

EMTAnews

European Metropolitan Transport Authorities

Winter 2014
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Editorial

For sure 2014 has been a somewhat turbulent year but despite this the true value of EMTA membership has shone through.

A common thread has been the revision of the European legal framework on local public transport, causing political turmoil in the local sector, because of legal uncertainties and shortcomings arising from the Commission's compromised amendments putting the legal perspective on the future of the rail sector in jeopardy. It turned out however to be a good opportunity to showcase a coordinated protest in joining forces with peer stakeholders.

The EMTA community of metropolitan areas has lost a number of members. Associate member Hamburg withdrew without any explanation and unfortunately political changes and financial concerns took its toll earlier for Sheffield and Seville. We have taken this opportunity to re-emphasise the importance of EMTA membership benefits. For many cities funding issues were paramount this year together with a growing sense of the importance of the role of cities and their transport authorities to reap their economic potential.

The London general meeting focused on these and other aspects; with the host city trying to remain an attractive place to live and work, making it one of the world's best cities for investment. However, like many other megacities this is a permanent battle to provide housing, education, public health amenities and of course improve the city's transport services. Keeping up with the pace of population by providing new capacity and network expansion proves a struggle for many cities. The pressure is on the European Commission and at national level to allow cities to play their key role in securing growth, jobs and investment to drive their competitiveness.

Working with peer stakeholders proved very positive with EMTA making a number of clear statements to the Commission on different issues. During the next Latvian presidency of the Council cities need to punch their weight to press for economic revitalisation. The more we succeed in being consistent in expressing our views, the higher the chance we shall be able to make ourselves more heard and influence EU-policy. Of course EMTA recognises that there is a fair need to expand our association's membership to benefit its profile. Enlargement is a prerequisite for continued success. Our former vice-president Carlos Cristobal leaving office in his last general meeting left a clear message: do not compromise the profile of EMTA by involving cities that by their size lack a similar typology of issues that unite larger metropolitan areas and capitals. Enhancing our visibility among members and reaching out for the transport world stays at the heart of our mission. Progress has been made by being more visible in the work of International Transport Forum and with projects like EPTA and COST.

All members are looking to explore alternative funding streams and make the case for retaining local taxation for improvement in public transport and this will remain a challenge over the coming years. For some members this year has seen a realignment of powers and competencies to regional transport authorities.

Finally I would like to pay tribute on behalf of EMTA to those members of the board who for different reasons had to end their term prematurely. EMTA says thank you to Carlos Cristobal, Marc Garcia and David Vitézy for having been inspiring champions to the causes of our association.

Wishing you all a very merry Christmas and a prosperous New Year.

Ruud van der Ploeg,
Secretary of EMTA.

Happy New Year 2015



News from the cities

Travel in London becoming more convenient with over 12 million contactless journeys made since launch

More than 12 million public transport journeys have now been made using contactless payment cards and devices since Transport for London (TfL) launched the new more convenient way to pay on 16 September 2014. Contactless payments, part of TfL's work to modernise and improve the service offered to customers, can be made for travel on the Tube, London Buses, tram, Docklands Light Railway (DLR), London Overground and most National Rail services in London.

Journeys made using contactless payments are growing by 10 per cent every week. They already now make up nearly eight per cent of all pay as you go journeys on the network (pay as you go journeys make up 40 per cent of all fare paying journeys).

Using contactless payments for travel is easy. Customers with a UK issued contactless payment card (debit, credit, charge or pre-paid cards) and other methods of contactless payment that meet financial industry standards, including mobile phones, simply have to touch their card or device on the reader. There is no need to sign up for an online account with TfL, but there are many benefits if customers choose to, including being able to see 12 months of journey and payment history. Customers who don't have an online account can still access their journey and payment history, but only for the last seven days. Contactless payments work in the same way as Oyster, charging customers an adult-rate pay as you go fare when they touch in and out on readers at the start and end of every journey. Other methods of contactless payment that meet financial industry standards, including mobile phones, may also be accepted

Customers using contactless payments for their travel can benefit from having their fares capped - this automatically calculates the best fare for their contactless travel in a day or over a seven-day period from Monday to Sunday.

Oyster continues to be available, with contactless payments being another option that lets customers travel without the need to top up Oyster credit.



Steve Newsome, Transport for London:
www.tfl.gov.uk/contactless

Just launched: Metropolitan region Rotterdam – The Hague

By the 1st of January 2015, a new Public Transport Authority will be formally launched in The Netherlands: the Metropolitan Region Rotterdam Den Haag (MRDH), resulting from a merger of two regional transport authorities stadsregio Rotterdam and stadsgewest Haaglanden. This article briefly explains the scope of the area, structure of governance, legal tasks and budget, organization and its core focus.

