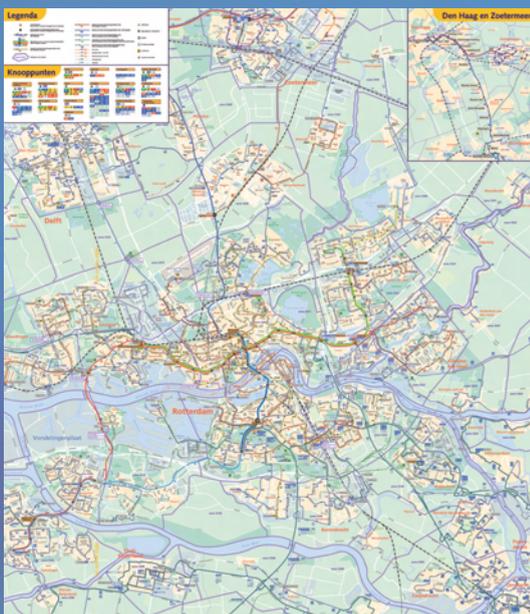
“We work together on a sustainable international Metropolitan region in which residents and businesses can develop optimally and international and local visitors feel welcome. We are doing this through a better positioning of our international competitive business climate as a place to locate to and we are implementing specific projects that combine the existing strengths of both urban areas. Thereby we contribute to a position of Randstad Holland as a top region in Europe.”

The region is ambitious to strengthen its international competitive position. We are determined to achieve this by:

- > Going for growth and innovation in our strong economic sectors;
- > Improving the climate in which people work, live and spend their leisure time;
- > Stepping up cooperation between all the parties involved, in the public and private sectors.



General map of network The Hague



General map of network Rotterdam



Public transports in Rotterdam harbour area

CURRENT DEVELOPMENTS AND PROJECTS

**Strategy 1:
Strengthening the Daily Urban System**

Objective:

To ensure that the main locations are accessible within 45 minutes.

The basic condition for an internationally competitive top region is that access is easy both within the region and between the region and the rest of the world. This is what we are working on. The High Speed Train, Rotterdam The Hague Airport and Schiphol Airport, as well as various motorways and railway lines, connect the Metropolitan region with other areas.

In the region we want to make sure that the main amenities can be accessed faster. Regionally we are working on the extension of the metro and light rail networks and other forms of high quality public transport, while improving the infrastructure for cars and bicycles and ensuring its better use.

Better connections between home and work enhance the existing daily urban system. That in turn makes for a dynamic labor market which is beneficial to residents and entrepreneurs alike. Tourism, sports and cultural amenities all stand to gain from being easily accessible.

Spearheads:

- > Strengthening public transport ;
- > Strengthening the road network ;
- > Mobility management and dynamic traffic management.

**Strategy 2:
Strengthening the potential of the economy, knowledge and innovation**

Objective:

A robust economic structure with strong international competitive businesses at the top and a broad entrepreneurial base.

Holland has traditionally always had close contacts with the rest of the world through its overseas trading activities. That international profile is apparent even today in the Metropolitan region. No wonder that local residents are famous for the languages they speak. The region’s powerful international sectors include Mainport Rotterdam, the Greenport horticultural sector and the concentration of international peace, justice and security institutions in The Hague.

The region also has numerous innovative clusters. Businesses, universities, national and local authorities are together promoting innovative developments. Notable examples are Medical Delta specialising in medical and life sciences technology, Clean Tech Delta for sustainability technology, Security Delta focusing on security technology and of course water and delta technology which has traditionally been one of the Netherlands great strengths.

These sectors attract plenty of investment. Not surprisingly, for the region offers a solid foundation of corporate know-how and academic excellence. What’s more, an excellent match between the labor market and the education sector makes for a robust economic structure.

Spearheads:

- > A single, common profile to promote the region ;
- > Strengthening the knowledge infrastructure ;
- > Attractive office market and sufficient space on business sites ;
- > Sustainable and innovative Greenport horticultural cluster ;
- > Knowledge sharing in the field of education and the labor market.

CURRENT DEVELOPMENTS AND PROJECTS

**Strategy 3:
Strengthening the standard of amenities**

Objective:

A pleasant and sustainable residential, work and leisure climate for locals and expats and an attractive (re)location for businesses..

The Metropolitan region offers residents and businesses an extensive choice of amenities. The scale of the region ensures a concentration of the very best amenities for leisure, recreation, sport and culture while basic amenities can be found throughout the area.

Residents are increasingly making more use of the amenities throughout the entire region. Investing in greenery and a great variety of residential accommodations contributes to creating a pleasant climate for residents to live in and an attractive location for businesses. The region is working on these spatial challenges by means of cohesive plans and programmes, working together in close cooperation and where necessary through binding agreements. This strategy works.

Spearheads:

- > Drawing up a goal-oriented and effective policy for spatial and economic planning;
- > Supporting priority area developments;
- > Programming housing locations and locations for business accommodations;
- > Ensuring a diverse choice of sustainable residential environments;
- > Bundling green ambitions in four ‘metropolitan’ landscapes: keeping greenery and the city always close together;
- > Integrating current investment funds.



SEVILLE Spain

REGION

The city of Seville is situated in the southwest of the Iberian Peninsula on the Guadalquivir River plain which crosses the city from North to South.

The city is the provincial capital seat of the government and parliament of the Comunidad Autónoma de Andalucía (Regional Government). Seville is the fifth most populated Spanish city. The metropolitan area is composed of 45 municipalities

- > Population of the city: 703.021 inh.
- > Population of region: 1.468.009 inh.
- > Area of the city: 141,31 km²
- > Area of the region: 4.220.79 km²
- > Employment in the city (2010): 58,80% ((whole province)
- > Employment in the region (2010): 25,80% ((whole province)

BUDGET

Budget 2011: €26.246.981

CONTACT

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Customer Care and Quality
Manager.

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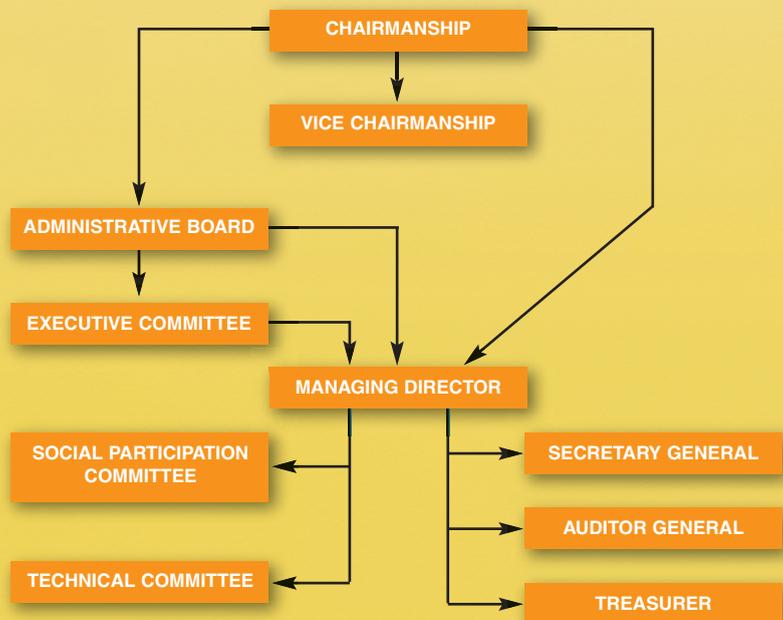
E-mail:
framos@consorcitransportesevilla.com

TRANSPORT CONSORTIUM FOR THE SEVILLE AREA

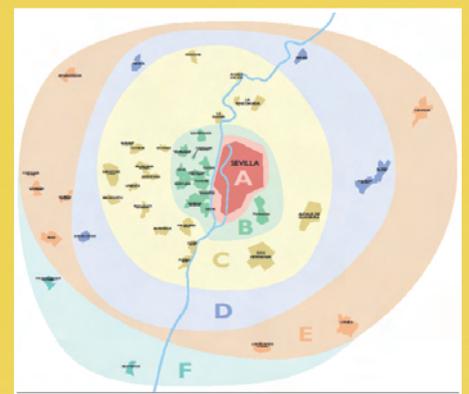
MISSIONS

The Transport Consortium for the Seville Area is a public corporation in the nature of an association, with legal personality independent to its members, its own equity, autonomous administration and all the public and private legal capacity necessary to carry out its objectives. The Transport Consortium aims to facilitate economic, technical and administrative co-operation between the members of the Consortium so as to co-ordinate the exercise of the powers which correspond to the same relating to the creation and management of infrastructures and transport services in the municipalities within their territorial scope.

ORGANIZATION



Map showing the region within the country



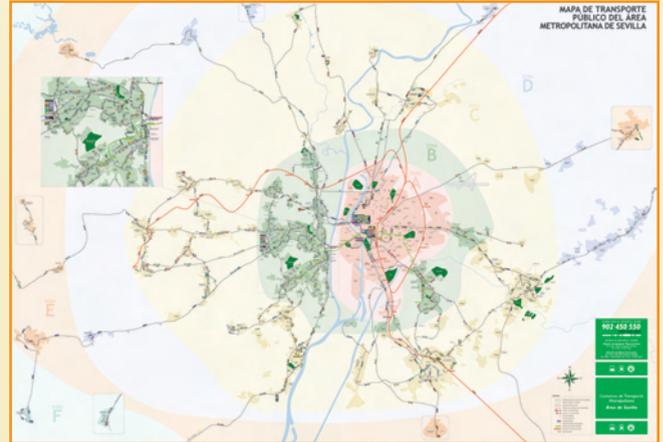
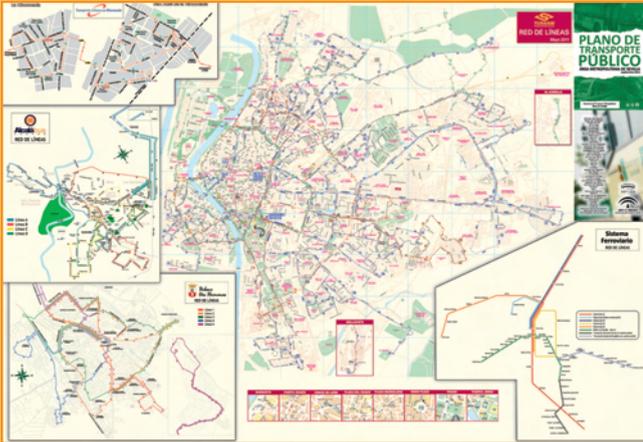
Map of the Consorcio Area

PUBLIC TRANSPORT SYSTEM

The Public Transport Service of the Seville Metropolitan Area is integrated. It includes the metropolitan bus transport network, the Suburban Train Services (RENFE), the Seville Metro Line 1 and the services of the Seville Urban Transport (buses and tram) and the municipalities of Dos Hermanas, Alcalá de Guadaíra y La Rinconada.

Tussam and dos Hermanas, Alcal de Guadaira y la Rinconada urban buses:

Transport consortium for the Seville area:



Metro: Underground trains



PRESENTATION OF OPERATING COMPANIES:

TUSSAM

Tussam is a Municipal Limited Company that manages the service of the collective urban transport in the city of Seville.

TRANSPORT CONSORTIUM FOR THE SEVILLE AREA

It is composed of la Junta de Andalucía (Regional government), the Provincial Council, the city of Seville and 44 municipalities of the metropolitan ring. The Consortium is a supra-municipal public corporation that coordinates the bus service which links the municipalities of the metropolitan ring with the city.

RENFE CERCANIAS (SUBURBAN TRAINS)

National Public service company, dedicated to passenger transport by rail. Under the authority of the Ministry of Public Works. Its task is to provide passengers in the metropolitan area with rail transport.

SEVILLE METRO

The company was created for the commercial operation of the Seville Metro Line. It is partially owned by the regional government (Junta de Andalucía).

Its objective is to speed up commuting time in the city of Seville and its influence area, making both communications and user's journeys easier.

	Urban buses	Commuter buses	Tramways	Metro	Heavy Rail
Number of lines	51	64	1	1	4
Operators	TUSSAM TRANSPORTES RUIZ LOS AMARILLOS	DAMAS TRANVIAS DE SEVILLA EMPRESA CASAL LOS AMARILLOS ABASCAL CARO CARJEMA CARO TRANSTRES	TUSSAM	METRO DE SEVILLA	RENFE
Website(s)	www.tussam.es www.ciudadalcala.org www.losamarillos.es www.urbanolarinconada.com	www.ctas.es	www.tussam.es	www.metro-sevilla.es	www.renfe.es

SUPPLY/DEMAND DATA 2010

	SUPPLY						DEMAND
	Number of Lines	Line length km	Stations stops	Fleet (vehicles number)	Fleet average age	% Fleet (accessibility)	Passengers
2010							
Metropolitan	64	2396,90	1076	159	5,8	66,66	10.900.000
TUSSAM	41	514	946	397	6	100	62.300.000
RENFE Suburban	4	180	31	-	-	-	-
Metro	1	18	21	-	-	-	13.740.000

FARES

The object of the Integrated Fare System of the Metropolitan Transport Consortium, is to promote the use of the public transport and increase the level of integration of the metropolitan space of Seville, making the cost of the trips cheaper for those who use the public transport daily or on a regular basis, the trip cost depend on its origin and destination rather than on the number of stages of the particular route which the user is forced to make, this lowers also the cost of transfers for the users.

