

EMTAnews

European Metropolitan Transport Authorities

Spring 2015
n° 53

News from the cities

Stadsregio Amsterdam: shaping cooperation into a new "Transport Region"

Stadsregio Amsterdam was granted the status of 'Transport Region' by adoption of a legal decision from national parliament in December 2014. Along with the two neighboring provinces (Flevoland and North-Holland) Stadsregio signed an intergovernmental covenant to improve cooperation and arrange for the Transport Region's future format. Intensified cooperation is needed in this region because of its complex and comprehensive traffic and transport system.

The main mission for the future "Vervoerregio Amsterdam" is to further improve accessibility and economic prosperity of the Amsterdam region.

Parties will therefore have to increase sharing their knowledge on issues like transport network strategy, contract award and procurement.

For more information: b.haubrich@stadsregioamsterdam.nl



Virtual image of the Midlands Metro outside a redeveloped Wolverhampton railway station.

Metro expansion gathers pace

Work to create a comprehensive rapid transit network for the West Midlands is gathering pace with no less than six Midland Metro tram extensions scheduled over the next decade.

Centro, the region's public transport co-ordinator, and Birmingham City Council are also in the process of designing their inaugural Sprint route – a bus rapid transit system using tram-style vehicles.



Image of the Midlands Metro outside the new Library of Birmingham Centenary Square.

Construction of the first of the Midland Metro tram extensions - a £128m route through Birmingham city centre - is already well advanced and due to open at the end of this year.

Linking the Snow Hill and New Street railway stations it is expected to create 1,500 new jobs, give the regional economy a £50m annual boost and deliver more than three million people a year into the heart of the city's shopping district.

Work will also start in 2018 on a further £31m extension that will take the trams on from New Street Station, through Paradise Circus – which is undergoing a major commercial, civic, retail and hotel redevelopment - and on to Centenary Square stopping in front of the new and architecturally acclaimed Library of Birmingham.

But, following the allocation last year of more than £135m from the Regional Growth Fund, further extensions are now being progressed.

These include:

- > A branch from the city centre extension to the forthcoming HS2 high speed rail station in Eastside ;
- > Taking the trams on from Centenary Square along Broad Street to Edgbaston, serving the city's entertainment and convention district ;
- > Continuing on from the HS2 station through the historic Digbeth area, opening up major potential for economic regeneration ;
- > Extending the Metro in Wolverhampton city centre to serve the city's bus and rail stations, unlocking a £80m retail, leisure and commercial development.



The Midlands Metro will pass the historic Birmingham Town Hall as part of the forthcoming Centenary Square extension.

Birmingham City Council is also keen to see the Eastside extension through Digbeth linked to the Metro expansion plans included in its Birmingham Smithfield scheme to redevelop the old Wholesale Markets site.

Centro's chief executive and EMTA President, Geoff Inskip, said: "The region is pressing ahead with these extensions because it recognises the important role Metro can play in helping the West Midlands achieve its ambitions for economic growth.

"The Metro's expansion will help ensure people and businesses are connected in a way that can stimulate economic activity by making it easy to access work, training, education and leisure opportunities.

"Birmingham has also identified the Metro as its preferred option for connecting people to HS2.

"This is hugely significant because by having the right local transport infrastructure to best connect and feed into HS2 we can more than double its economic benefits, securing a £4 billion a year boost to the regional economy and 50,000 new jobs."

Meanwhile preparatory work is continuing on the region's first bus-based rapid transit system.

'Sprint', which has been dubbed 'Metro's Little Sister', will feature vehicles that look and operate like a tram but without tracks or overhead cables.

It will boast the UK's first bespoke rapid transit vehicles which will be styled and painted to be recognisable as a complementary service to the existing Midland Metro tram fleet.

The first Sprint route is due to be launched in 2018 and will run between Birmingham city centre and the western suburb of Quinton.



The Midland Metro link to the forthcoming Birmingham Curzon high speed rail station will also serve key locations in Eastside including Millennium Point, home to the Thinktank science museum.

It will cost £15 million and is part funded through the Local Growth Fund, allocated by the Greater Birmingham and Solihull Local Enterprise Partnership.

A further £50 million has also been earmarked to implement a Sprint route between the city centre and the airport by 2021.

This route would also serve the region's other HS2 station being built next to the airport as well as the existing Birmingham International rail station.

Mr Inskip added: "Sprint and Metro are both part of the vision we have for a world-class public transport system in the West Midlands.