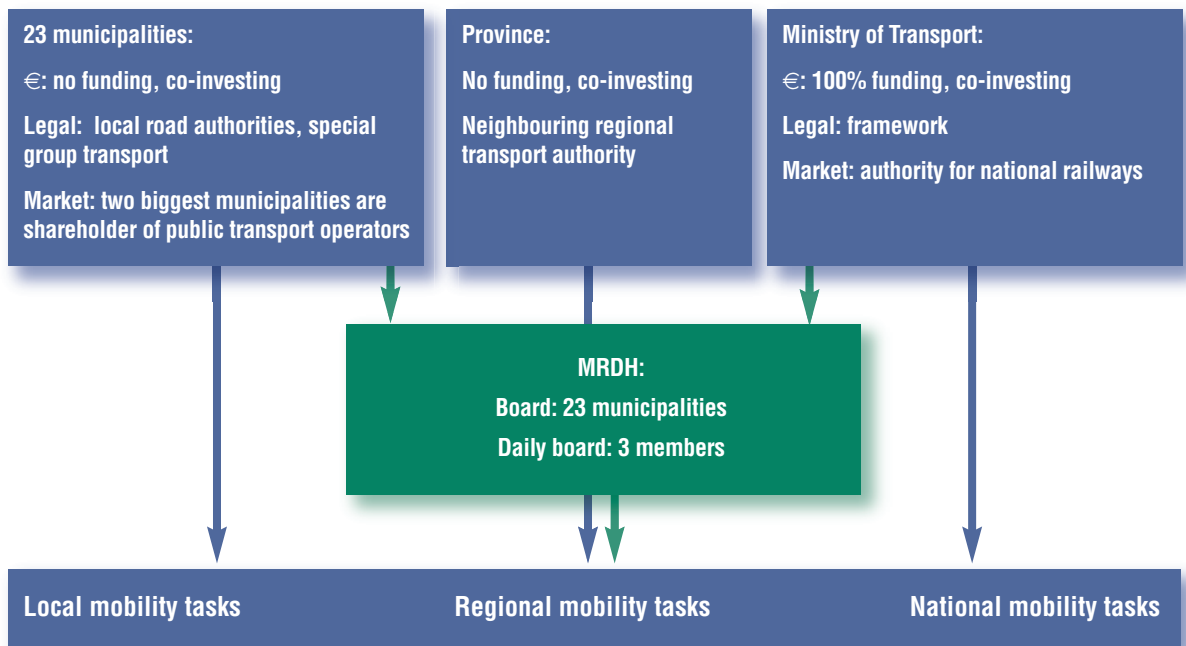


Area

MRDH (2,2 mln inhabitants) is a part of the 'Randstad', containing Amsterdam, The Hague / Rotterdam and Utrecht (total 6 mln inhabitants). Rotterdam / The Hague area also contains the biggest European seaport, an airport, Europe's biggest green housing area (Westland), the seat of the national government, the international city of peace and international law (The Hague) and some big international company headquarters like Royal Dutch Shell, Unilever.

MRDH will be one of the two newly launched Public Transport Authorities (the other one being the Metropolitan Region of Amsterdam, 2 mln inhabitants) – red. RvdP.

Governance & funding



As the figure listed above, the governance and funding structure of MRDH is having some special features, compared to the majority of other Metropolitan Transport Authorities in Europe:

- > Its funding comes from the state (Ministry of Transport). Municipalities do not fund the MRDH, municipalities do co-fund regional investment in infrastructure works on their local grounds ;
- > MRDH tasks are public transport and other mobility issues alike; MRDH is a so-called transport authority. A part of its organization (not scheduled in the figure above) carries some responsibilities regarding spatial and economic development ;
- > MRDH has 23 board members, including its two biggest municipalities Rotterdam and The Hague. Another big member will enter the board in the near future: the province of Zuid-Holland, a neighbouring regional transport authority ;
- > MRDH tasks do not contain specific local tasks like special focus group transport (pupils, disabled etc.) and local road management. Its 23 municipalities organize their own local mobility tasks ;
- > The municipalities of Rotterdam and The Hague own the shares of the biggest transport operators. Therefore they have a double interest discussing public transport issues: a planning & policy interest and ownership interest alike.

Tasks and budget

Tasks	Average yearly budget (€ mln)
Public transport, among them: <ul style="list-style-type: none"> • New investments • Maintenance (rail) • Exploitation • Network development 	440
Roads, mobility <ul style="list-style-type: none"> • Process management new highways • Mobility management • Dynamic traffic management • Bicycle roads • Park & ride • Traffic safety • Sustainable mobility 	50
Strategy and office costs	10

The table above indicates MRDH is used to work from a holistic perspective on mobility. Public transport is by far the most comprehensive task, yet making combinations with other mobility aspects is the main trigger for a synergetic approach. Two examples:

- > Within Rotterdam area, there are over 5000 parking places near suburban train and metro stations (Park & Ride), based on an integrated ticketing system for both parking and the use of public transport. This prevents traffic jams into the centre cities whilst contributing to the increase use of the metro ;
- > The tasks of mobility management is done by a 'satellite organization' called Verkeersonderneming (co-owned by MRDH), its main task is getting employers and employees out the traffic jams on the high ways, by finding other mobility solutions for them. That can be anything, while MRDH is covering the wider area of mobility, it is possible to offer any conceivable solution. This satellite organization works as a "mediator" between government, employers and their employees, transport operators and small entrepreneurs.

Organization and working culture

MRDH has a staff of some 60 heads. The main focus is at strategic issues, policymaking, program and contract management. MRDH is heavily relying on capability and capacity of its stakeholders. Its organization model is 'lean and mean': its transport stakeholders and contractors need to be capable and professional enough to secure the management of all projects and to uphold a high quality of daily services. For example the two largest public transport companies have both 3000 FTE, operating the fares and ticketing, time tables, advising on network expansions, taking care of social safety and security, manning client support centres. Larger municipalities are responsible for managing the projects themselves, leaving to MRDH-staff to their core role as a programme manager, funding partner and policy framework decision body.

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"Give Transport Authorities greater financial freedom to deliver Jobs and Growth"

Transport and city leaders from London, Greater Manchester and Birmingham have set out how transport funding reforms could transform the prospects of the UK economy. London's transport commissioner Sir Peter Hendy, Sir Howard Bernstein, chief executive of Manchester City Council, Geoff Inskip, chief

executive of West Midlands Transport, Centro, and key figures from Leeds and Sheffield, have thrown their support behind a new independent report which calls for reforms that would ensure a shift in power from Whitehall, enabling the creation of jobs across the UK and economic growth for the whole country. The report, which was commissioned by Transport for London and Transport for Greater Manchester, has been developed and delivered by Volterra economic consultants.

The Volterra report states that the current approach to the evaluation and funding of transport projects is likely to lead to "damaging underinvestment" unless it is tackled and that pay back in terms of economic growth and jobs would be optimised if the approach were changed.

The Mayor of London, *Boris Johnson*, said: "Greater financial freedoms for our cities are absolutely central to their ability to better plan and finance the infrastructure they need to flourish. Transport is no exception to this argument. It is a vital key to unlock the door to wider growth in our economy, helping to spur jobs, new homes and regeneration. Working in partnership with other major cities I have been making the case for Whitehall to give us a greater say over our own futures and in turn boost the prosperity of UK plc."