For that purpose a zone system has been implemented by the creation of five fare rings. They cover the metropolitan area. the area served by TUSAM and the urban buses from the municipalities of Dos Hermanas, Alcalá de Guadaira and La Rinconada, as well as the Seville Metro Line 1. The transport tickets are common in the operating companies network, thus making it possible to allow transfers as well as to have the compatible equipment for the validation of tickets.

This is aimed at:

- > A public transport more appealing to users
- > A fare system more easy to understand by users
- > A metropolitan public transport system perceived as an integrated and harmonized network

Ticket type	Number	Sale	Use	Validity	Transfer
Single	6 tipos de billetes (0, 1, 2, 3, 4, 5 ó 6 zonas)	On board	On route issued	1section	NO
Multi-user Rechargeable Travel Card	Contractless card	Sale network	On the whole integrated public transport network	Initial section + transfers (no expiration date)	YES Time limitation from 1% cancellation: 120 minutes with a 20% discount on each transfer

PUBLIC TRANSPORT FUNDING

The Public Transport System is funded by the income from the ticket sales and the contributions from the relevant administrations included in the yearly budget.

OTHER PROJECTS AND SERVICES

BUS+ BICI SERVICE (2006 – nowadays)

Service associated to the Consortium transport card, allows metropolitan bus users to make use of 180 public bicycles to travel around Seville for free.

USER SUPPORT TELEPHONE NUMBER (2006 – nowadays)

Call Center with 10 bilingual operators that inform about the Andalucía Metropolitan Public Transport Service every single day of the year

BUS-RESERVED PLATFORMS (2007 – nowadays)

Contracts of consulting services have been awarded in order to draw up the construction projects of the platforms reserved for metropolitan buses, covered by the Seville Metropolitan Transport Plan, from Gelves and Camas to Seville and both projects has been already drafted.

MOBILITY SURVEY (2007)

35.000 questionnaires have been carried out to establish the metropolitan area citizens' mobility necessities on working days.

QUALITY CERTIFICATE (2004– nowadays)

The Quality Seal has been consolidated, passing the compulsory audit conducted by the certification authority AENOR. Its scope, which is under the ISO 9001-2008 standards in the quality general procedures, was modified in 2011. Its main objective is the coordination of bus transport services and it consists on the certification of the operative procedures of:

- > Bus+Bici
- > Card sale and recharging
- > Customer service and user information.

SOUTH YORKSHIRE SHEFFIELD United-Kingdom

REGION

South Yorkshire is a metropolitan county, located in the Yorkshire and the Humber region of England divided into four local government districts; the City of Sheffield, the Metropolitan Borough of Doncaster, the Metropolitan Borough of Barnsley and the Metropolitan Borough of Rotherham.

- > Population of the city: 555.500 inh.
- > Population of region: 1,328.300 inh.
- > Area of the city: 368 km²
- > Area of the region: 1,328.300 km²
- > Employment in the main city: 75.5% economically active, 66.4% in employment, 8.6% unemployed.
- > Employment in the metropolitan area: 73.9% economically active, 66.8% in employment, 9.7% unemployed.
- > GDP/inh in the main city: € 23.900 (2001)
- > GDP/inh in the metropolitan area: € 21.067



Map of the region within the country

MISSIONS

South Yorkshire Passenger Transport Executive (SYPTe) is the driving force behind Public Transport in the Yorkshire region although. SYPTe does not run any transport services directly, it purchases rail and some bus services from private operators, as well as manages the concession to operate the local tram service (Stagecoach Supertram). It also provides region-wide information, manages the funding and administration of concessionary fares, provides bus stops and shelters, and operates interchanges and information centres throughout the region.

SYPTe's primary goals are to provide:

- > a realistic alternative to the car that will encourage a shift in people's mode of travel
- > quality transport for those without the use of a car to enable them to access jobs, education, shops, healthcare and other facilities; and
- > good public transport services linking businesses to employees and customers.

SYPTe also:

- > subsidises socially necessary local bus services that cannot be provided commercially
- > specifies, pays for, develops and monitors local rail services
- > administers and funds a comprehensive concessionary fare scheme
- > promotes equal access to public transport for all
- > co-ordinates and promotes activities to achieve better integrated public transport services
- > provides travel information, administers prepaid ticket schemes;
- > plans future investment in transport infrastructure and services.

SYPTe aims to provide everything needed to support a journey on public transport, including: Park & Ride - Interchanges - Information Centres - Traveline - Timetables - Tickets and Passes - YourNextBus - Freebee

BUDGET 2011/2012

Total Expenditure 128,6 mio€ Total Resources 128,6 mio€
Capital Budget 6,5mio€

CONTACT

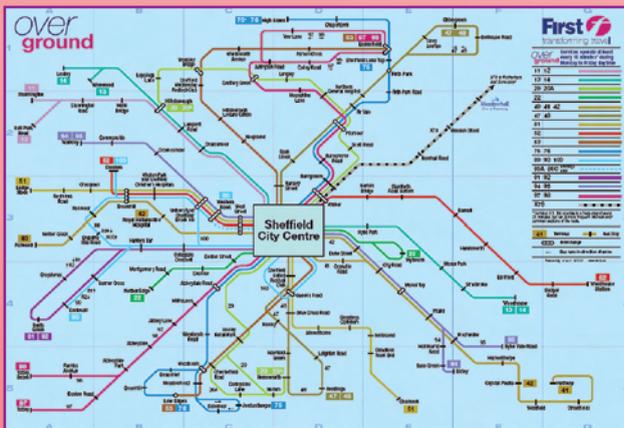
South Yorkshire Passenger Transport Executive
PO Box 801 - Exchange Street
Sheffield - S2 5YT
Tel: 0114 2211312

PUBLIC TRANSPORT SYSTEM

Local rail services are provided by Northern Rail under a franchise agreement with The Department for Transport and SYPT. The existing franchise is due to be renewed in April 2014 with a number of operators likely to bid for the right to operate trains. Other rail services; linking South Yorkshire with other communities, are provided by Cross Country Trains, East Coast Trains, East Midlands Trains, Grand Central, Hull Trains and Trans Pennine Express.

Stagecoach Supertram serves the city of Sheffield with three light rail routes covering 29km (50% of the system is on street running with mixed traffic). The tram network links five park and ride sites with the busy city centre and gives easy access to the rail station, shopping areas, both of Sheffield's prestigious universities, the Cathedral, sports arenas and many new popular entertainment venues.

Bus services are provided by a number of local operators ranging in size from, large operators with international interests (Arriva, First, Stagecoach) to small local businesses -85% of mileage is operated on a commercial (unsubsidised) basis.



General map(s) of the network(s)



This map is for only one of the operators in Sheffield, First, who are the main public transport operators in South Yorkshire. The map below shows the Supertram network of Sheffield.

Presentation of operating companies

Arriva - operates bus services around West Yorkshire, South Yorkshire, East Riding of Yorkshire and the southern areas of North Yorkshire in England. It is a major bus operator around the Leeds Bradford conurbation. Arriva operates throughout Europe

In the Doncaster Community Transport

First - First Group PLC is Britain's largest bus operator running more than one in five of all local bus services. A fleet of nearly 9,000 buses carries some 2.9 million passengers a day in more than 40 major towns and cities. South Yorkshire bases are in Doncaster Rotherham and Sheffield

National Express - is the brand under which the majority of long distance bus and coach services in the United Kingdom are marketed, and also the company that manages this network and operates some of the services. Most services are subcontracted to local bus and coach companies throughout the UK, as specified below.

Sheffield Community Transport - operate Community Transport (Dial A Ride and Shopper Buses) as well as a number of local bus routes

Stagecoach East Midlands - operates services into Doncaster, Rotherham and Sheffield from bases in Mansfield and Worksop

Stagecoach in Lincolnshire - occasional operation into Doncaster from Scunthorpe

Stagecoach in Sheffield - corporate name: Andrews (Sheffield) Ltd - is a bus services operator based in Sheffield, England. It is a subsidiary of the Stagecoach Group. The company was created in early 2006 following the purchase of the Yorkshire Traction group in December 2005, and has progressively expanded in Sheffield with 21 hybrid double decks just added to the fleet.

Stagecoach in Yorkshire - an operating division of Stagecoach UK Bus, formed in 2005 to take over the former Traction Group fleets in Yorkshire by Stagecoach Group; the operation has bases at Barnsley, Chesterfield and Rawmarsh

SUPPLY/DEMAND DATA 2011

	Urban buses	Suburban buses	Tramways	Metro	Heavy Rail
SUPPLY					
Network length (km)	6,750		29	n/a	114
Number of lines	379 local bus services operate in South Yorkshire		3	n/a	7
Number of stops/stations	7,802 bus stops		48	n/a	29
Number of vehicles	1,046		25	n/a	n/a
Number of operators	17 operators run in South Yorkshire		1	n/a	7
DEMAND					
Number of trips	111,350,000		15,030,000	n/a	9,330,000

FARES 2012

Presentation of the fare and ticketing system

Fares are a matter to the privately-owned bus operators and vary considerably from place to place and from operator to operator. The fares given below are for a typical operator on a typical 3 mile (5km) trip.

On-bus fares are to graduated fare scales – typically 4 to 8 fare values per route.

Multiple-trip tickets are not available in South Yorkshire at present.

Prepaid tickets are available in both single- and multi-operator forms.

	Single trip center	Multiple trips	28 day pass	Annual pass
Normal fare	£ 3.50 max £ 1.00 min £ 1.60 is the average fare	n/a	£ 76.90 (Sheffield area multi-modal) £ 86.20 (South Yorks area multi-modal)	£ 822.00 (Sheffield area multi-modal) £ 948.30 (South Yorkshire multi-modal)
Reduced fare (mention potential beneficiaries)	Older and disabled people free, children and students £ 0.50	n/a	£ 45.00 (discount for young people)	n/a

PUBLIC TRANSPORT SYSTEM

- > The Northern Rail franchise money comes directly from central government and is passported onto the franchisee by us.
- > The majority of funding for SYPTA comes from South Yorkshire Passenger Transport Authority (SYPTA).
- > SYPTA receive this funding from the four districts (Barnsley, Doncaster, Rotherham & Sheffield) by levying them based upon population.

Operations	Bus/Tram	Metro	Rail	Total	%
City of Sheffield	0	0	0	0	0%
Central State (DfT)	0	0	29,139	29,139	36%
Region of South Yorkshire	98,359	0	0	98,359	64%
...					
Total public sector	98,359	0	29,139	127,498	100%
Other revenues	1,089	0	0	1,089	
Total	99,448	0	29,139	128,587	

MORE DETAILED INFO ON A COUPLE OF THE PROJECTS

ROTHERHAM CENTRAL RAILWAY STATION REDEVELOPMENT

Rotherham is undergoing a major transformation of its town centre through the Renaissance towns programme. An improved central railway station is an integral part of the 25 year master-plan to make Rotherham a more vibrant, successful and attractive place to live, work and invest.

The old rail station was in need of a complete modernisation programme to address its outdated image and improve station facilities, enhance the poor user environment it currently provides, improve access for users (particularly benefiting disabled users) and address issues (and perceptions) of safety and security.

The redeveloped station aims to provide a visually welcoming and prominent gateway to the town centre and enhance rail users experience through the creation of a first class station environment. The high quality design will create a flagship piece of architecture that will inject interest in the town and encourage further regenerative investment. The improvements to the building and station forecourt area will enhance and significantly strengthen the relationship between the rail station and the town centre and the adjacent canal.

The station redevelopment and gateway improvements include:

- > A new station building that raises the profile and visibility of the station in the town centre and provides a modern, welcoming and impressive gateway to the town centre;
- > Improved passenger waiting facilities including a new passenger lounge, ticket office, retail kiosk and toilets;
- > Platform improvements including new and extended platform canopies and the removal of ramps that dominate the station and replacement with lifts and stairs, significantly improving accessibility to the platforms for all users;
- > Improved station forecourt arrangements, including pedestrian dominated station entrance from the town centre, car parking provision for disabled users, covered cycle parking, taxi waiting, and a turning circle to improve the safety of the car park. This will improve the visual connectivity for the public approaching the station from the town centre;
- > Passenger facilities including platform seating, real time passenger information screens, information and help points, and centrally monitored CCTV to improve safety and perceptions of safety;

Landscape improvements to the station gateway to improve the first impression of the town upon arrival at the station, and the visual connection to the town centre and the adjacent canal.