"Bus rapid transit has proved very successful in other European cities and with the potential for dedicated lanes, traffic light priority and limited stops it can be a fast and reliable alternative to the car.

"We believe it can therefore encourage more people on to public transport which in turn will reduce the traffic congestion costing our regional economy £2.3 billion a year."

Plans for Midland Metro and rapid transit for the region stretch further with studies ongoing to look at delivering rapid transit in the Black Country and linking east Birmingham and Solihull to the Midland Metro system in future years.

For information:

SteveSwingler@centro.org.uk



BKK Centre for Budapest transport

New hybrid buses for the Hungarian capital in service

The last vehicles of the total of 28 hybrid buses were delivered to Budapest on 1 March 2015, thus the Hungarian capital can now boast one of the largest hybrid fleets in Europe. The brand-new articulated buses feature EURO VI- diesel engines along with electric propulsion which will be used when accelerating to 10-15 km/h (it depends on engine load) as well as during dwell times, making the vehicles extremely environmental friendly. In order to ensure safety, each bus is equipped with 11 on-board security cameras.

The vehicles also have real-time passenger information systems and air-conditioning. The low-floor hybrid buses arrived in several stages from mid-January and already now contribute to lowering pollution and noise levels in Budapest. BKK Centre for Budapest Transport, the municipal transport organizer, aims to have a fully accessible bus fleet by 2018. The hybrid variety of the Volvo 7900A type buses are operated by a private service provider commissioned by BKK; 25 buses of the fleet are required to operate in scheduled service. A total of 53 regular, diesel Volvo 7900A buses already serve the Budapest

area. Based on the manufacturer's data, diesel-electric hybrid technology makes it possible to achieve 35% less fuel consumption compared to diesel-only operation.



Extension tramline 1 opened: sustainable tracks, refurbished stations, new trams.

The new, extended section of tramline 1 was handed over to the citizens of Budapest on 20 March 2015. The 3.2-kilometre-long newly-built southern section crosses over from Pest to Buda via Rákóczi híd (bridge) over the river Danube and runs to a temporary terminus. The extension of the line to South Buda across the river has been on the agenda since the opening of the bridge in 1995. In

2004, the development was listed among projects for EU co-financed implementation, but the preparation was halted later on. Through the founding of BKK Centre for Budapest Transport in 2010, the project received new impetus, implementation followed and as a part of the project, the refurbishment of tramline 1 and also of line 3 was completed in November 2014. Both tramlines operate on circular routes connecting several districts of the city.

Accessible stops were installed along the new route section of tram line 1, the infrastructure was overhauled; the environmental burden has been reduced while travel speeds have increased. The older section of the line was fully reconstructed between September 2013 and November 2014: 16,000 meters of tram track were renovated and replaced, 26 new track crossovers and shunting facilities were installed along with signaling and switches, 24 stops were made accessible using ramps, lifts and underpasses and the power supply system was renewed.



Furthermore, the whole line was prepared for the arrival of the brand new, low floor CAF-trams as the 12 longer 56 meter long versions of the vehicle will serve this route. As a first in Budapest, grass-covered tracks were laid down on a part of the northern section of the route in Buda resulting in reduced noise and an aesthetically pleasing environment.

New green spaces have been created along the full route by planting more than 100 trees and 10,000 shrubs. At four locations on the line, passenger platforms were fully covered while platform roofing over a length of 18 meters was provided at the remaining 25 stops.

Passenger information systems and waiting areas have also been redesigned. Tram tracks have been separated in space from the roads to a greater extent than previously, thus making transport safer for

both trams and cars. Earlier speed restrictions for trams have been lifted on the refurbished line allowing for reduced travel times.

Tramline 1 will be further extended by 2020 to reach Etele tér to provide direct connections to metro line M4 and the Hungarian state railway system. The planned development will result in a circular tramline connecting North and South Buda via several major long-distance bus stations and railway stations served modern, barrier-free and comfortable trams.

For more information: tamas.kajdon@bkk.hu



New BRT line on Northern Campus In Copenhagen



The new BRT system connects Copenhagen Science City with Copenhagen University (on the left) and Copenhagen University Hospital (on the right) with central Copenhagen.

Background

In 2011 the Municipality of Copenhagen started to investigate how to improve the bus service between Ryparken St. and Nørreport St. Today the route is served by up to 47 busses per hour per direction transporting approx. 30.000 passengers per day.

The route between the two stations (better known as Northern Campus) is not served by metro or light rail thus the projects main objective was to ensure high level public transport between central Copenhagen and Copenhagen Science City consisting of Copenhagen University Hospital, The University of Copenhagen and several other large workplaces.