Howard Bernstein (Greater Manchester) said: "As this report makes clear, greater devolution of transport powers is vital so that cities can better develop, fund and deliver transport improvements and fulfil their full economic potential. At present, the Government has a centralised system of funding with little integration at the city level. Just 5% of taxes raised in Britain are controlled by UK cities, compared to 30% in Germany and 37,5% in the USA. The report states this should change.

Changing the rules and providing cities with more economic freedom would allow new projects to get off the ground and deliver benefits far more quickly than is currently the case. The pipeline of infrastructure projects that could be created would then fill the order books of companies up and down the country providing more certainty over transport investment and more firms investing more in jobs, skills, apprentices and innovation for the long-run, something which existing short-term planning horizons work against."

The report shows that the current system of funding needs reform if the UK is to avoid being left behind in the global race for creating jobs and growth. It argues that transport investment in cities is pivotal to the country's success and that we need a fresh approach to the framework for deciding what transport infrastructure gets funded, where and when.

Peter Hendy (Transport for London) said: "The current system of transport evaluation was developed in an era of under-investment, where governments managed the decline of cities. We are now in a very different world, where cities are the drivers of the country's future growth.

Geoff Inskip (Birmingham) added: "The report sets out the need for a new direction for transport, so that it integrates with city agendas for global competitiveness and provides the right levers to deliver a truly integrated transport network."

"We wholeheartedly agree with the report's conclusions that devolved powers and funding from Whitehall will allow cities to strengthen their transport infrastructure and fulfil their true economic potential."

The report argues that a new approach is needed that enables cities to work together to reap their full economic potential. It states that transport authorities need more control over the tax revenues and changes in the way in which the real financial return of transport investment is evaluated.

If Authorities are given the freedom to do so they will create new jobs and growth that will benefit the whole country.

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"Transport Development Results in Budapest 2010-2014"

Four difficult, but successful years are behind BKK Centre for Budapest Transport, the transport organizer of the Hungarian capital founded in 2010. In that year, BKK took over a public transport management system that was in poor condition with obsolete vehicles and infrastructure. The Budapest Transport Company (BKV), fully owned by the Municipality of Budapest, had no appropriate owner's and professional control over it, there was no quality assurance and accountability was lacking. London, one of the most populous capital cities in Europe with an extensive and well-organised transport network, provided the best example for the task of reforming the transport governance system, which was completed in 2012 by BKK becoming a full-blown PTA.

BKK has started and completed numerous successful development projects. The result of efforts are best illustrated by the fact that despite a 10% price-cut on passes there has been a 20% annual fare-box revenue increase amounting to HUF 7.7 billion (EUR 24.4 million) since the current city management took office and BKK was founded. Tickets and passes are now printed on thermo-paper, 300 new ticket vending machines (TVMs) have been added to the sales network and front-door boarding only policy has been introduced on numerous transport lines. Public space supervisors are now involved in assisting BKK's ticket inspectors resulting in a 45% increase in the number of passengers to pay penalty fares while the amount of collected penalty fares rose by 253%. Besides increased revenues from ticket and pass sales, the transport network went through significant development.

In the spring of 2014, the long-awaited metro line M4 was finally inaugurated after years of delay and construction. M4 covers a distance of 7.4 kilometres in just 13 minutes between Keleti pályaudvar and Kelenföld vasútállomás railway stations serving ten uniquely designed stations, some of which have won architectural awards

In addition to underground fixed-rail developments, the above ground tram and trolleybus network will also be renovated with modern, low-floor vehicles to be delivered. As a first in Budapest, aesthetically pleasing grass-covered tram tracks equipped with automatic sprinklers were laid down allowing trams to glide swiftly and quietly. Thanks to the developments, tram line 1 will cross the Danube from the Pest side of the city to South Buda via Rákóczi bridge in 2015. The total cost of the track refurbishment of tram lines 1 and 3 is 44.4 billion Hungarian Forints (141 million Euro) with 93% co-funding by the European Union.

The average age of the Budapest bus fleet was 18 years with some vehicles having been in service for over 30 years. BKK replaced nearly 40 per cent of the buses and by the end of 2014 a total of 350 new and some 200 second

-hand, low-floor buses will be operating in Budapest and its metropolitan area including 37 used CNG-propelled Van Hool buses as a novelty in the Hungarian capital. The new buses feature sky-blue livery and are not only comfortable but also environment-friendly.

The vehicle fleet will expand further in the course of 2015 with 200 brand new, air-conditioned, low-floor MAN Lion's City A21 and Mercedes-Benz Conecto G buses arriving to Budapest, all propelled by the most advanced environmentally friendly engines of our age. Furthermore, 28 new articulated diesel-electric hybrid Volvo 7900H buses will be introduced from the beginning of 2015; while in the summer of 2015, 14 solo and 10 articulated Solaris-Škoda trolleybuses, with the capability of running 4 kilometers in off-wire mode will also be delivered to Budapest.



BKK has already done a lot and will continue to make Budapest a more liveable city: in the framework of the Heart of Budapest (Budapest Szíve) project numerous public spaces had been renovated and made greener. The most environmentally friendly public transport service, the MOL Bubi public bike-sharing system was launched, which opened a new chapter in the transport of Budapest. BKK's goal is not a secret: we would like more and more people to opt for cycling for their short urban trips. New cycle paths have been created and the alignment of traffic in the city centre has been modified to support safe cycling.

BKK put into service FUTÁR, the automatic vehicle location and passenger information system based on GPS technology. Additionally, a modern dispatch centre was implemented, vehicles have been equipped with on-board computers and state-of-the-art passenger information systems, and FUTÁR display units have been mounted at stops to inform passengers about the exact departure of the next vehicle. Furthermore, customers have new mobile applications at their disposal for up-to-date travel information.