DORE & TOTLEY RAILWAY STATION PARK & RIDE

Dore & Topley Station is a one platform railway station located approximately 1km east of Dore and some 6km south west of Sheffield city centre. The site is bounded by the A621 Abbeydale Road South to the west, Ladies Spring Grove to the south, the Midland Mainline to the east and a small retail area to the north.

The station is served by the Northern Rail service between Sheffield and Manchester, East Midlands Trains (EMT) service from Liverpool to Norwich and the First TransPennine Express (TPE) service between Manchester and Cleethorpes, both running via the Hope Valley Line. Currently there are about 200 daily users of the railway station but only 20 unmarked car parking spaces. Overspill parking is in adjacent residential streets and there are no dedicated pedestrian or cycle facilities. This is causing difficulties for passengers accessing the station and for nearby residents accessing their homes.

The proposals is for a 130 space Park and Ride car park, which will replace the existing rail station car park and the adjacent vacant site. The Park and Ride facility has been designed in accordance with the Department for Transport guidance on accessible railway stations and Network Rail standards.

- > A range of 14 railway projects, consisting of 8 new railway stations in the Amsterdam metropolitan area, tailtracks, track switches and partially new track will be completed by the end of 2013.
- > Important progress is made in taking steps to resolve problems on the corridor connecting

FACILITIES

The park and ride facilities are

- > The 130 car parking spaces comprise 116 regular spaces (2.4m x 4.8m), 7 disabled spaces (with a 1.2m strip to the back and sides) and 7 large spaces which could be converted to disabled spaces in the future if required.
- > A lay-by is provided close to the station platform for drop-off and pick-up access (for up to three cars), deliveries and rail replacement bus services.
- > Sheltered cycle parking for up to 20 cycles is provided adjacent the platform entrance.
- > Lighting and CCTV will be provided throughout the site in accordance with 'Park Mark' and 'Safer Station' requirements.

The provision of the proposed Park & Ride development will provide greatly improved parking facilities for users of the rail station as well as access improvements for pedestrians and cyclists.



STOCKHOLM Sweden

REGION

Presentation : AB SL is a limited company owned by Stockholm County Council (SLL), and the SL Board is appointed by the County Council Assembly. SL is primarily financed through taxes and fare revenues. A total of 446 million journeys were made with SL during 2011. All transport services are provided by private transport operators and procured by SL in competition. SL owns extensive assets in the form of track vehicles, track installations and properties. SL's Vision: Through public transport, SL contributes towards making Stockholm Europe's most attractive metropolitan region.

- > Population of Stockholm: 2.1 million inh.
- > Area of Stockholm: 6519 km²



AB STORSTOCKHOLMS LOKALTRAFIK (SL)

MISSIONS

Missions: Based on its owners' requirements and its stakeholders' expectations, SL shall propose and implement regional public transport solutions that make commuting easier and simplify everyday life for everyone in the Stockholm region. SL has overall responsibility for ensuring that everyone who lives in or visits Stockholm County has access to extensive, easily accessible and reliable public transport.

Overall objectives:

- > Attractive public transport
- > Economic efficiency

ORGANIZATION

The County Council owns AB Storstockholms Lokaltrafik, and it is the County Council Assembly that appoints the members of SL's Board of Directors and the members of the Transport Committee, a new political body.

Since 1 January 2011, the Transport Committee has been responsible for public transport on land, at sea and for people with disabilities. The Committee is responsible for the County Council's transport planning and for drawing up proposals for the Transport Provision Plan. The Committee also has overall responsibility for planning and procuring transport services and monitoring operations.

SL is responsible for the Transport Committee's decisions being implemented within the framework of SL's operational areas. SL's Board of Directors consists of politicians elected by the County Council Assembly and employee representatives.



BUDGET

Operating income	1 655 Million €
Traffic operating expenses	1 673 Million €
Tax funding ratio, %	49,1 %
Investments	492 Million €



CONTACT

Managing Director & CEO (since 2012-01-01): **Anders Lindström**
Address: SE-105 73 STOCKHOLM-SWEDEN
Tel: +46 8 686 1400 - Fax: +46 8 686 1503
E-mail: anders.lindstrom@sl.se - Web: www.sl.se

PUBLIC TRANSPORT SYSTEM

Description of the network:

The core of the SL network consists of the metro and commuter train. Rail traffic also consists of suburban railways and tramways. The bus network covers the entire county. Every weekday a total of more than 739 000 travelers travel with SL. The total number of boardings, i.e. segment journeys on a typical weekday is 2,6 million.



Stockholm rail traffic map

Presentation of operating companies:

Arriva operates the tramways Nockebybanan, Saltsjöbanan, Tvärbana, Lidingöbanan and the bus services in Bromma, Ekerö, Sigtuna/Upplands Väsby/Vallentuna, Solna/Sundbyberg and Sollentuna.

Keolis operates the bus services in the inner city of Stockholm, Danderyd, Haninge, Huddinge/Botkyrka, Lidingö, Nacka/Värmdö, Nynäshamn, Södertör, Täby, Vaxholm and Österåker.

Nobina operates the bus services in Järfälla/Upplands Bro, Norrtälje, Södertälje and Tyresö.

Roslagståg operates the suburban railway Roslagsbanan.

Stockholms Spårvägar operates the tramline Spårväg City in central Stockholm.

MTR operates the metro.

Stockholmståg operates the commuter train traffic.

	Urban buses	Suburban buses	Tramways	Metro	Heavy Rail
Number of lines	27	429	9	7	3
Operators (names or number if too many)	Keolis	Arriva, Keolis Nobina	Arriva Roslagståg Stockholms Spårvägar	MTR	Stockholmståg
Web sites	www.keolis.se	www.arriva.se www.nobina.com	www.roslagstag.se www.ss.se	www.mtrstockholm.se	www.stockholmstag.se

SUPPLY/DEMAND DATA 2011

	Commuter Trains	Metro	Local trains and trams	Bus
SUPPLY				
Network length (km)	200	108	113	10032
Number of stops/stations	50	100	108	6000
Number of vehicles	122	513	194	2168
DEMAND				
Passengers-km (million)	1279	1725	277	1792

FARES 2011

Presentation of the fare and ticketing system:

Tickets are sold as either single fare tickets (Zone tickets) or travelcard tickets for short and longer periods of time. Tickets are sold via our agents, at the SL Center and at commuter train stations. Some tickets can also be bought at the Metro barriers. There are also ticket machines at most Metro and commuter railway stations, as well as in a number of other locations. You can also buy a zone ticket which is sent as a text message to your mobile phone.

Zone tickets are available from SL Access ticket machines and from SL Center and ticket agents, and come in different types. The SL area is divided into three zones: A, B and C. You can buy single zone tickets for travel in one, two or three zones from our ticket machines and via Text-me-a-ticket (a text message ticket to your mobile phone). Some zone tickets are made up of coupons. Prices vary, where a pre-paid ticket is cheaper than one bought at the ticket barrier. Note that you cannot purchase a ticket onboard the buses.

Travelcard tickets are loaded on an SL Access card, which is an electronic smart card. If you have a travelcard, zones are not important, as travelcards are valid everywhere in the Stockholm County.

	Single trip center	Multiple trips	Monthly pass	Valid for
Normal fare	4€	2,8€	87,5€	
Reduced fare (mention potential beneficiaries)	2,2€	1,7€	54,3€	Children and young people under 20 years of age as well as for those over the age of 65
Adult students			62€	Adult students

FUNDING OF PUBLIC TRANSPORT IN 2011

Principles of public transport funding

Approximately 50% of the total cost of the services is financed by ticket sales and revenues from commercial activities. The rest is financed by tax revenues contributed by the Stockholm County.

CURRENT DEVELOPMENTS AND PROJECTS

Examples:

- > Work continued in 2011 on the construction of the Citybanan Line, the commuter rail tunnel under central Stockholm which will be complete in 2017;
- > The extension of the Tvärbanan orbital line between Alvik and Solna will be opened to traffic in 2013;
- > Planned extension of Spårväg City to Ropsten;
- > New signalling system for the Red Metro Line.

TORINO Italy

REGION

The Metropolitan area includes the main city, Torino, and the following 31 municipalities:

Alpignano, Baldissero Torinese, Beinasco, Borgaro Torinese, Cambiano, Candiolo, Carignano, Caselle Torinese, Chieri, Collegno, Druento, Grugliasco, La Loggia, Leinì, Moncalieri, Nichelino, Orbassano, Pecetto Torinese, Pianezza, Pino Torinese, Piobesi Torinese, Piossasco, Rivalta Di Torino, Rivoli, San Mauro Torinese, Santena, Settimo Torinese, Trofarello, Venaria Reale, Vinovo, Volpiano.

- > Surface: 130 km²
- > Surface: 837 km²
- > Population: 907.563
- > Population: 1,556.805
- > Employment¹: n/a
- > Employment¹: 63,2% (Provincia di Torino)
- > GDP/inh²: n/a
- > GDP/inh²: 20.626 (Provincia di Torino)

AGENZIA MOBILITA METROPOLITANA TORINO (AMMT)

MISSIONS

The Agency's aim is to foster the sustainable mobility of Torino metropolitan area, optimizing the public transport services by:

- > planning the mobility strategies;
- > programming the development of public transport's:
 - infrastructures, vehicles and control technologies
 - service quantity and quality
 - resources for operation and investments
- > managing:
 - the fare system
 - the contributions of the associated Local Authorities mobility services
 - communication and information to the citizens
- > employing within a unique institutional brand all the resources in an integrated frame of management, fares, and image of the transport system.

ORGANIZATION

The Board is formed by 8 members, appointed by the following local authorities:

- > 3 members by the Region Piemonte,
- > 3 members by the City of Torino,
- > 1 member by the Province of Torino,
- > 1 member by all the 31 Municipalities.

The management structure includes the General Manager, the Planning Manager (Vice General Manager), and the General Secretary.

The operational structure includes the following areas: Communication and Information, Planning and Marketing, Mobility Services Control, Legal Affairs, Business Administration.

The number of employees for the fully operational structure is 29, however, on December 31st 2011 the staff is 21.

BUDGET

2011

Expenses 270,42 million €
Revenues 271,12 million €
Net income 0,70 million €



Map showing the region within the country



Map of the region

CONTACT

Mr. Cesare Paonessa

Planning Manager - Vice General Manager

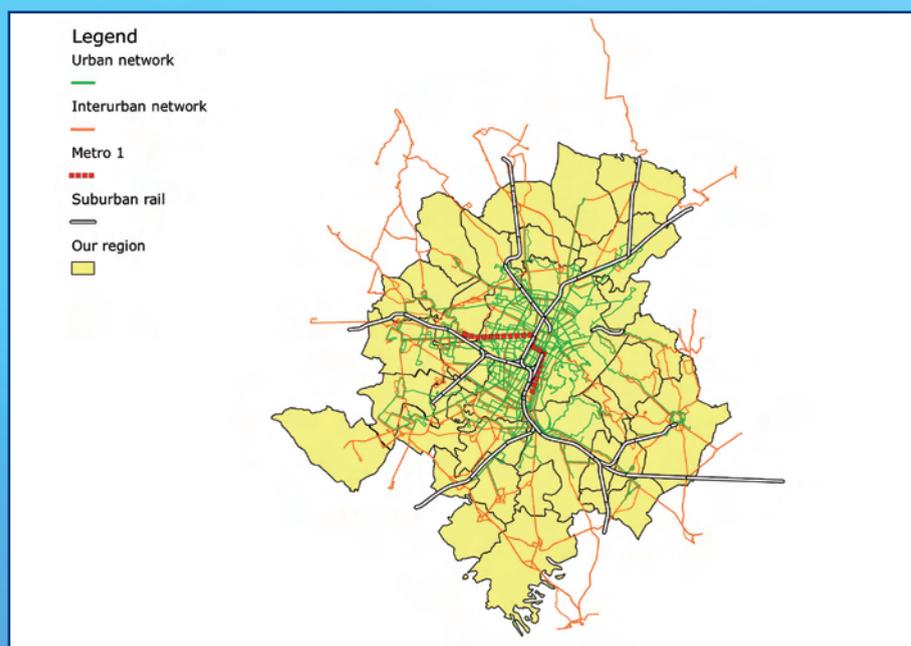
Tel. +39/011/302.5222 - Fax. +39/011/302.5200

E-mail: paonessa@mtm.torino.it

PUBLIC TRANSPORT SYSTEM

- > Transport services for whose our Authority is responsible are all urban/suburban buses and tramways, interurban buses¹ whose routes are included within a radius of approximately 30 Km from the main city centre, local railway services whose routes are included inside the Provincia di Torino territory;
- > The responsible Authority for the other interurban buses is the Provincia di Torino;
- > The responsible Authority for the other regional trains is the Regione Piemonte;
- > Metro 1 today is not administered by our Authority: contract parties are the Torino municipality and GTT as the operator, therefore funding for metro service is not included in our budget.