The project is an example on how a high class bus service can be a part of the urban development in the Capital.



The dedicated bus lane on Northern Campus keeps the bus free of congestion.

The Infrastructure

In July 2013 the construction work started, and creating a BRT infrastructure was a significant part of the project. The new BRT infrastructure includes a dedicated bus lane (2,5 km.) that runs in the middle of the street – the first of its kind in Denmark (picture). It also includes bus dedicated signals, level free platforms and digital passenger information.

Facts on the project:

Total cost incl. Marketing	Approx. 17 mio. €
Price pr. km.	Approx. 3,5 mio. €
State funding	50 %
Expected reduction in travel speed	Up to 20 % (1½ - 2½ min.)
Expected passenger increase	+10 %
Return of investment	Approx. 10 years

Opening of the new BRT line

The 19th of September 2014 the new BRT line on Northern Campus opened. The operators that runs the busses on the route has been involved in the project from the very beginning. This has made it possible to incorporate ideas and comments from the operators into the BRT system and has also given the bus drivers a sense of co-ownership for the project.

In the weeks before the opening of the new BRT line, a massive marketing campaign was carried out including a substantial work with mobility management at Copenhagen University Hospital.

Future perspectives – a new bus product (BRT) called +Way

Movia has developed a new bus product called +Way that is supposed to be implemented on the most busy bus lines in the Capital Area. +Way is a fast, cost effective BRT concept with a high level of service that combines public transport with urban planning. The +Way concept is meant as a supplement to regular busses, light rails and metro thus contributing to a well-developed network of public transport.

Future perspectives – a new bus product (BRT) called +Way

Movia has developed a new bus product called +Way that is supposed to be implemented on the most busy bus lines in the Capital Area. +Way is a fast, cost effective BRT concept with a high level of service that combines public transport with urban planning. The +Way concept is meant as a supplement to regular busses, light rails and metro thus contributing to a well-developed network of public transport.

+Way consists of four elements:

- > **The +Lane:** A (dedicated) lane that keeps the bus free from congestion thus contributing to a fast and reliable trip for the passenger.
- > **The +Stop:** Comfortable bus stops with level free platforms and good passenger information.
- > **The +Island:** Attractive areas around the +Stops combining urban space with public transport.
- > **The +Bus:** A comfortable high class rolling stock with a higher passenger capacity than a regular bus.



In the future the aim is to extend the +Way concept further along the lines that already uses the new infrastructure at Northern Campus as well as it will be possible to implement the +Way concept on other lines.

For information: Søren Halkier
sh@moviatrafik.dk



TfL announces Santander as new partner of its Cycle Hire scheme

The Mayor of London, Transport for London (TfL) and Santander announced in February a seven-year partnership to grow and develop London's Cycle Hire scheme, embedding the scheme yet further into the hearts and minds of Londoners, visitors to the Capital and across the communities it connects.

The new £43.75m deal is the largest public-sector sponsorship in the world. But it will be far more than that, using Santander's marketing expertise to give users a more accessible, rewarding and enjoyable experience. Santander will pay £6.25m a year in each of the seven years. In addition there will be a £1m per annum 'activation fund' to promote Santander Cycles and reach new customers through rewards, offers and incentives. This compares with to £5m a year under the previous sponsorship, representing a 45 per cent increase in absolute terms and a 25 per cent increase in real terms.

The new name – Santander Cycles – and the new red-and-white livery of the 11,500 bikes, 748 docking stations and 32 service vehicles will become familiar sights to Londoners from April onwards.

Over the next year Londoners will see more Santander Cycles on the street, extra docking points and a revolutionary new Santander Cycles app, making it easier to access a bike than ever before. TfL and Santander will work together to engage new users via family-focused events in London parks, support throughout 50 of Santander's central London branches and more active promotion of new developments for the scheme.



Santander Cycles will play a crucial role in increasing cycling in London, along other measures set out in the Mayor's Vision for Cycling in London, such as the new Cycle Superhighways, Quietway cycle routes and better junctions.

The scheme, the second-largest in the Western world, has seen almost 40 million journeys since its launch in 2010 and is a popular and affordable way to travel around London for work or leisure. Usage of the scheme rose by a quarter last year and is at a record high, with more than 10 million journeys made in 2014. Customer satisfaction is also at an all-time high, with over 80 per cent of members intending to renew their membership.