Budapest transport is on the right track for sustainable development with several planned projects in the pipeline. Currently BKK is working on the introduction of the open-loop automated fare collection (AFC) and e-ticketing scheme. More new buses and trams will enter service to provide barrier-free transport connections with fewer transfers. The need for refurbishment of metro line M3 has by now reached a critical stage; BKK will also commence this tremendous work in the next few months.

At the closing deadline for this newsletter EMTA members and the board were very surprised and astonished by the news that the General Assembly of the Municipality of Budapest has decided to end the tenure of EMTA Board member David Vitézy as CEO of BKK Centre for Budapest Transport. EMTA regrets mr Vitézy has to leave office and wishes to compliment him for his great contributions as an exemplary and active board member. EMTA wishes him all the best in the finding a new and matching continuation of his professional career.

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The Regional Transport Consortium in Madrid (Consortio Regional de Transportes de Madrid - CRTM) and the City Councils of Parma, Lisbon and Madrid, will test the project SIMON under the **Competitiveness and Innovation Framework Programme- 2007-2013 (CIP)**.

The project aims to develop solutions in the field of both private and public transport in order to facilitate the independent living and societal participation of the elderly and people with impaired mobility. The project, which is mainly focused on the information technology sector, plans to deploy a contactless European Disability Card that should rule out fraud, existing in the current paper model. The new card will allow people with disabilities to access both regulated parking areas and public transport.

A second line of work focuses on the development of mobile applications and navigation solutions to design accessible routes, combining public with private transport and including parking spaces for disabled people as well as metro stations with elevators. **The SIMON program** covers a term of 36 months and close to € 4 million budget.

Four Platforms

The project involves the integration of multiple databases and the creation of four service platforms:

- > navigation and mobility assistance (Simon Answers) ;
- > access-right management for parking areas and public transport (Simon Says) ;
- > booking of reserved parking spots and information on the status of the parking spaces (Simon Books);
- > management of urban barriers – i.e. bollards – to limit access to certain areas of the city whilst granting access to users with reduced mobility (Simon Leads).

Once the development of these four platforms will be completed, SIMON will be piloted in Lisbon, Parma and Madrid, where over 2,000 people with reduced mobility will participate in the test.

Partners involved in the project are:

- CRTM – Consorcio Regional de Transportes de Madrid (Spain) ;
- ETRA Investigación y Desarrollo, S.A. (Spain) ;
- IBV – Institute of Biomechanics of Valencia (Spain) ;
- Madrid City Council (Spain) ;
- Locoslab GmbH (Germany) ;
- Infomobility SpA (Italy) ;
- EMEL – Empresa Pública Municipal de Mobilidade e Estacionamento de Lisboa (Portugal) ;
- (Ontology Engineering Group) Universidad Politécnica de Madrid (Spain).

The role of the CRTM in this project will be to:

- > Define the technical criteria for the multimodal navigator to cope with the Accessibility for All principles, in the development of both the interface and the navigation solutions ;
- > Populate the Open Data hubs with specific information related to public transport, to address the requirements and needs of people with reduced mobility and special needs ;
- > Design the types, properties and interrelationships (ontologies) that are going to deal with the usage of the public transport entities both in a static and real time situation ;
- > Establish the adequate framework and data licensing for the usage of the hubs of public transport data in the context of an Open Architecture ;
- > Validate the whole project taking advice from the principal associations of persons with reduced mobility: CERMI, ONCE and FAMMA ;
- > Carry out dissemination and awareness campaigns ;
- > Be in charge of the Pilot execution in the City of Madrid.

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Service quality perception survey on Public Transport in Ile de France

Since 2009, contracts have made provisions for a service quality perception survey on public transport in Ile de France, conducted by STIF. The aim of the survey is to assess passenger satisfaction with regard to service quality on the RATP and SNCF transport networks. In the new generation of contracts signed in 2012, the value and weighting of the financial incentives granted to the survey were significantly increased.

Survey methodology

The survey is now conducted throughout the year in train and bus stations and stops on the RATP and SNCF networks. 120,000 regular passengers are asked about the quality of service (compared to 20,000 users under previous contracts). In addition, the weighting of the perception survey in the bonus-penalty system of contracts has been revised upwards: the survey represents 10% of the total budget for financial incentives dedicated to service quality, compared to 1% in the 2008-2011 contract period. This reflects a tightening of STIF's requirements for passengers' experiences.

Passengers are interviewed face to face from Monday to Saturday all the year round (with a break from 15 July to 15 August) about their perception of main service quality topics: punctuality, passenger information (in regular and disrupted situations), atmosphere (reception and cleanliness of areas), accessibility and sales.

From a technical point of view, the indices are calculated as follows:

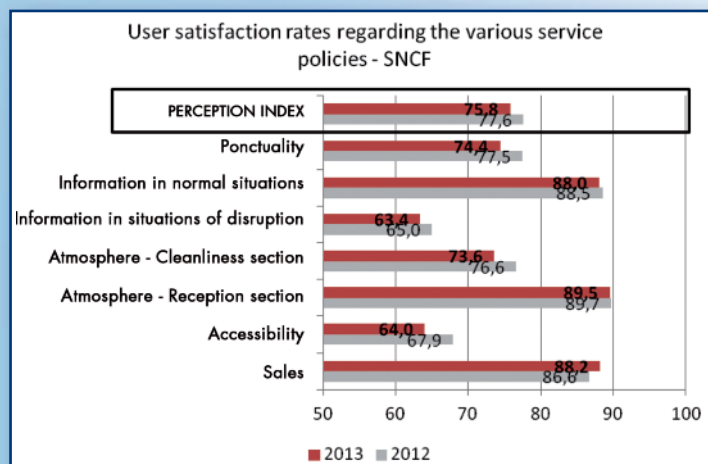
- > A satisfaction rate is calculated for each question ;
- > Each of the survey questions is associated with a topic, leading to a score being awarded for each topic, which is the average satisfaction rate of all the questions related to the topic ;
- > The scores by topic are then weighted by a coefficient, defined beforehand, reflecting the importance of each topic (see figure 1) ;
- > This gives an overall satisfaction rate, i.e. across all topics (by line, mode or operator) called perception index.