¹ Interurban buses are considered transport services mainly operated with a variable frequency (not at fixed interval). Some of them are mainly targeted at students and workforce. Rolling stock consists of buses with 50-55 seats and no (or few) standing passengers similar to those used in long range bus services.



General map of the network

Description of the network:

Operation Data	Trains	Metro*	Interurban bus	Urban/suburban bus	Tramway
Network length (km)	292	13,2	-	-	73
Number of routes	7	1	35	116	FGC
Number of operators	2	1	9	1	FGC
Number of stations/stops (network)	82	21	413	3700	
Vehicle-km (million/year)	3,9**	11	4,7	55,2	

* The contract of service for Metro operation is managed by the Turin municipality
 ** Train km

Description of the network:

Trenitalia S.p.A. (National Railway Company)

GTT S.p.A. (Local Trains, Metro, Bus, Tram)

ATI S.p.A. – Autoindustriale Vigo S.p.A. – Autoservizi M. Canuto S.p.A. – Chiesa s.r.l. - Gherra s.r.l. - Novarese s.r.l. Autoservizi – SADEM S.p.A. (ARRIVA Group) – SEAG s.n.c.

	Urban/suburban buses	Interurban buses	Tramways	Metro	Heavy Rail
Number of lines	116	35	8	1	7
Operators (names or number if too many)	GTT Autoservizi M. Canuto	9	GTT	GTT	Trenitalia GTT
Website(s)	www.gtt.to.it www.canutoamc.it		www.gtt.to.it	www.gtt.to.it	www.ferroviedellostato.it www.gtt.to.it

SUPPLY/DEMAND DATA 2011

You can provide it on the format you wish

	Urban/suburban buses	Tramways	Interurban buses	Metro	Heavy Rail
Supply (in millions of vehicle* km)	55,2		4,7	11,0	3,9 train*km
Demand (millions of trips/year)	178,0*		3,9	24,4*	12,2*

* Figures for 2010

FARES 2012

Presentation of the fare and ticketing system:

Passes are fully integrated, passengers can use all modes of transport and the amount due depends on the number of tariff zones included in the trip.

Single tickets are integrated only for Metro, bus and tramway networks. Single tickets are valid for one trip on the Metro and up to 90 minutes after validation on the first stage on buses and tramways. So far suburban rail and interurban buses have no single ticket integration.

Children up to 11 years can travel for free on the Metro bus and tramway network. Special discounts are granted to school and university students up to 25 years, elderly people over 65 years and further discounts are granted to unemployed and disabled people.

Other tickets are: daily pass, shopping pass, tourist passes, etc.

	Single trip center	Multiple trips (15)	Monthly pass	Yearly pass
Normal fare	€ 1,50 (MC) € 1,70 (MR*)	€ 1,18 each (MC) € 1,18 each (MR*)	€ 38,00 (MC) € 48,50 (MR)	310,00 (MC) € 437,00 (MR)
Reduced fare (Students up to 25 years)	Same as normal fare fare	Same as normal fare fare	€ 21,00 (MC) € 32,00 (MR*)	€ 194,00 (MC) € 286,00 (MR*) € 437,00 (MR**)
Reduced fare (Elderly people fare over 60 years)	Same as normal fare fare	Same as normal fare fare	€ 20,00 (MC)	€ 155,00 (MC)

MC = Main City (Torino Municipality – tariff zone “U”).

MR = Main City plus Metropolitan Ring (tariff zones “U” and “A”).

*= Partially integrated ticket: Access is granted only on Metro, urban/suburban buses and tramways.

**= Fully integrated ticket: Access is granted on all modes of transport including heavy rail and interurban buses.

Principles of public transport funding:

The regional budget for public transport funding is 250 millions Euros. Funding is provided mainly by the Regione Piemonte, but also by the other municipalities of the metropolitan area and by the central government.

Operations	Bus/Tram	Interurban bus***	Metro*	Rail***	Total	%
Municipalities****	4,1				4,1	
Regione Piemonte	173,3	6,5		56,8	236,6	
Central Government					9,6	
Farebox revenues 2011	76	4,9	10,6	10,9	102,4	
Other revenues	**	**	**	**	**	
Total	--	--	--	--	--	

All figures are in millions of €

* Funding of Metro 1 is not included in the Agenzia budget (see explanation above, Description of the network)

** Data is not available separately for the transport services managed by our Authority

*** These figures refer to the trains/interurban buses included in our Contract of Service.



New Railway and Metro station Porta Susa in Turin

CURRENT DEVELOPMENTS AND PROJECTS

INFRASTRUCTURE

- > Metro Line 1: southwards extension (1,9 Km, 2 stations) is under construction. It is due to start operations by the end of 2015. Budget: €190 M. Call for State funding for two further Metro 1 extensions (west and south).
- > Railway: A new underground double-track railway line parallel to the existing North-South city link is being completed by the end of 2012. It will allow to keep long range passenger service separate from commuter service and to increase infrastructure capacity for local commuter train services. Suburban rail services are planned to start operation at the end of 2012 as a three lines system (FM1, FM2, FM4) with clock-face timetable and 60 min headway during all the day (30 min in peak hours). The rest of the regional rail network will be affected as well by a new clock-face timetable.
- > Metro Line 2: Planning for a new north-south metro line crossing the city centre was made in the past years using special simulation modelling software to estimate the demand and the modal split. The Municipality of Torino launched an urban redevelopment master plan in which new real estate investments (with private funds) will grant the municipality part of the funds needed to build the new metro infrastructure (through building permits taxation). The idea is to have urban development together with the building of the new metro line. The preliminary project is under way and the construction will start according to the availability to all sources of funding.

TICKETING

Ticketing: electronic ticketing on all modes of transport due to be fully implemented by the end of 2013.

CONTRACTING

New Contracts of Service have been signed in recent years. Suburban Rail: new contract after direct awarding to the national rail company (validity 2011-2016), Interurban Bus: new contract after tendering (validity 2012-2017), Urban bus and tramway: new contract after tendering came into force as of 1st July 2012 (validity for 10 years).

INSTITUTIONAL

A reform of the local administrations in Italy is under discussion. The idea is to create a local body called "Metropolitan City" to replace the former "Province" for all the metropolitan areas in the country. The role and functions of AMMT will be (re)designed according to the Regional laws and to the functions assigned to the Metropolitan City.

MARKETING

- > Studies to evaluate the cost and benefits of the introduction of a single integrated ticket in the Metropolitan area.
- > Public transport marketing especially targeted to the users of the Night Bus Service.

ROLLING STOCK

Plan for renewal of bus and tram rolling stock according to the available funds in the Regione Piemonte budget.

MOBILITY PLANS

Service reorganisation and network optimisation following the severe budget cuts imposed by the economic crisis.

SURVEYS

Mobility and Quality Survey: it will be carried out in the first half of 2013 (50.000 telephone interviews). Update of Origin/destination data, georeferencing of all trips for the whole Regione Piemonte territory (4,4 million inhabitants).



VALENCIA Spain

REGION

The metropolitan area of Valencia is made up 3 counties with a total of 60 municipalities.

- > Population of Valencia (2011): 0.80 million inhabitants
- > Population of the metropolitan area (2011): 1,80 million inhabitants
- > Area of the city: 136,85 km²
- > Area of metropolitan area: 1.414,84 km²
- > Number of jobs in the region (2006): 1,14 million
- > Annual GDP/inhabitanlocal (2010): 19.780,32 €

AGENCIA VALENCIANA DE MOVILIDAD (aVM)

MISSION

The Public Transport Metropolitan Valencia, constitutes public law entity subject to private law, Law 9 / 2000 of 23 November, the Generalitat Valenciana, assuming all responsibilities for the management of scheduled services travelers general purpose and special in that area and the area of joint provision of taxi Valencia.

- > aVM manages all the competences in regular metropolitan services except those belonging to the regional Minister of Transport
- > aVM also manages the taxi sector of the metropolitan area of Valencia of Valencia
- > aVM provides information about transport services in the metropolitan area of Valencia
- > aVM handles the sales network of integrated tickets
- > aVM supplies statistics and carries out studies about the metropolitan transport system of Valencia
- > aVM builds infrastructure transport works entrusted from the regional Minister of Transport.

ORGANIZATION

The "Agencia Valenciana de Movilidad" (aVM, Valencian Agency Mobility) is a public body which depends on regional government. It is the public transport authority for the metropolitans areas of Valencia region. aVM was created by a regional law passed in 2000 and started operating in 2001. The Board comprises 18 members: the president, who is the director of the regional transport (Minister for Infrastructure, Planning and Environment), 3 Vice Presidents, the mayors of the three provincial capitals, a representative Valencian Federation of Municipalities, 5 members representing the regional government, a member of the national government, the director of the AVM and technical managers of the three provinces, a representative of the taxi industry, a representative of operators of public services transport, and the secretary. aVM was created to manage the cooperation smoothly between the regional government and the municipalities in the field of planning and coordination of public transport. Another main role of the aVM is the task of reorganization of the taxi sector.

BUDGET

2012

Expenses 16,423 million €
Revenues 16,422 million €

CONTACT

Agencia Valenciana de Movilidad - Av. Enric Valor, 13 - E-46100 Burjassot Spain

Tel: 34 96 316 07 00
Fax: 34 96 316 07 13

Director: Mar Martinez
Chief Financial Economic Area: José Moltó Orduña

Date of creation: 2001
Status: Public body depending on regional administration
Staff : 39 persons (2012)



PUBLIC TRANSPORT SYSTEM

There are 4.27 million of daily trips inside the metropolitan area of Valencia. Most of them are motorised trips (57.1%). Of these 2.44 million trips less than a third totalised Public Transport, which means a low rate for public transport use in comparison with other European metropolitan areas.

Empresa Municipal de Transportes de Valencia (EMT) operates the urban buses system in Valencia city.

Ferrocarriles de la Generalitat de Valencia (FGV) provides tram, urban and suburban rail services in the metropolitan area of Valencia under the trademark of Metro Valencia. Other suburban rail services are operated by Cercanias (commuter oriented services of RENFE, the State Railway Company).

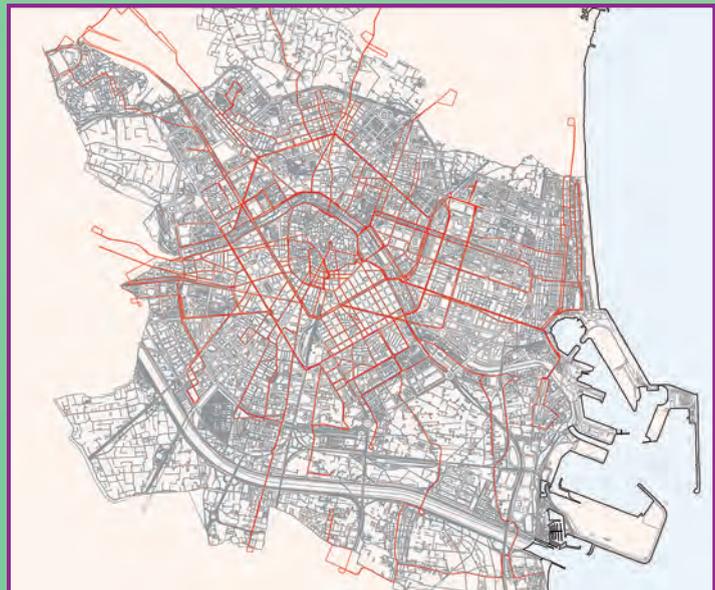
Eight private companies held contractual agreements with the regional government to provide suburban bus services. aVM has generated a trademark Metrobus that groups them.

SUPPLY/DEMAND DATA 2010

	Heavy Rail	Metro	Tramway	Suburban bus	Urban bus
SUPPLY					
Network length (km)	85	126,73	20,1	737	388
Number of lines	6	3	3	58	50
Number of stops / stations	24	91	42	1.225	1.158
Number of vehicles	49	69	44	111	480
Places-km (million/year)	1.283	3.505	483	659	2.292
Number of operators	1	1	1	8	1
DEMAND					
Number of trips (million)	-	60,78	6,97	10,9	90,2
Passengers-km (million)	-	534,2	27,5	156,5	284,1



Metro network



Red EMT Valencia

Operators	EMT Urban buses	FGV (Metro Valencia/Tram)	Suburban Train	Metrobus Suburban Bus
Management Body Body	Public under municipality	Public under Regional Government	Public under State Government	Private under public concession
Address	Pl. Correu Vell, 5	Partida Xirivelleta, s/n		
Managing Director	Jesús Herrero	Marisa Gracia Gimenez		
Web site	www.emtvalencia.es	www.fgv.es	www.renfe.es	www.emtvalencia.es

FUNDING OF PUBLIC TRANSPORT 2010

Operators	Operating expenses	Operating incomes
Metro Valencia	105,5 M €	48,12 M €
EMT	111,0 M €	40,70 M€
Private Companies	Self financed by fares	Self financed by fares

FARES 2012

The metropolitan area of Valencia is divided into 4 fare zones. Each public transport operator has its own tickets but also allows the use of integrated tickets.