For more information: Francisca Delgado, Transport for London
www.tfl.gov.uk/santandercycles



New Public Transport Card for Kids: Smart ticketing to travel for free up to seven years

Since last December 31, the Madrid Region has completed the process of transition from the old Transport Pass to the new Public Transport Card. After its successful implementation in youth, adults and seniors groups, now comes the turn of the children. Thanks to the creation of the new Public Transport Card for Kids, 4, 5 and 6 years old children will also enjoy the new contactless support and will travel throughout the Madrid Region totally free.



Until last February, public transport in Madrid was free for children under 4 years old. With the new card, children can travel at no cost until the day they are 7 years old. During this period, the trips will be unlimited and they have access to all public transport services in the region.

Consortio Regional de Transportes de Madrid estimates that 220.000 children will request the new card. To do so, families may complete an online application on the website www.tarjeta-transportepublico.es, or go to one of the authorized sales point. In both cases, users will receive the card at home.

Like the conventional Public Transport Card, the new card for kids shows the holder's name, a photograph and a personal identification number, so it is a personal and non-transferable card.

Among the advantages of the new card, could be highlighted that the information about the use of the card, that is stored in a centralized server, will improve the knowledge of mobility.



Moreover, the new card offers significant security advantages. For example, data are not erased when the card contacts with mobile phones or any other magnetic field as it happened with the former Transport Pass. Additionally, thanks to the integration of data in a central server, if a user loses the card, it can be canceled and issued a new one, preventing any fraudulent use.

Madrid favors the sustainable mobility and encourages all citizens to enjoy the large and modern public transport system. Therefore, the objective of the new card is to encourage the use of the public transport since childhood, becoming their normal way of travelling.

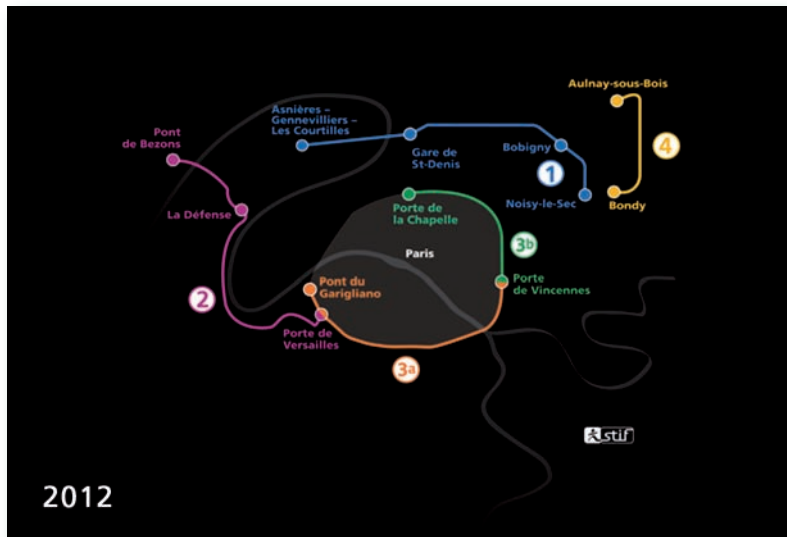
For information: laura.delgado@crtm.es



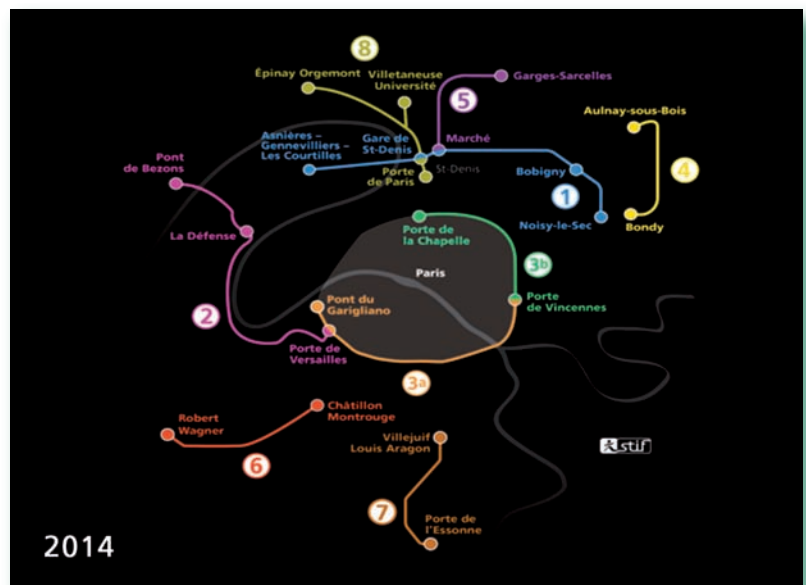
New progress for the tram network in Ile-de-France

Just two years after opening the extensions to tramways T1, T2, and T3 in 2012, two new tram lines have also been put into service and launched within three days of each other in December 2014:

- > **13 December 2014:** Extension of tramway T6 from Chatillon to the Robert Wagner station (Vélizy), then to Viroflay Rive Droite (underground section) in spring 2016 ;
- > **16 December 2014:** Extension of tramway T8 from Saint-Denis to Epinay/Villetaneuse.