Topics	Weighting coefficients
Punctuality	4
Static and dynamic information	2
Information in situations of disruption	3
Atmosphere - cleanliness section	4
Atmosphere - reception section	4
Access to stations and stops	3
Sales	2

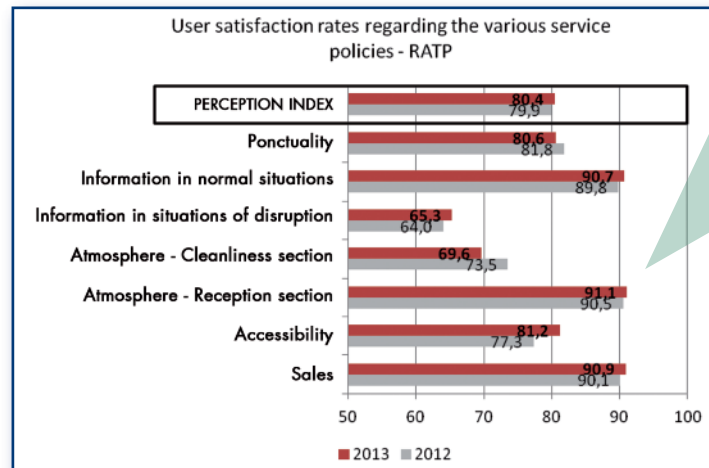
Figure 1: The weighting applied to the topics when calculating the perception indices

Progress in the perception index will define the amount of financial incentives received by operators: an increase in the index leads to a bonus while a drop incurs a penalty for the operator. RATP has financial incentives based on the progress of the perception index by mode (metro, RER, above-ground network), SNCF across its whole network (Global Transilien).

Lessons learned from the main results by topic



Perception index



Figures 2 and 3: Detailed results by topic for RATP and SNCF in 2013

Between 2012 and 2013, only the sales topic has risen for SNCF while results for all other topics declined, pulling the perception index down, whereas for RATP all topics were rated higher or shows stability in satisfaction rates. Overall, for both operators, passenger satisfaction was high in relation to passenger information in normal situations, sales and reception.

The survey also revealed the existence of common challenges for both companies: information in situations of disruption and cleanliness of stops and station areas.

The RATP metro and the surface network were the most satisfactory for information in situations of disruption. The other modes, namely the RER, train and T4, went down in this area. In general, significant efforts must be made in the communication of estimated travel times and provision of information about the cause of service disturbances.

In the field of cleanliness, vehicle cleanliness caused the most dissatisfaction. The highest satisfaction levels were observed on the surface network (SNCF T4, RATP bus and tram), the lowest on the RER and metro.

In the field of punctuality, passenger satisfaction varied greatly depending on the mode of transport: while users of the metro and RATP surface network were quite satisfied, this was not the case for users of the RER and the train service. Besides this, SNCF faces another challenge: that of accessibility.

The perception survey is a central element of STIF's service quality programme. It meets one of the priorities of the 2012-2015 contract period, which is to place the passenger at the heart of its policies and its contracts with operators. It allows STIF to both better understand passengers' expectations and to verify the relevance and consistency of the service quality programme as a whole.

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Two new mobile applications in Vilnius!

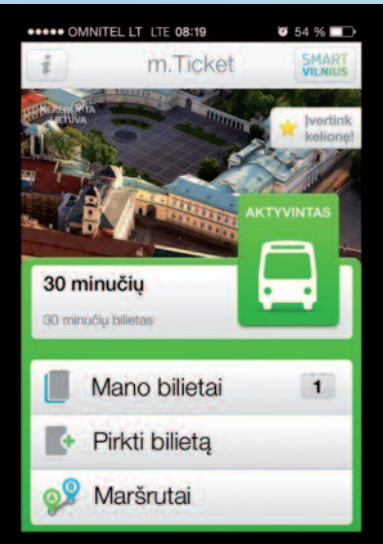


No more waiting in queue, no more messing around with cash, no more lost tickets as during the last year Vilnius has introduced two innovative mobile applications. One - for Vilnius public transport passengers and one - for car park users. Vilnius is the very first city in Lithuania where public transport ticket can be purchased from any location and at any time just using mobile phone. Ticket purchase is carried out through electronic banking. The application is not only easy to use, but very functional as well.

An innovative program was launched by Vilnius public transport authority - municipal enterprise "Susisiekimo paslaugos", at the end of June 2014. Within two weeks after the launch of the application, 7000 people were using m.Ticket already! Today there are more than 40 000 users who have downloaded m.Ticket application. On average - 237 new users per day. The application is free and can be used by anyone who has a smart phone and it is adapted for Android and iOS operating systems. While application is restricted to smart phones, smartphones themselves are becoming increasingly popular in Lithuania - 75% of mobile phone users have smart phones.

Passengers can purchase as many tickets as needed and activate them once on the bus. There is a possibility to purchase any type of ticket: 30min, 60min time tickets, monthly tickets, with and without the discount etc. m.Ticket creates quick, secure and simple way of purchasing and using tickets.

Mobile ticketing provides cost effectiveness. It is simple and environmentally friendly alternative to standard tickets or Vilnius public transport card 'Vilniečio kortelė' with the further superiority. Passengers can not only buy tickets, but also check the time table, find the fastest route and evaluate the quality of the travel depending on service quality and incident management. The mobile application also allows passengers to leave feedback if needed. m.Ticket application helps to identify the main factors of service quality and allows to find out what passengers are most or least satisfied with. By identifying those factors relevant information is passed on to corresponding groups and certain actions are taken. It helps to react to the public transport issues immediately, solve the problems and make public transport more attractive.