Not integrated tickets

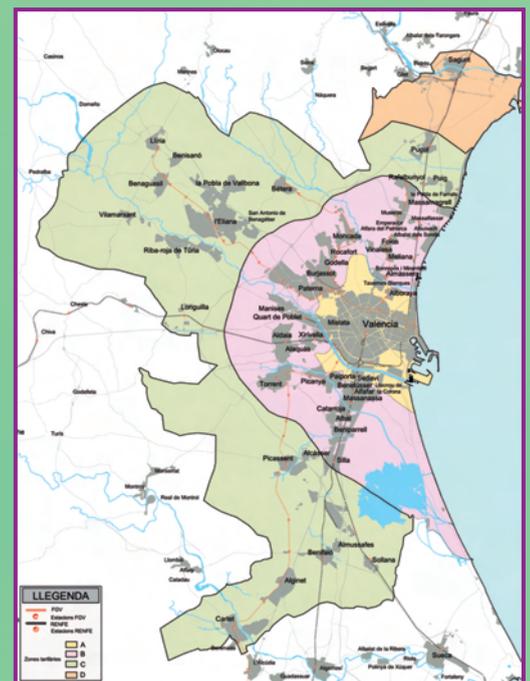
A single ticket for urban buses costs 1,50 € and a 10 trips ticket 7,50 €

The price of a single ticket for the metro ranges from 1,45 EUR (1 zone) to 3,75 EUR (4 zones).

In case of 10 trips (bono metro), fares vary from 6,85 EUR (zone A) to 19,05 EUR (zone ABCD).

Fares in Euro	A	A-B	A-B-C	A-B-C-D
1 Day (T-1)*	3,70	-	-	-
10 trips (B-10)*	7,95	-	-	-
Monthly Pass (AT)*	41,60	52,50	62,20	71,20

* Integrated tickets



Map of fare zones



VIENNA Austria

REGION

- > Population of Vienna 2011:
1,73 million inh.
- > Population of the region 2011:
2,8 million inh.
- > Area of city: 415 km²
- > Area of region: 8,400 km²
- > N° of jobs: 1.04 million
- > Annual GDP/inh.: 31,089 €
- > Car Ownership rate:
492.2 cars/1000 inh.

VERKEHRSVERBUND OST-REGION (VOR)

MISSIONS

VOR is assigned the task of coordinating, planning and implementing in cooperation with the transport companies and in accordance with the financing agreement.

- > Billing and clearing centre; billing and issuing student pass ;
- > Public service contracts with regional buses ;
- > Quality management and complaint management ;
- > Research and development; marketing and public relations ;
- > Planning traffic concepts, tenders, dynamic schedule synchronization ;
- > Passenger information.

Passenger – oriented service is VOR top priority.

ORGANIZATION

Verkehrsverbund Ost-Region-VOR headquartered in Vienna was founded in 1984. The shareholders are the Province of Vienna, Lower Austria and Burgenland (44/44/12%).

A tariff agreement between the Austrian Federal Railway (ÖBB) and Wiener Verkehrsbetriebe was signed in 1961 and a policy statement by the Federal and State governments in 1973. VOR started in 1984.

In May 2002 VOR took the management tasks of the Transport Authority of Lower Austria and Burgenland (VVNB)

The Executive body includes representatives of the three local authorities (provinces of Vienna, of Lower Austria, of Burgenland). The supervisory board chairman is elected for one year. The provinces take turn.

The management of VOR is assumed by two CEOs Thomas Bohm (Vienna) and Wolfgang Schroll (Lower Austria).

Staff 92 people.

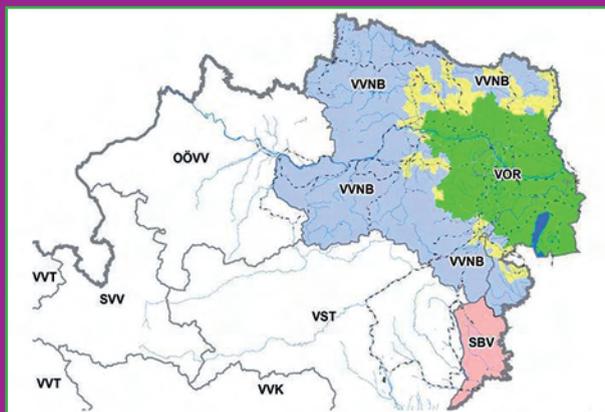
CONTACT

Responsible person:
Wolfgang Schroll

Address: Postfach 361
1060 Wien - Österreich

Tel. 43 1 526 60 48
Fax. 41 1 526 60 48 DW 106

E-mail: office@vor.at
Web: www.vor.at



SUPPLY/DEMAND 2011

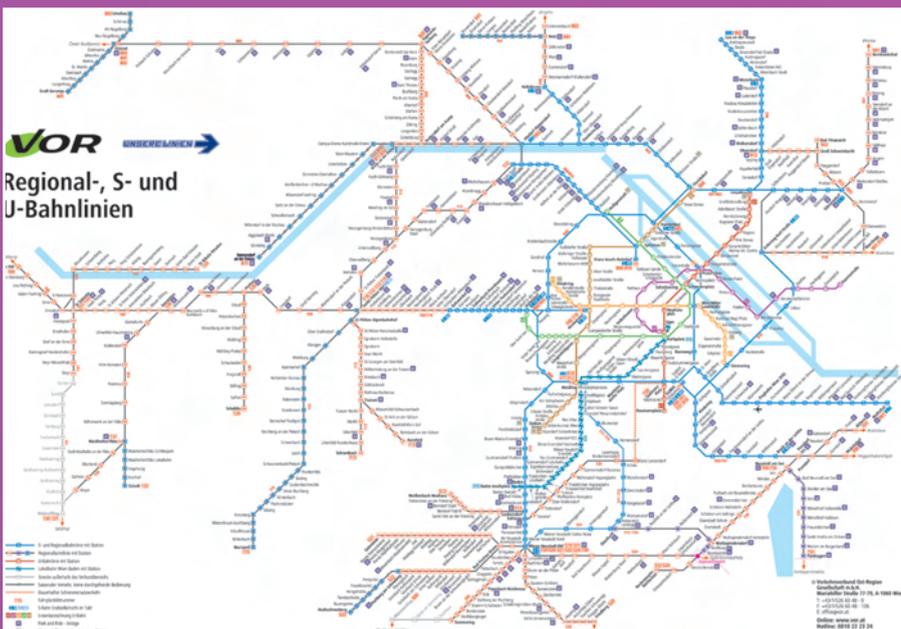
	Regional Rail & Suburban Rail	Metro	Tramway	Bus & Regional Bus
SUPPLY				
Number of lines	39 (Baden railway, regional railway & suburban railway)	5 (U1 to U6)	28	277 (including regional bus and nightline Vienna)
Route length	2472,2	74,2	214,8	6207

FARES 2011

- > Single ticket: 1,80 €
- > 4 trip ticket: 7,20 €
- > 1 day ticket: 5,70 €
- > 2 day ticket: 10,00 €
- > 3 day ticket: 13,60 €
- > 8 day ticket: 28,80 €



VOR - Tarifzonenplan



VOR - Regional



VILNIUS Lithuania

REGION

Vilnius is the largest city and the capital of Lithuania, with a population of 560 190 (850,300 together with Vilnius County) as of year 2010. It is the seat of the Vilnius city municipality and of the Vilnius district municipality.

It is also the capital of Vilnius County. Vilnius is situated in southeastern Lithuania.

The current area of Vilnius is 402 square kilometers (155 sq mi).

Buildings cover 20.2% of the city and in the remaining areas, greenery (43.9%) and waters (2.1%) prevail.

- > Population of the city (2010): 560.190 inh.
- > Population of region (2010): 850.300 inh.
- > Area of the city: 402 km²
- > Employment in the region (2010): 62.2 %
- > GDP/inh in metropolitan area (2010): 13.043 €/inh

SUSISIEKIMO PASLAUGOS (MESP)

MISSIONS

MESP is responsible for public transport organisation meaning: maintenance of routes network, hiring of operators, producing and selling public transport tickets, passenger control, maintenance of information system for passengers, gathering and analyse of data regarding passenger carriage within the city; drafting of legal documents and acts, parking system management, traffic control system.

ORGANIZATION

MESP was founded in 1998 according to resolution of Vilnius City Council. It currently employs about 180 employees. There are 3 main departments in MESP – Public transport, City traffic and department of Finance and economics. During 13 years of operation, MESP has accomplished such main projects as introduction of common bus and trolleybus tickets, coordination of traffic schedules, creation of information system for passengers, development of dedicated bus lanes network, creation of route network for disabled people, e-ticket and traffic control system.



Map showing the region within the country



Map of the region

BUDGET

51,25 million €, 2011

CONTACT

Director **Mr. Gintas Bliuvas** (gintas.bliuvas@vilniustransport.lt)
Head of operations and research division

Mrs. Modesta Gusaroviene

(modesta.gusaroviene@vilniustransport.lt)

Address: Zolyno str. 15, Vilnius LT-10209, Lithuania

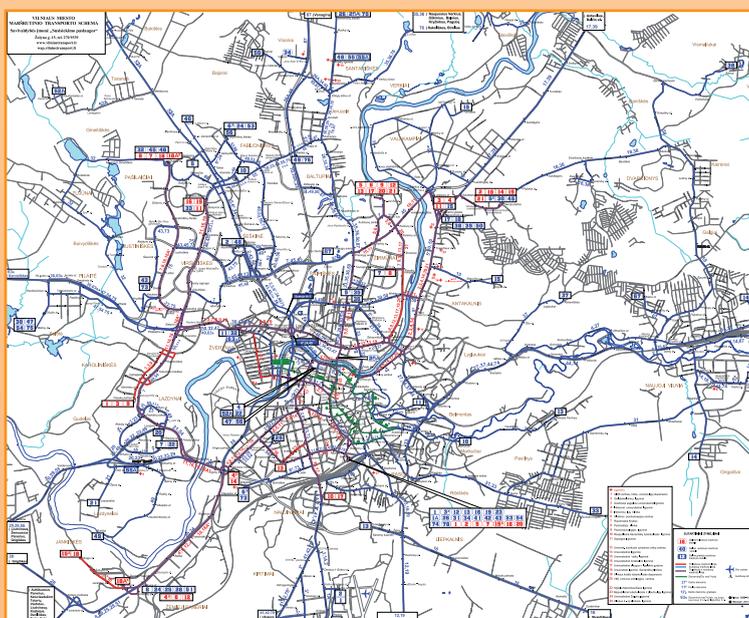
Tel/Fax: +370 5 2709339 - Web: www.vilniustransport.lt

PUBLIC TRANSPORT SYSTEM

- > Description of the network: Vilnius has a well-developed public transportation system. There are 68 bus and 22 trolleybus routes, the trolleybus network is one of the biggest in Europe. Over 259 buses and 226 trolleybuses operating in the streets transport about 589,000 passengers every workday. The length of bus network is 343 km and 74 km of trolleybuses network (one way). The annual run is about 29,9 mln km, 2010.
- > There are over 1200 bus stops in the city, which all are equipped with information about schedule of transport operating in that area.

SUPPLY/DEMAND DATA 2011

INDICATOR	BUS	TROLLEYBUS
SUPPLY		
Network length (km)	388,4	72
Number of lines	68	22
Number of vehicles	274	231
Places-km (million/year)	2.097,6	940,47
Number of operators	1	
DEMAND		
Number of trips (millions)	-	-
Passengers-km (millions)	618,3	390,9



General map of the network

Présentation of operating companies

Vilnius has one public municipal owned operator – one bus and trolleybus company “Vilniaus viešasis transportas”, Ltd. This company was established in November of 2011 from separated bus and trolleybus operators combined into one.

	Urban buses	Urban trolleybuses
Number of lines	68	22
Operators (names or number if too many)	Vilniaus viešasis transportas, Ltd.	
Website(s)	www.vap.lt	www.troleibusai.lt
Managing Director	Gintaras Nakutis	

FARES AND TICKETING

Vilnius has monthly and single tickets (also exist and paper single tickets). There are 22 types of tickets which are divided into main 3 groups: single ticket, monthly ticket and fixed term tickets. There are also several groups of passengers which are subsidized, mostly pupils, students and elder people.

Ticket type		Price, E (1E = 3,45Lt)
1	Single tickets for buses and trolleybuses	
	Single ticket	0,58
	Single ticket with 50% discount	0,29
	Single ticket with 80% discount	0,12
	Single ticket in vehicle	0,72
	Single ticket with 50% discount in vehicle	0,36
2	Monthly tickets	
	2.1 Tickets for buses or trolleybuses	
	Monthly ticket	24,64
	Monthly ticket for working day	21,74
	Monthly ticket with 50% discount	12,32
	Monthly ticket with 80% discount	4,93
	2.2 Single tickets for buses and trolleybuses	
	Monthly ticket	31,88
	Monthly ticket for working day	28,99
	Monthly ticket with 50% discount	15,94
Monthly ticket with 80% discount	6,68	
3	Fixed-term tickets	
	1 day (24 hour) with 50% discount	1,88
	1 day (24 hour) with 80% discount	0,75
	3 days (72 hour)	6,67
	3 days (72 hour) with 50% discount	3,33
	3 days (72 hour) with 80% discount	1,33
	10 days (240 hour)	13,33
	10 days (240 hour) with 50% discount	6,67
	10 days (72 hour) with 80% discount	2,67

Principles of public transport funding:

Main public transport financing sources – City budget and loans. Operators receive funding via MESP. Operators get compensation for privileged passengers and subsidies for not profitable routes.