2012



2014

These two new tram lines will reinforce the existing network, which is currently composed of 8 lines that serve 45 cities in Ile-de-France.

Promoting short-distance service: the example of tramways T6 and T8

The T6 tramway, which has the special feature of using tyres (Translohr STE6 model), crosses the departments of Hauts-de-Seine (92) and Yvelines (78), from Chatillon to Vélizy, in the south-west of Paris.

With nearly 82,000 passengers each day, the T6 has allowed for the improvement of local services for municipalities and the sector's large regional activity and employment centres established locally.

Eventually, it will also be connected to the Grand Paris Express and the future T10 tramway.

This project, with an overall cost of € 384.08 million, was financed as part of the State-Region Plan 2000-2006 contract. The rolling stock, composed of 28 trains, represents a cost of € 134 million, 100% financed by the STIF.



T6 Key figures

12.4 km of routes put into service and 1.6 km for the underground section scheduled to be put into service in 2016

19 stations (21 stations in the end)

2 departments served

5 municipalities crossed

A frequency of every 4 minutes at peak hours and every 8 minutes at off-peak hours.

Rolling stock on tyres: Translohr STE 6 model
28 trains in service with a capacity of 356 persons

Accessibility for reduced mobility passengers (platform-height floors)

Trams roll silently (no iron-iron contact)

The **T8 tramway** operates in Seine-Saint-Denis to the north of Paris (93). Called the "Tram'Y" because of its 'Y' shape, its 8.45 km route stands out because its 2.65 km main section splits into two branches.

Driven entirely by electricity and serving 17 stations, this tramway will eventually constitute a development lever for an area that is already committed to dynamic urban renewal through numerous development projects.

The tramway will enable service to the large hubs such as the Université Paris 13 de Villetaneuse, which has 23,000 students spread across 5 campuses as well as a shopping centre.

Eventually, the T8 will also be connected to the Grand Paris Express as part of its future extension from Porte de Paris to the future Rosa Parks station.

At an overall cost of € 244 million, over 90% of this project was financed by the Ile-de-France Region. Its 20 Citadis trains were 100% financed by the STIF at a cost of € 43 million.

T8 Key figures

8.45 km of routes

1 department served, 3 municipalities crossed

Frequency:

-At peak hours: Every 3 minutes on the main section and every 6 minutes on the branches;

-At off-peak hours: Every 5 minutes on the main section and every 10 minutes for each branch

Ridership of 60,400 passengers/day each week (estimate)

Citadis (Alstom) type rolling stock: the most developed tramway in France (18 cities, 80% of trains)

20 trains in service with a capacity of 200 persons

Accessibility for reduced mobility passengers



The tramway as a factor in urban renewal

Trams are always part of the dynamic redevelopment of public space. Particular attention has been paid to the accessibility of public places with light traffic and for persons with reduced mobility. On tramway T6, 11 km of developments were carried out to promote active modes of transport and 2,000 trees were planted along the route.



The bus lines around the tramway were also adjusted in the interest of better readability between the modes of transport. As for the T6, 13 bus lines were renamed, 30 were modified, and 39 were left unmodified, versus 12 lines modified, 3 reinforced and 3 eliminated for the T8.



With 8.3 million journeys on public transport each day, Ile-de-France has increased its public transport use by 21% in 10 years. The portion of these journeys that takes place on public transport represents 1/5 of all the Region's travel. As part of this modernisation, development is progressing in an accelerated manner.

A tramway network that continues to develop



Development of the tramway network is progressing in an accelerated manner, as shown by the progress achieved by the various projects that are currently under way. Since 2006, nearly € 700 million have been dedicated to further development of the networks, of which € 428 million went to buses and tramways. 42% of these new network additions involve the inner and outer suburbs. This policy illustrates the interest that the STIF and the Ile-de-France Region has in supporting the evolution of the "Francilien" territory by making efforts to rebalance the travel options available in the outer suburbs through a mode of transport that is particularly well-liked by Franciliens, with nearly 190 million journeys on the tramway in 2013.