Parallel, mobile application m.Parking was launched at the end of December 2013. The application provides a new and better way to pay for parking using your smart phone. It is also adapted for Android and iOS operating systems. There are more than 50 000 users of this mobile application. m.Parking makes overall parking experience much easier and more convenient. It also helps to save money as it allows to start and stop parking sessions over the phone. It means that application users are paying for the exact time spent on parking. The amount calculated for parking is added to mobile service provider account. Plus users gets regular notifications regarding the time spent on parking directly in the smart phones.

Municipal enterprise "Susisiekimo paslaugos" mission is to make travel by public transport and ticket purchase as simple as possible, encourage passengers to choose public transport to pay for the car parking. m.Ticket and m.Parking mobile applications has a huge impact towards these goals.

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New metro line in Warsaw

It is 6.3 km long and consists of seven stations, travel time is about 10 to 12 minutes. The capital of Poland has a new metro section. It will be two times longer by 2019. The construction took three years to build and was completed last September. Commissioning was made in October. First passengers will use the metro in December.

On the walls graphics designed by the world-famous artist Wojciech Fangor are placed. This was the biggest, the most complex and the most inconvenient for the city dwellers investment in Warsaw in the 21st century. To have it completed the constructors had to close several streets in the city center. Since the line connects districts situated on both banks of the Vistula river, they had to bore an 870 m long tunnel under the river. The construction works were carried out in difficult geological conditions. The final cost of the construction amounted to 4.117 bn zlotys, out of which 2.7 bn zlotys came from the EU grants. The general contractor is the Italian-Turkish-Polish consortium ASTALDI-GULERMAK-PBDIM.

This section will be the backbone of metro line 2. The tender for the selection of the general contractor for subsequent stations has just been announced. Six stations will be constructed until 2019, and five more are in the plans (construction works planned to end in 2022). *"We continue our investments in the most modern means of transportation in the city - the underground. The central section of metro line 2 is ready, now we extend it by adding next stations, and it develops the city,"* says Hanna Gronkiewicz-Waltz, the mayor of Warsaw.



Until now only one metro line operated in Warsaw. The first of its sections was put into service in 1995 and the last one quite recently, in 2008. First line has 21 stations and is 22.7 km long. It serves half a million of passengers per day.



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Report on the EMTA general meeting, London October 2014

On 9-10 October EMTA members met in London for their 33rd general meeting, hosted by Transport for London (TfL). TfL is the integrated transport authority for all traffic and transport in the Greater London area. Besides regular EMTA internal matters, the meeting discussed themes ranging from the EU Cities agenda, integrated and contactless ticketing and fares. The impact of social media and opportunities presented by big data use also were discussed with a range of experts. Over 40 participants from 20 cities learned how London is addressing today's mobility challenges. TfL epitomizes a holistic organisation combining all areas acting as one integrated authority. Transport network planning, financing, tendering services to the market, road safety and revenue collection (e.g. Oyster card and road user charging) in Greater London. TfL believes that cities are generators of wealth and drivers of economic growth and job creation. They have a key role in sustainable development transport with many coping with population increases.

In the case of London, by November 2014 London's population is expected to reach an all time high of 8.6 million. In 2050 over 11 million are expected to live and work in the city. The challenge for transport authorities like TfL is to meet the extra demand for travel in a sustainable way, making the city a better place to live, work and visit. ItT is doing so by constructing a new east-west railway, Crossrail, which will add 10 per cent to London's rail-base capacity and by improving the Tube system through new trains and signalling which will increase its passenger handling capacity by 30 per cent. This huge investment is matched by a determination to put the customer at the heart of TfL's operations and make sure that *every journey matters*. [Click here](#) for an overview of TfL's latest activity.

The progress report on Near Field Communication (NFC) by Andrea Sönchen struck a nerve. Making a decision to engage with NFC is surrounded by a number of preliminary choices, while the context of the market in the NFC-ecosystem is still moving and technology is also undergoing changes.

The draft NFC paper depicts the technological and tactical relevance of these choices from the perspective of an authority or city that wants to make payment and information services in public transport more easy, comfortable and secure. The goal of the analysis called for a shift to making a guideline with a roadmap for opportunities and risks. "Why are some market parties pushing authorities to NFC? What's in it for us?" Engaging in a solution with NFC depends on a range of issues: company profile, corporate identity, ambition and risk capacity. Every single PTA has to pass them by before a clear perspective on a conclusive answer can emerge.

The NFC-ecosystem is still adrift and new technology impacts the risks, the NFC working group finally found its way and identified the key issues. A crucial choice lies in the ticketing architecture: back office or front-end (card-centered) architecture. For Andrea's presentation: [tap here](#).



A workshop entitled "**Putting cities at the heart of the EU agenda**" discussed how EMTA and its members could influence the incoming European Commission on the importance of cities to the jobs and growth agenda. Moderator Geoff Inskip stressed that 30% or all inhabitants live in the world's largest 100 metropolises. Most innovations take place in cities.

They need to secure first class mobility to contribute to ensure a liveable and viable environment. Thinking about smart cities demands a long term strategy. A metro is the key to the mass transit for a 20 year window. This calls for devising long term strategies.

Last July EC-president *Jean Claude Juncker* announced a package for investments, a jobs and growth package, to strengthen Europe's competitiveness. Cities are expected to play a crucial part in this scheme. How can our cities benefit most from this?

To enable a city to make appropriate decisions their leaders need to think what cities should focus on for the longer term. Mr Inskip deems transport schemes should primarily be evaluated by the impact on economy and interaction with households. The presentation of Geoff is available [here](#).

Stéphanie Priou (UITP Manager) explained the remit of the European Investment Bank and the focus of the EC-package on investments, mainly by leveraging cities capability to foster economic growth, innovation and change. The Commission aims to lever 300 billion Euros of budget to propel the real economy. Its main objectives:

1. A Connected Digital Single Market ;
2. A Resilient Energy Union, with a forward-looking Climate Change Policy ;
3. A deeper & fairer internal market with a strengthened industrial base.

The new Commissioner for Jobs, growth and investments Vice President Jyrki Katainen, has set up a strategy which pillars/fundamental ideas will be job creation, social dialogue (to combat social dumping), ITS and smart mobility and railway interoperability. Issues where metropolises and cities can punch their weight and exercise their political influence and economic interests capacities.