So in year 2010 operators have got about 48 % from ticket revenues, about 40 % compensation for privileged passengers and about 12 % of subsidies.

Principles of public transport funding

Funding of operators million EUR (subsidies and compensations)

Operations	Bus	Trolleybus	Total
City of Vilnius (subsidies and compensations)	15,9	10,1	26,0

Investments on public transport for last 4 years (2008-2012):

- > Rolling Stock:
 - Bus: 1,84 million EUR
 - Trolleybus: 0,43 million EUR
- > Maintenance and replacement:
 - Bus and Trolleybus: 2,31 million EUR

CURRENT DEVELOPMENTS

MAIN PROJECTS

- > E-ticketing project
- > Rolling Stock: new vehicles (buses and trolleybuses)
- > Participation in European projects
- > Traffic lights system



Vilnius PT electronic ticket

WARSAW Poland

REGION

The Warsaw metropolitan area is the fastest-growing region of Poland. The engine of its development is the capital city of Warsaw. Warsaw is divided into 18 districts. In the region there are many other towns and communities, which cooperate with Warsaw in order to organize a metropolitan transport system.

- > Population of the city: 1.750.000 inh.
- > Population of region: 2.600.000 inh.
- > Area of the city: 518 km²
- > Area of the region: 3000 km²
- > Employment in the city: 780.000 jobs
- > GDP/inh: € 25.000

BUDGET

Warsaw Transport Authority, as a budgetary unit of Warsaw city, does not have its own budget. Revenues and costs of ZTM are part of Warsaw's budget. In 2012, expenses reach the level of EUR 570 million, revenues EUR 190 million.

ZARZAD TRANSPORTU MIEJSKIEGO (ZTM)

MISSIONS: WARSAW TRANSPORT AUTHORITY MISSIONS ARE

- > Planning, organizing and coordination of the public transport (network, timetable, etc.) in Warsaw and in cooperating communities in the metropolitan area
- > Ordering PT services by the operating companies (bus, tram, metro, railway)
- > Supervision over the actual functioning of PT
- > Selling tickets and collecting of fares, ticket controlling
- > Investments in PT development projects
- > Ordering and taking part in studies and projects concerning development of PT
- > Collecting data and providing analyses according to the demand on PT services
- > Maintaining the infrastructure (bus and tram stops).

ORGANIZATION

The Warsaw Transport Authority (ZTM) is a budgetary unit of the Capital City of Warsaw. Established in 1992, it has set up new standards in Poland by separating organization and controlling of PT services from the operational tasks. ZTM is responsible for selling and controlling tickets, too. Today, Warsaw Transport Authority has contracts with 10 operators. Due to its legal competences, it organizes local public transport inside of the Warsaw city borders. Furthermore, ZTM organizes suburb lines in the metropolitan area, according to individual contracts with other municipalities. They have to participate in the costs of the suburban lines.

CONTACT

ZTM

Address: ul. Żelazna 61,
00-848 Warszawa

Tel. +48 22 45 94 298
Fax. +48 22 45 94 243

E-mail: info@ztm.waw.pl
Web: www.ztm.waw.pl



Map showing the region within the country



Map of the region

PUBLIC TRANSPORT SYSTEM

Warsaw's PT network is based on numerous bus and tram routes, which enable direct connection between the most frequented places in the city. There is 1 metro line, and a second one is being built in years 2010-2013. In 2005 a local railway line was established, operating on regional railway tracks. Since 2006, inhabitants of Warsaw may use with tickets of ZTM the regional trains. An extension of the local railway system and the ticket cooperation with the regional railways is foreseen. Warsaw's main goal is to develop a PT system based on railway tracks (both heavy and light), with a complementary role for buses.



General map of the network



Suburban bus network



Tram network

FARES

Presentation of the fare and ticketing system

There are single tickets for one trip without change and tickets for 20, 40 and 60 minutes, for 1, 3, 30 and 90 days. The ZTM network is divided in 2 fare zones. Zone 1 contains the City of Warsaw, zone 2 the suburbs. Tickets for zone 2 are more expensive, but they are valid for zone 1 as well.

The ticketing system is a fully electronic system delivered by Ascom Monetel in years 2000-2001. It consists of paper-based tickets with a magnetic strip (tickets up to 7-day ticket) in EDMONSON standard and intelligent plastic cards (Mifare), which enable parking payment as well. The system gives an opportunity to measure demand on tickets. Ticket controlling barriers are established on every metro station

Table of fares actuality Feb 2012

Prices in €	City	City + Suburbs
Single ticket (without change)	0,90	1,40
Single ticket with change (20 min)	0,65	0,65
Single ticket with change (40 min)	0,95	0,95
Single ticket with change (60 min)	1,30	1,30
1 Day Travelcard	3,00	4,75
3 Day Travelcard	6,00	9,50
30 Day Travelcard	22,50	39,00
90 Day Travelcard	55,00	92,50

Note: There is a reduction of 50% on every ticket for several groups of passengers, e.g. pupils, students, rentists.

Funding of public transport in 2006 (to adapt e.g. no specification by mode if not available)

According to Polish law, only communities are responsible for local public transport. This means, public transport costs can be covered only from fare revenues and local budget. In Warsaw, fare revenues cover around 32% of costs (2011). The rest of the service costs and investments in local public transport are covered from the Warsaw budget. Some investments are partly financed by EU funds.

CURRENT DEVELOPMENTS

- > Second metro line: Beyond the first, south-north metro line a second one (east-west) is being built from 2011. Its central part connecting the two banks of the Vistula will be ready in 2014. The whole line will run between the largest housing estates in eastern and western Warsaw and the city centre.
- > New tram lines and modernization of existing ones: New tram lines are being built to districts without any railway tracks like Tarchomin. The investment costs will be covered partly from EU funds. The main lines in the city centre are consequently modernized and some lacking parts of the tram networks are being built as well. Every tram project is bounded with purchasing of new rolling stock.
- > Passenger information system: on the metro stations and along the modernized tram tracks, a dynamic passenger information system is installed. An integrated, house-to-house web information system on the website of ZTM is planned to be realized in the next years.
- > Integrated Public Transport Management System, with a broad scale of priorities for PT vehicles: during the next few years, many bus/tram lanes and intelligent traffic light systems are planned to be installed. A coordination of the work of these elements will be done through an Integrated PT Management System, which will enable ZTM with an accurate control over the PT system in Warsaw.



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HAMBURG Germany

REGION

- > HVV services are provided in an area covering 8,700 square kilometres ;
- > That's the whole area of the Free and Hanseatic City of Hamburg, as well as all bordering boroughs or counties in the regional state of Schleswig-Holstein and Lower Saxony ;
- > The HVV service area is home to approximately 3.4 million residents.

BUDGET

Budget of HVV GmbH (guidance organisation): 5,6 Million € in 2011.

CONTACT

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Web: www.hvv.de

HAMBURG VERKEHRSVERBUND (HVV)

MISSIONS

The HVV service area covers all or large parts of three regional German states.

These states and their respective boroughs, counties and municipalities have been legally appointed to act as public transport authorities (PTAs). This means that they are obliged to provide and finance an adequate level of public transport for their local population. In order to perform this task as successfully as possible, the PTAs concerned decided to found HVV GmbH.

In conjunction with the transport operators cooperating in the HVV partnership we organise, guide and manage public transport in the metropolitan region.

Our main aim is to provide the population with efficient, user-friendly services at fair prices.

ORGANIZATION

The first public transport co-operation in the world was established in 1965 in Hamburg as a company of civil law. It operated in accordance with the respective business principles. It was owned by four public transport operators in the Hamburg region. As a consequence of the changes in the legal framework, the HVV GbR was restructured in 1996. Ownership of the HVV GbR was shifted to a co-operation agency owned by the competent authorities in charge of public transport, the HVV GmbH (limited liability company).

The HVV now is formed as a Triple-Level Model with the **Public Transport Authorities (Political Level)** being responsible for ensuring and financing an adequate service offer for residents in their area, the **HVV GmbH (Guidance and Management Level)** being responsible for managing local public transport on behalf of the public transport authorities (PTAs) and for co-ordinating the work of the transport operators and the **Transport Operators co-operating in HVV (Service Provision Level)** providing the local public transport and customer service.



Geoplan Gesamt

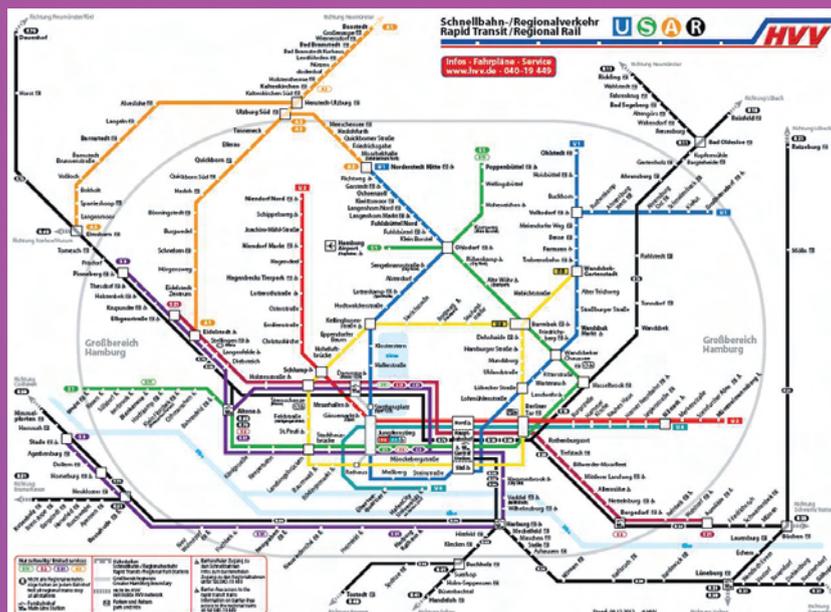
PUBLIC TRANSPORT SYSTEM

On average, around 2.3 million passengers travel on our services each workday. In Hamburg, 25% of all trips are made by public transport. As regards commuter traffic it's 33%. And in the city area we account for an impressive 67% of all trips made. More than thirty operators provide services for more than 696 million customers a year.

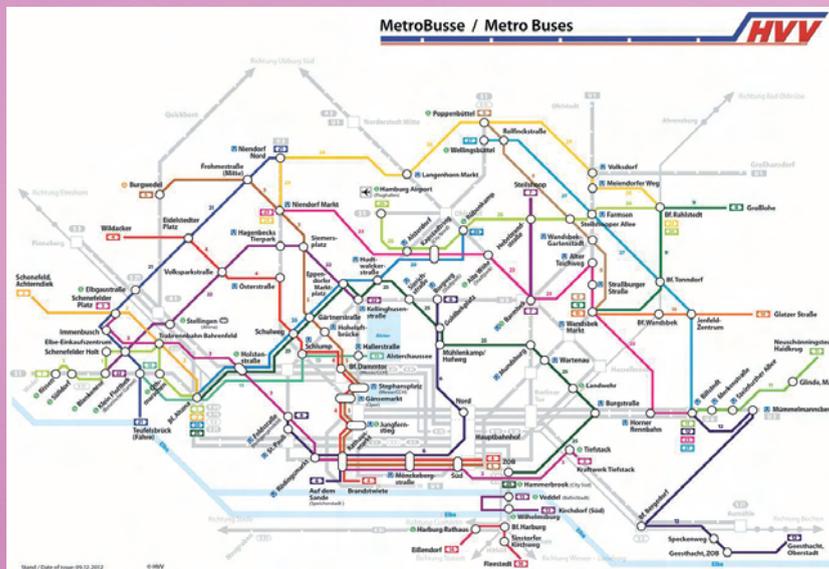
SUPPLY/DEMAND DATA 2011

SUPPLY	
Network length (km)	200
Number of lines/routes	50
Number of stops/stations	122
Vehicles	122
DEMAND	
Vehicles-km (million)	1279
Passengers-km (million)	1279

	Urban Bus, Ferries	Underground	Heavy Rail	Suburban Bus
Transport companies	3	1	8	20



Rapid Transit HVV



Metro Buses HVV

FARES 2011

- > HVV's device is to provide its customers a clear and easy fare system. Therefore a fare integration exists within the whole HVV-region. All operating partners agree to apply the standard pricing of the joint fare system.
- > Prices of ticket types vary depending on fare zones or fare stages.
- > The ticket assortment is mainly divided into single and day tickets, seasonal passes (week or month) and direct debit tickets. Beyond this, HVV offers a lot of sales tickets such as family tickets, group tickets, student tickets and special tourist cards.

FUNDING OF PUBLIC TRANSPORT IN 2011

Depending on the transport operator or local authority in question, financing of local public transport proceeds in various ways: the features common to all is that fare revenues is allocated to the transport operators in line with actual demand. In addition, statutory financial compensation can be claimed in special cases such as for the subsidized transportation of schoolchildren (as per German Passenger Transport Law (PBefG, § 45a) and to cover free transportation of the disabled (SGB IX, § 148).

The deficit generally remaining is reimbursed in various ways:

- > by the owners of the transport operating companies
- > on the basis of public transport contracts
- > by way of subsidies

The total income of public transport in 2011 was 652 million € which is made up of fare revenues and statutory compensation payments (PBefG, § 45a and SGB IX, § 148). The level of cost recovery was at about 71 % in 2011.

CURRENT DEVELOPMENTS AND PROJECTS

Electronic sales

Whether it is an online ticket, the HVV-Card or a mobile ticket: there is a whole new range of options for finding information and buying a ticket which more and more customers both expect and make use of. HVV is constantly expanding its range of sales via electronic media, without restricting its customers to just one option. All types of tickets will eventually be available electronically, leaving only a small number of tickets on paper. At the same time HVV is promoting the setting up of an integrated network inside and outside the Association with the aim of providing a comprehensive portfolio of services.

Tailoring capacity to needs

Steadily rising passenger numbers over recent years mean that we need to make determined efforts to expand our services. Greater frequency of services, longer trains and measures to speed up bus journeys are some of the ways to reach this goal. But the infrastructure needs to be pushed forward at the same time: new underground and rapid transit lines are already running or at the detailed planning stage; they will make a major contribution towards ensuring that local public transport services in the metropolitan region continue to cater for the needs of an ever more mobile public.

Multi-mode mobility

The various means of transport are more and more being used flexibly in combination in big cities and their surrounding areas. HVV welcomes this development and promotes the networking of local public transport with other mobility providers. Here, too, electronic sales can give important impulses. Such a system of mobility options which complement each other is not in competition with local public transport. Quite the contrary: it can help to convince city-dwellers that they don't need a car, thus helping to relieve pressure on the limited space available on the roads.



Verband Region
Stuttgart

STUTT GART Germany

REGION

The Greater Stuttgart Region provides a framework for co-operation between the capital of the federal state of Baden-Württemberg - Stuttgart - and its surrounding administrative districts of Böblingen, Esslingen, Göppingen, Ludwigsburg and Rems-Murr-Kreis.

The Greater Stuttgart Region is the public transport authority for the suburban railways (S-Bahn) with more than 10 million train-kilometre and, among other functions, also takes care of regional planning (land use and zoning), regional transport planning. It furthermore finances the suburban railways (S-Bahn) and regional public transport systems.

- > Surface: 365 397 ha. = 3653,97 skm
- > Population 2012: 2.647.134
- > Number of jobs (2009): 1.090.425
- > GDP/inh in 2010: 102.784 Mio € / 2.678.795 = 38.370 €/inh
- > Five districts, 179 communities.

BUDGET

In 2013 the Greater Stuttgart Region's budget amounts to EUR 350 million, of which EUR 316,9 million is being spent on public transport. On the revenue side, the Land of Baden-Württemberg will be providing around EUR 69,4 million for operating the suburban railways, and EUR 30 million for financing the integrated transport network and subsidising reduced fares for students and disabled people. EUR 125,9 million will come from farebox revenue and other public transport subsidies for the Region which, in turn, will be needed to fund the cost of operating the regional buses. The remainder is made up of levies from the City of Stuttgart and the administrative districts.

VERBAND REGION STUTT GART (VRS)

MISSIONS

The Greater Stuttgart Region has the task to keep the region worth living, highly efficient and ecologically intact.

The Greater Stuttgart Regions central aim is to marshal the forces of the 179 independent municipalities (towns and city districts) within the Stuttgart Region, thereby enabling the region to compete effectively both at a European level and on the world stage.

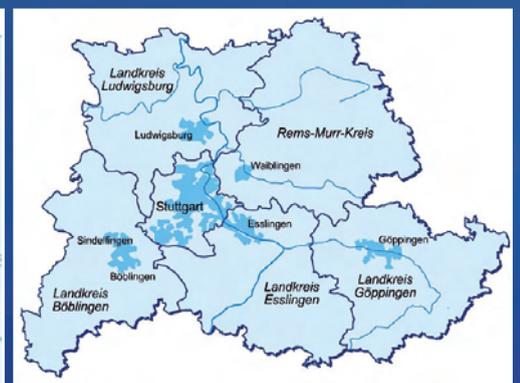
This democratically legitimated decision-making body embraces central planning policies - regional, infrastructure, landscape, traffic and transport - as well as business promotion, some areas of waste management, trade fairs and exhibitions as well as tourist marketing. It provides a uniform picture of the Region, both internally and to the outside world. The Region is also the authority responsible for the suburban railways (S-Bahn) as well as for rail transport services of regional significance that starts and terminates within the Region. In addition, the Region is responsible for integrating all of the region's bus services within the transport network. Rail transport services beyond this level fall within the responsibility of the Land of Baden-Württemberg. Furthermore, the administrative districts as well as the City of Stuttgart are the public transport authorities for local public transport services in their territories.

ORGANIZATION

The Greater Stuttgart Region was founded in 1994 by law to give the Region a political organisation with the population's own directly elected body of representatives: the Regional Assembly. The Regional Assembly's current chairman is Thomas S. Bopp.



Map showing the region within the country



Map of the region

CONTACT

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PUBLIC TRANSPORT SYSTEM

Description of the network:

The integrated transport network (VVS) covers the regional administrative districts with the exception of Göppingen. VVS is jointly owned by the operators (50%) and public authorities (50%). Its main functions lie in distributing revenue and providing passengers with timetable and fare information.

- > Around 40 independent bus/transport companies (small and medium sized companies, international trusts)
- > 304 lines in the bus-network; 998 busses; 39,525 million kilometres p.a.
- > until 1993: independent tariff of the particular company (each company gained its own ticket revenues of its licensed bus lines)
- > since 1993: transportation association and tariff union; conclusion of the contracts with transportation companies (one and the same ticket is valid in all busses and trains)



General map of the network

Presentation of operating companies:

Public transport within the region is operated by:

Stuttgarter Straßenbahnen AG (SSB) (metropolitan light rail and city buses). With shares owned by the City of Stuttgart, SSB operates within the city as well as on a number of lines to surrounding municipalities.

Deutsche Bahn (heavy rail and suburban rail (S-Bahn)), with shares owned by the state.

Around 40 regional bus companies operating within the administrative districts.

	Urban uses	Suburban buses	Light rail	Metro	Heavy Rail
Number of lines	55	304	17	0	24
Operators (names or number if too many)	SSB	40 independent bus companies			Deutsche Bahn Veolia
Website(s)	http://www.ssb-ag.de/de/die_ssb/daten_und_fakten/kennzahlen.html				www.bahn.de http://www.veolia-verkehr.de

SUPPLY/DEMAND DATA 2012

Every day about 1.1 million bus rides and train journeys take place within the transportation association and tariff union Stuttgart¹. Many commuters are dependent on the passenger transport. In the early morning rush hour from 6 to 9 a.m., the modal split between road traffic and public transport is 60 to 40. A good passenger transport is imperative in an area around 70 percent of jobholders, liable to insurance, have their job not in their place of residence².

	SSB		HEAVY RAIL		REGIONAL BUSES
SUPPLY	Light rail	Bus	Reg. trains	S-Bahn	
Network length (in km)	228	682	539	266	4288
Number of lines	17	55	17	7	304
Number of stops/stations	200	527	92	77	2.837
Number of vehicles	169	267	n.a.	146	998
Seat km (x Mio)	4.114	1.273	n.a.	8.544	3.083
Number of operators	1	1	2	1	40
Number of train/vehicle km (x Mio)	19,924	14,834	7,45	9,194	39,525
DEMAND					
Passengers carried	337 million/year				

FARES AND TICKETING 2013

Within the VVS integrated transport network, passenger fares depend on the number of zones travelled. Valid for the metropolitan light rail, heavy rail, suburban rail and bus services, all tickets are multimodal and permit interchanges.

Passengers do not have to pay for more than 6 zones (on single tickets) or 7 zones (in the case of passes for one week or more). Prices: single ticket EUR 2.20 (1 zone) – EUR 7.10 (6 zones), 4-journey ticket EUR 8.20 – EUR 27.00, weekly passes EUR 19.90 – EUR 68.30, monthly passes EUR 58.70 – EUR 199.60, year passes EUR 587 – EUR 1.996. Children aged between 6 and 14 receive a 40-50% reduction on the price of all tickets.

Purchasing single ticket by mobile phone, you get a reduced fare.

A six months ticket for students at university is available for 190 €



© Verband Region Stuttgart/S-Bahn Stuttgart – Gottfried Stoppel

¹Cp. Verkehrs- und Tarifverbund Stuttgart, Verkehrsstromerhebung für die Jahre 1994-1996.

²Cp. Steinacher, in: Stuttgarter Zeitung from 14.06.2006.

CURRENT DEVELOPMENTS

FINANCING REGIONAL BUS SERVICES:

The Verband Region Stuttgart (Greater Stuttgart Region Association) has the task of keeping the region a desirable place to live in, highly efficient and ecologically intact. It is responsible for financing the largest part of the bus services in the integrated Stuttgart transport and tariff network.

The current contracts for financing the regional bus services were concluded on the basis of the European Court of Justice's judgement on the "Altmark-Trans" case. The basis for this was a prior cost analysis. At the moment the region is working on a follow-up solution based on the EU regulation 1370.

RESULTS OF THE SUBURBAN RAILWAY INVITATION TO TENDER:

In the pan-European invitation to tender for the Stuttgart suburban railway contract, DB Regio's bid for the follow-up order was accepted. The new contract started 01.07.2013 and will end 30.06.2028.

The most visible success of the awarding of the suburban railway contract was that the ET 420 class vehicle will be replaced by ET 430 class vehicles, which for the first time in Germany implement the TSI-PRM in full.

So in future the only vehicles in use throughout the suburban railway network will be modern ones of the new ET 430 class and the ET 423 class already in service. Every vehicle has air-conditioning, as well as video surveillance to improve security. In addition the ET 423 class vehicles already in use will be re-designed by the end of 2015, meaning that practically comparable vehicles will be in service on every line.

The re-design measures are in line with the technical standard of the ET 430 class. Accordingly the ET 423 class vehicles will be equipped with a passenger information system (monitors showing connecting services in real time and other improved information displays in the vehicle) and extra facilities to make them more accessible for persons with reduced mobility (including the installation of guide strips for the visually impaired and acoustic door locator signals).

Altogether 87 ET 430 class vehicles and 60 ET 423 class vehicles will be in use.

EXPANSION OF THE SUBURBAN RAILWAY NETWORK:

The extension of the S1 line via Plochingen to Kirchheim was already operating successfully in late 2009. Since then passenger numbers on the new section of the line with an additional five stations have risen by more than 2,000 a day.

The new tangential lines Böblingen – Renningen (S60) and Marbach – Backnang (S4) started their service in December 2012. The commissioning will increase the overall service by about 5% compared to now.

Further projects to expand the suburban railway network are in the pipeline. These include the extension of the S1 into Göppingen rural district and the extension of the S2 via Filderstadt to Neuhausen.

NIGHT SERVICE IN THE REGION

In 2000 a regional night service was introduced at weekends. This gave "night owls" the opportunity to travel from Stuttgart to destinations in the region until the early hours.

After just a few years this initiative, planned as a bus service, went down so well that extra capacity regularly became necessary to cater for the annual 10% increase. As there are now 200,000 passengers a year, the limit has been reached that requires the operation of a suburban railway service. This night suburban railway service started in December 2012.

Initially this operates only at weekends and the night before public holidays, but can be extended at any time to other days if the demand is there. Since end of 2012 there are three departures to every terminus between about 2 and 4 a.m.

Furthermore, for the first time the last return journey enables people living in the region to take the suburban railway to catch the first morning flights, at the weekend at least.

Operations	Total
Costs	660.1 Mio €
Fare revenues	393.3 Mio € (less VAT)
Cost coverage	59.6 %



MONTREAL Canada

REGION

Since 1996, the AMT has been responsible for public transit planning in the Montréal metropolitan area.

- > Surface of the city: 101 km²
- > Surface of the region: 3,239 km²
- > Population of the city: 1,886,500 inhabitants
- > Population of the region: 3,777,500 inhabitants
- > Employment of the city: 930,000 jobs
- > Employment of the region: 2,156,000 jobs
- > GDP/inh of the city: 41,049 €
- > GDP/inh of the region: 31,495 €

BUDGET

Operating budget 223 million Euros in 2012 Sources of funding are the Government, municipalities, Revenues from its services and metropolitan fare system and other revenues.