UITP has released a brochure for new MEPs in different languages where it showcases its line of work for the Commission's new term. Focus is on a coherent transport policy framework, regulatory stability and maintaining the currently existing legal framework for public transport. Topics on UITP's advocacy agenda for cities are:

- > The European Urban Agenda ;
- > A legal framework for PSO ;
- > Road charging and internalisation of external costs ;
- > Integrated ticketing and travel information ;
- > Social dialogue ;
- > Horizon 2020 research-innovation and Smart Cities (€ 200 million in 2015-2017).

UITP has recently released a Position Paper on Open Data, which contains recommendations to authorities and operators on the subject so that they can benefit from the growing pools of big data and how to make data useful to them.

Martin Bekker (economist at Stadsregio Amsterdam) showcased a new perspective on how larger cities in due time transformed into metropolitan areas. In Europe metropolitan areas will be pacesetters for economic revival, mainly as a result of the economic globalization. Their economic features are empowered by the IT-revolution, the expansion of financial markets and European integration. Metropolitan areas show a new type of local economy emerging with highly qualified knowledge, creativity and smart solutions with powerful dynamics. A metropolitan economy in 2014-2020 will be creative and smart, whilst an IT-revolution accelerates the shift from a service based to a knowledge-based economy: from supply to demand oriented (Taxi Uber, 3-D printing). Tourism and culture based leisure build a new basis for urban spatial planning. Changes in working patterns will impact connectivity, new hotspots on former industrial sites become increasingly popular as workspaces.

As a consequence public transport has to be more adaptive. Dynamic reorientation and resilience of the economy raise the question if long term planning will eventually be redundant. Urban transport has to find answers to mirror the versatile needs for diverse wishes for travel. Designing smart alternatives calls for innovative solutions.

Metropolitan areas are defining the daily urban system with a clear shift in scope: less commuting – more tourists? Less peaks in rush hours – more around the clock transport in a 24/7- economy, create new challenges and business opportunities for cities. Short-term goals and dynamic planning predominantly shape cities. Considering the need for quick responses Martin dared to question if cities will still be in need long term planning. Martin's presentation is [here](#).

In the workshop on **Seamless, integrated and interoperable ticketing and fare management** *Matthew Hudson* (TfL Business Development Manager) presented the Roll Out of Multi Modal Contactless Acceptance in London. Since the launch of multi-modal contactless acceptance on 16 September 2014, there has been a constant increase in usage, currently averaging 17% per week. The number of Contactless Payment Cards (CPC) seen has also increased to 100,000 by 1 September. The number of new CPCs first used each day during the first 2 weeks went up to 30,000.



Matthew explained what had driven TfL to turn to CPCs as a solution for fare collection. He showed that 58% of the value of fares collected by TfL is from Pay As You Go (PAYG) type journeys, the rest being season tickets. In terms of total customers 86% of TfL customers use PAYG.

Matthew outlined the key factors of an Urban PAYG scheme, the need for a maximum fare to encourage customers to tap in and tap out, that the transport system gets used more intensely becoming part of the fabric of the city, but that it costs considerable money to operate a system when a proprietary smart card is used, such as Oyster. The impact on customers of having to exchange their money into Oystermoney is the queuing seen at many major gateway stations in London.

TfL in 2007 assessed the cost of revenue collection resulting in a figure of 14% of revenue collected. This is gradually broken down to some 10 per cent and sinking.

One of the costs is smart card production and distribution. Huge numbers of Oyster cards are currently issued each day. The move to accepting CPCs was not an easy one as the timeline demonstrated: it has been 6 years from conception to implementation. And a lot of investment was needed each year.

One of the key challenges in launching CPC acceptance was to educate customers how to use the new product. A key message TfL had to explain is for customers to avoid card clash and to only present the card they intend to pay with. No longer could people hold their purse or wallet with many cards inside on to a reader.

Five steps is the coverage of the FTP (Future Ticketing Programme). Step 1 was an extended trial on buses that began in December 2012, phase 2 was the multimodal launched 16 September 2014. Phase 3 will allow customers to buy season tickets and then use their CPC to access the system. Phase 4 will see changes to the Oyster card platform and phase 5 will see the old platform shut down. No dates have yet been agreed for these phases. TfL is also looking into how to adapt the cycle hire scheme so that customers can pay with CPCs.

TfL is looking at creating a standard such that different suppliers and operators of readers can communicate with a single back office. This will allow schemes to both communicate and to drive down costs by having back offices serving multiple operators. TfL is working with the national rail companies in the UK to deliver tokenised ticketing. This is where customers purchase entitlement to travel but then use their CPC to operate gates and other validation equipment.

Key lessons learned by TfL are: make a solid vision where you want to get at.

Show leadership, build a sound business case, and look for suitable partnerships. Take enough time for testing. Make good use of the benefit from hard work done by others. TfL has also software it has developed which it is selling to other operators around the world. Matthew's pitch is [here](#).

Mr Anders Lindström (Stockholm) pictured the Stockholm situation. SLL wants to replicate the London system with the Oyster. Stockholm has a customer focus (2,7 million boardings a day, 74% of vehicles is operated by renewable fuels, 87% produced travel in peak hours). Passenger increase per day is around 40.000 and demand is growing steadily. Many different ticket solutions occur in different parts of Sweden, having trouble working out a solution with many private parties. The task is to develop the network infrastructure while Stockholm is expanding. A great need for investment exists in Stockholm and to control cost of the operations. The goal is to simplify the explanation of what services are offered at what condition, especially to occasional travellers. The system of purchasing tickets should be easy to understand. How quick can a visitor understand the ticket vending machine? In Sweden a lot is to be gained, also for travelling across cities boundaries with different actors. Different prices can occur when administrative boundaries are crossed. There is a need for more coherence of competences. The Swedish transport market is reregulated with the aim to coordinate and harmonize many different sets of rules from different areas, collaborating with branch players private bus and rail companies. Focus is on collaborating with actor and branch players to move forward.