The Three-Year Capital Expenditure Plan (CEP) for 2011–2012–2013 represents development investments of 633 million Euros.



Province of Québec, Canada

Montréal Metropolitan Region

AGENCE METROPOLITAINE DE TRANSPORT (AMT)

MISSIONS

The Agence métropolitaine de transport's mission is to expand public transit services in order to improve the efficiency of individual travel in the metropolitan Montréal area. Its mandates are varied and complementary:

- > Planning, coordinating, integrating and promoting public transit services in cooperation with our partners ;
- > Operating the commuter rail network and the metropolitan bus network ;
- > Planning and building any extensions to the Metro system ;
- > Participating in financing the operation of services provided by 14 transport authorities in the region ;
- > Managing the metropolitan fare system: an inter-system fare setting operated by 14 different organizations ;
- > To support, develop, coordinate special transportation services for persons with disabilities ;
- > Providing our partners with expertise and tools on financing and managing commuter considerations.

ORGANIZATION

The Agence métropolitaine de transport (AMT), started on January 1, 1996. It is a government agency for metropolitan transportation accountable to the Québec Minister of Transport. Its territory covers 83 municipalities and the Kahnawake Mohawk Reserve.

The Board has seven Directors: The government of Quebec appoints the Chairperson (also President and CEO), as well as three people from the socio-economic community. The Communauté métropolitaine de Montréal delegates three members, one from Montréal, one from Longueuil or Laval and one from any of the other municipalities.

Senior management is composed of the President, CEO and Chairman of the Board; the Manager, Internal Auditing; the Secretary-General and Vice-President, Corporate, Legal and Real Estate and 8 others Vice-Presidents.

Municipal partners are:

> 83 municipalities located on the territory and the Kahnawake Mohawk Reserve; 12 regional county municipalities (RCM); 2 agglomeration councils; Communauté métropolitaine de Montréal.

Government partners

> Ministère des Finances du Québec; Ministère des Affaires municipales, des Régions et de l'Occupation du territoire du Québec; Ministère du Développement durable, de l'Environnement et des Parcs du Québec; Quebec Treasury board; Transport Canada.



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Fax: 514 287 -2460

www.amt.qc.ca

Customer service:

514 287-8726 or 1 888 -702-8726

PUBLIC TRANSPORT SYSTEM

Description of the network:

In addition to planning the development of public transit services in the Montréal metropolitan area and acting as prime contractor for the construction of projects such as the recent extension of the Montréal metro to the neighbouring city of Laval, the AMT operates 5 commuter rail lines, 1 metropolitan express bus line, 16 terminuses, 85.2 km of reserved lanes and 61 park-and-ride lots (more than 31,300 spaces). Its annual ridership is 18,177,000. To ensure a better integration of transit services throughout the territory of the Montréal metropolitan area, the AMT works closely with the Quebec Transport Department and the 14 transit organizations that offer services on the territory. The AMT also works closely with the 12 paratransit organizations in the territory.

Commuter rail network

When it was created, the AMT was given responsibility for the metropolitan Montréal area's commuter rail network. Since 1996, when there was only the Deux-Montagnes and Dorion-Rigaud lines in service, the AMT has worked to consolidate and develop the network. Since then, it has added three lines: Blainville in 1997, Mont-Saint-Hilaire in 2000 and Delson in 2001. In 2005, it extended the Delson line to Candiac, and in January 2007, it extended the Blainville line to Saint-Jérôme. Moreover, in 2006, the Québec government authorized the construction of a sixth line that will serve eastern Montréal and the northeast off-island suburbs (Repentigny, Terrebonne and Mascouche) in the metropolitan area: the Train de l'Est.

With 16.6 million passengers (2011), the commuter rail system in Montréal area is ranked sixth in ridership in North America, after the New York, Chicago, Boston, Philadelphia, and Toronto regions.

Metropolitan bus system

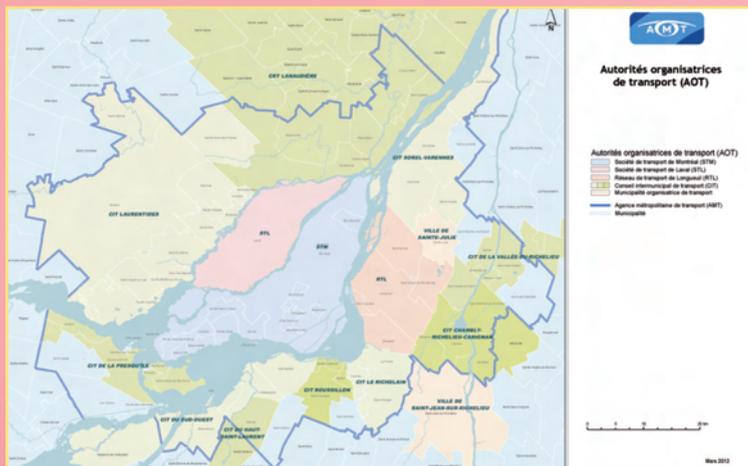
The metropolitan bus system constitutes a vital component of the Montréal area's transit network. With its 19 public transit routes, the metropolitan bus system (RTMA) efficiently connects all the areas of the metropolitan region that are not served by commuter rail or the metro, especially those with a small population. 2.9 million car drivers make use of park-and-ride lots, 25.3 million trips pass through the 85 km of metropolitan reserved lanes, and close to 73 million customers each year use one of the AMT's 16 terminuses.



Commuter rail network 2011



Metropolitan bus system 2011



	Urban buses	Suburban buses	Tramways	Metro	Heavy Rail
Number of lines	739	1 express bus lines	-	4	5 lines (51 stations)
Operators (names or number if too many)	Société de transport de Montréal (STM); Réseau de transport de Longueuil (RTL); Société de transport de Laval (STL); and 11 public transit authorities	AMT with contact to Réseau de transport de Longueuil (RTL)		Société de transport de Montréal (STM)	AMT with contracts to Canadian National (CN) and Canadian Pacific Railway (CPR)
Website(s)	www.stm.info www.rtl-longueuil.qc.ca www.stl.laval.qc.ca www.amt.qc.ca	www.amt.qc.ca		www.stm.info	www.amt.qc.ca

SUPPLY/DEMAND DATA 2011

	AMT		Other transit organisations (14)	
	Commuter rail	Express bus lines	Metro	Bus
SUPPLY				
Number of lines	5	1	4	739
Routes length (km)	380	30	132	21 198
Number of vehicles or trains	254	(sub contract)	756	2 957
Number of operators	2 with contracts to Canadian National (CN) and Canadian and Canadian Pacific Railway (CPR)	1 with contract to Réseau de transport de Longueuil (RTL)	1	16
Type of operator	public	public	public	public/private
Vehicle-km on buses or train-km on rail modes (million/year)	10.20		76.90	133.12
DEMAND				
Trips/year (millions)	16.65	1.53	250.00	378.08
Passengers-km (million/year)	347.00	22.61	n/a	n/a

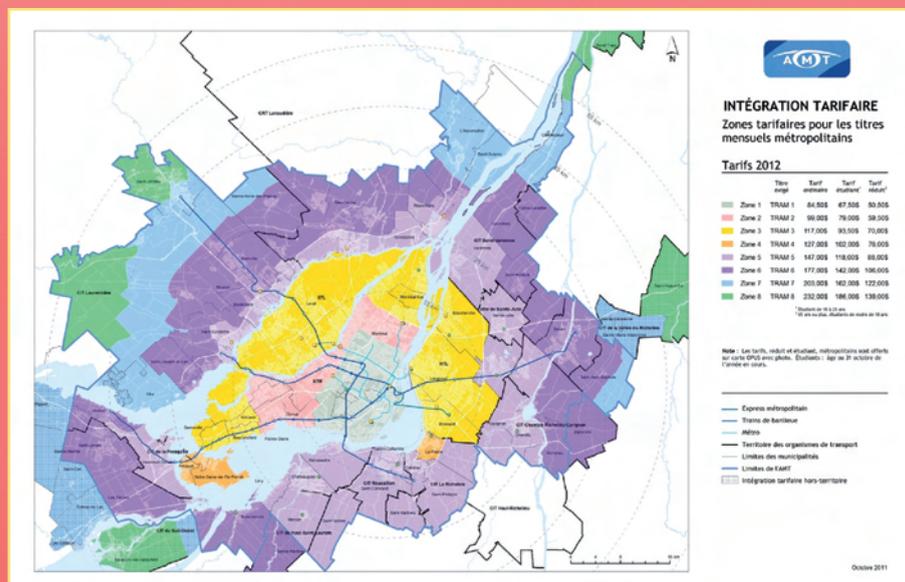
FARES AND TICKETING 2012

The metropolitan fare system governs the inter-system fare for all transit services in the Montréal region, which are provided by 14 organizations. The TRAM monthly pass, which allows users to travel on metro, train and bus, also gives customers a discount of 15% to 25% compared to the purchase of multiple passes.

The metropolitan fare increases according to eight concentric zones defined by the distance from downtown Montréal. Zones 1 and 2 are located on the Island of Montréal. Zone 3 covers part of Island, plus Laval and Longueuil. Zones 4 to 8 cover the northern and southern off-island suburbs.

The AMT collects the fare revenues of metropolitan transit passes and tickets and redistributes them with the transit authorities based on the fare holders' usage of their respective systems. The expertise that AMT has developed in this regard contributes actively to the creation of new rules for organizing and financing metropolitan transit and to a better understanding of the major issues within the metropolitan community.

	Regular fare (CAN \$)	Student fare (CAN \$)	Reduced fare (CAN \$)
TRAM monthly pass (zone 1 to 8)	84.50 up to 232.00	67.50 up to 186.00	50.50 up to 139.00
TRAIN monthly pass (zone 1 to 7)	73.00 up to 173.00	58.50 up to 138.00	44.00 up to 104.00
6 tickets TRAM carnet (zone 1 to 3)	17.00 up to 23.50	-	10.00 up to 14.00
6 tickets TRAIN carnet (zone 1 to 7)	14.50 up to 39.00	-	8.50 up to 23.50
Ticket-TRAM (zone 1 to 3)	4.25 up to 5.75	-	2.50 up to 3.50
Ticket TRAIN (zone 1 to 7)	3.75 up to 9.75	-	2.25 up to 5.75



FUNDING OF PUBLIC TRANSPORT IN 2010

Principles of public transport funding

The public transit operation funding for all public transit organizations in the region comes from sale tickets revenues (50%), subsidies from municipalities (36%), from provincial government (7%) and from AMT (8%).

AMT is participating in financing the operations of the 14 public transit organizations in the region (over 77 million Euros in 2010).

CURRENT DEVELOPMENTS

COMMUTER RAIL SYSTEM

The Train de l'Est is filling a need for permanent public transit infrastructure in eastern Montréal and the northeastern periphery.

This large-scale AMT project, currently underway, involves the construction of 10 new train stations, various railway trestles and overpasses, tunnels and walkways, along with several kilometers of railway tracks. The new line will be able to transport 5,500 commuters during each of the AM and PM peaks, almost 30% of whom are currently travelling by car.

The 52-km-long Train de l'Est commuter rail line will allow commuters to transfer to the Orange line of the Metro (the Sauvé and Bonaventure (Central Station) metro stations). Starting in Mascouche, the train will pass through Terrebonne, use the median of Highway 640, and link up to the CN railway in Repentigny (Le Gardeur sector). The train will pass through Charlemagne, the north-eastern part of the Island of Montréal, and connect to the Deux-Montagnes Line. It will enter downtown Montréal through the Mount Royal Tunnel.

The idea of having the train running along the median of Highway 640 median allows the use of existing transportation right-of-way and minimizes the impact on neighbouring farmland.

Maintenance centers

We want to acquire our own garage sites and maintenance centers for our equipment in order to get a control on maintenance quality.

After 16 years of operation, during which commuter rail ridership has more than doubled, the AMT must plan ahead for the maintenance of its commuter rail fleet. To meet increasing demand, the AMT has ordered 160 dual-mode locomotives in order to increase the capacity of its current lines by 70% and to implement the new Train de l'Est line. The fleet will go up to 300 units by 2015. In keeping with its growth objectives, the AMT must be able to accommodate, and especially, to control these major investments.

Equipment maintenance is presently handled by Bombardier and Canadian National (CN) at different existing facilities (Sortin, Saint-Luc and Taschereau marshalling yards as well as Central Station). These facilities, which were initially designed for freight equipment, do not offer availability, modern equipment, trained personnel or needs prioritization for the AMT.

METROPOLITAN BUS SYSTEM

The planned improvements to the RTMA include extensions of reserved lanes, the implementation of preferential measures for buses, and the development or expansion of several terminuses and parking lots throughout the Montréal metropolitan region.

Notes

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