Marcin Rucinski (ZTM Warsaw) demonstrated the progress in the Warsaw ticketing system and its positive experience using new technology. In 2001 ZTM deployed a contactless Mifare-card in its ticketing system. Having

more than 10.000 validators and many more other equipment on stations, buses, trams and trains created lots of technical problems and serious issues on security of the classic Mifare card. ZTM opts for a good solution by a NFC mobile phone emulated as a contactless Mifare. Breaking news is that ZTM recently signed a contract for the start of a test with NFC technology. Equipment and coding does not have to be renewed and adapted at very high cost, which is important to ZTM. Vulnerability of the Mifare security on the contactless card has induced a new system.

Introduction of the Iphone6 last month tagged with NFC should push forward contactless payment in Warsaw transit further.

Bernt Reitan Jensen (CEO at RUTER Oslo) launched a key message: in transport ticketing customers drive the way forward, not technology! Public transport should be managed from a customer perspective, instead of an administrative angle. RUTER

tenders into the market all services on boats and buses. All tram and metro from a municipal owned company are contracted. Customers buy an interoperable ticket valid for all transport modes throughout the greater Oslo area. The customer determines if you are doing well. Complacency on customer's opinion on a PTA's performance is not acceptable. RUTER customers valued the RUTER mobile app by saying: it is OK, but please make it simple! As long as you secure a good frequency and reliability your customer satisfaction will not be challenged. Oslo works with open platform solutions for payment and embedded apps for visitors. *Mr Jensen* invited members to visit Oslo and see for them selves how successful this fare system is.



The third workshop covered **“The growth of social media, big data and the online world”** and the role of transport authorities in this area. TfL’s *Lauren Sager Weinstein* presented an overview of how Transport for London provides open data in order to “keep London working and growing and make life better. Ms Sager Weinstein explained that TfL provides transparency information for customers and data feeds for developers to power a range of customer information apps and tools now widely available. TfL also provides substantial information to customers through its website, through Twitter, and through direct emails to customers who have opted in for personalized service information. She also explained that TfL’s own analysis of its data, through big data tools and analytics provides the organization crucial insight into its operations in order to improve planning and services for its customers. Lauren’s presentation is [here](#).

Professor Niels van Oort (Techn. University Delft) showcased the contribution of data analysis for the planning of tram and bus services by using Dutch PT-chipcard data.

In his praxis Niels combines GPS-collected vehicle data (AVL) with passenger data (APC), collected via smartcard technology. The Dutch contactless card (front end) covers 19 million units with about 42 million transactions a week. Operators have recognized the relevance by starting to survey data for their network modeling and planning. Make sure to keep it simple, by starting with origin-destination data. Collect data output from e.g. operating speed and prediction of service reliability and travel times. These can be visualized by variations in speed. By collecting data stakeholders can better predict deviations in the service level, in peak capacity and frequency and also in network routing. In Holland this will have an estimated savings potential of € 50 million. TfL is struggling to collect user data to patterns for cycling and walking (by using “cordon classics”). Possibly the Dutch data analysis can be of some assistance here. The presentation of Niels is available [here](#).

Per Gellert (MOVIA Head of Planning) showcased the Danish transformation from analog to the use of digital platforms. A digitalization strategy means electronic strategy. No paper forms or letters in all public sectors and promotion everything of new digital welfare is electronic. Though public transport is not covered by this strategy it is natural to attune as PTA with this change of direction in society. Digital information will be easier to update, and customers expect us to deliver digital traffic information. Reducing many channels makes it clearer and easier to synchronise. Less is more: fewer channels of information with more focus and coherence.

Printed timetables are taken away from buses in a calm period. The enforcement was looked at with anxiety and concern from drivers, however only ten complaints were noted so far. Next step is to discard time schedules at bus stops. Lessons learned: involve stakeholders up front, transform from analogue to digital information gradually. Initially a need to invest in both ways of information will remain necessary.

The trend is to provide mobile solutions not only for bus and train, but for every mode. Purchase of electronic tickets mobile is still a problem and work needs to be done to integrate that feature into digital and apps.

David Vitèzy highlighted the way BKK Budapest managed to use the potential of Facebook as a tool to communicate. By Facebook BKK connects daily with 30.000 users. Unique is that BKK has received 100.000 likes. Best performed level of posts reached about 650.000 users in Budapest. The bike-sharing programme has some 10.000 followers. The outreach of BKK on Facebook is 1,2 million people and over 1 million use FB on their mobile apps. Good data coverage. The total cost is limited to only € 10.000,-. BKK concentrates on Facebook for communication of daily traffic updates, extraordinary situations, transport service, planned service changes and traffic alerts. Also it is used for public consultation and building the authority's image. “We inform passengers how to avoid traffic problems.

“The litmus test for Facebook in Budapest was during the floodings in the beginning of 2012. Actions and communication lead to 3500 new followers. This action makes BKK strong in mastering crisis situations. The key factor for success in Budapest is “virality”. The presentation of David is available [here](#).

The meeting programme ended with a visit to Stratford Interchange, a multimodal transport hub which incorporates a bus station, two Underground lines, the Docklands Light Railway (DLR), London Overground and a number of other suburban rail services.

On the doorstep of the Queen Elizabeth Olympic Park, Stratford is only a short DLR right away from the Emirates Air Line cable car. Crossing the River Thames opposite the O2, the Emirate Air Line provides a unique view on the capital's most iconic buildings and landmarks.

Stratford Interchange with the bus station to the right



Stratford Interchange gate line



A Central line train at Stratford



Agenda

- **35th EMTA general meeting**
20-22 of May 2015
Oslo, NORWAY
- **International Transport Forum Summit 2015**
Transport, Trade and Tourism:
mobility for a connected world
27-29 May 2015
Leipzig, GERMANY
- **61st UITP World Congress and Exhibition**
8-10 June 2015
Milan, ITALY

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