For more information: cyril.aillaud@stif.info



Working towards the integrated public transport system

Spring is definitely the time for innovations and apart from a nice weather there is other exiting news Vilnius transport feels is worth sharing.

On the 24th of April a national take up seminar took place in Vilnius. The seminar was initiated by international TIDE project. TIDE - 'Transport Innovation Deployment for Europe' is a project funded by European Commission, which focuses upon 15 innovative measures in 5 thematic clusters: financing models and pricing measures, non-motorized transport, network and traffic management to support traveler information, electric vehicles and public transport organization. Vilnius is a Champion City in the Project and participate in the Project under the fifth thematic cluster – public transport organisation, which means that the city receives assistance from the partners to implement the selected measure - the creation of metropolitan transport authority in the region.

The aim of the seminar was to present how a variety of different set ups for organizing and governance of urban public transport works in different regions, what main functions and activities of a public transport authorities can be identified in several cities, as well as take inventory of good practices and the look for a possible solutions to organize public transport in the regional level in Lithuania.

Vilnius had the honor of hosting the guests not only from Lithuania, but also from other European cities such as Gdansk, Brussels, Amsterdam and Bologna. A number of valuable presentations were made during the event.

The seminar was wrapped up by a fruitful discussion where the problems of public transport organization in the Lithuanian regions were raised and possible solutions in the case of Lithuania were offered. The issues of ensuring comfortable, attractive and fast commuting between the region and the main centers of attraction – cities have been covered as well. Since the organization of public transport cannot be restricted on the basis of administrative boundaries, it must be organized according to the population and their mobility needs.



The seminar highlighted that the development of residential areas in the suburbs prompts the need for convenient and high-quality public transport organization in the regions. It is therefore necessary for both national government and municipal leaders as well as politicians to have their input - review of legislation and amendments, whilst also support towards the idea of innovation and cooperation. Integrated and easily accessible public transport benefits are directly related to the reduction of traffic congestion, environmental pollution and mitigation of other negative impacts caused by the increase of private cars, lorries and public transport vehicles running on fossil fuels.

For more information: modesta.gusaroviene@vilniustransport.lt



To receive this newsletter
by e-mail:
contact@emta.com

Agenda

Conferences and events calendar 2015

- **EMTA Spring general meeting**
20 - 22 May 2015
Oslo, Ruter office
<http://www.emta.com/spip.php?article780>
- **ITF 2015 Summit "Transport, trade and tourism"**
Mobility for a connected world"
27 - 29 May 2015
Leipzig, conference centre
<http://2015.internationaltransportforum.org>
- **INTERMODES' 7th Event Intermodality in Europe**
03 - 04 June 2015
Etoile St. Honoré, Paris
<http://www.intermodes.com/media/Intermodes2015VEa.html>
- **High-Level Conference 2015 "A Social Agenda for Transport"**
04 June 2015, 9:00 - 17:30
Autoworld, Brussels
http://ec.europa.eu/transport/media/events/2015-06-04-social-agenda-for-transport_en.htm
- **61st UITP World Congress and Exhibition**
07 - 10 June 2015 - Milan, Italy
<http://www.uitpmilan2015.org>
Milan, June 10: Launch event European Bus System of the Future 2
<http://www.ebsf.eu>
- **TEN-T Days 2015 - Connecting Europe**
22 - 23 June 2015
Riga, Latvia
http://www.tentdays.eu/2015_2/index.html
- **European Bus Forum 2015**
July 2, 2015
The University of Manchester
www.europeanbusforum.com
- **2nd Conference Transport Ticketing Central & Eastern Europe**
07 - 08 October 2015
Warsaw
www.tt-cee.com
- **EMTA Autumn General meeting**
14 - 16 October
Vilnius, Lithuania
<http://www.vilniustransport.lt/en/>

Public Transport Association Eastern Region (VOR):

New route planner widget for websites

Free multimodal route planner can be simply integrated in any homepage

"How do I get the fastest from A to B? What time is the next bus or train leaving? Are there delays or construction zones on the route? Am I still in time for my appointment?" The approved route planner of VOR quickly and reliably finds the ideal route for individual mobility needs. As latest service, after the classic web application under www.vor.at and the AnachB | VOR app available for iPhone and Android, the current route planner can be integrated into other sites now - easy and free!

The new multimodal route planner widget of the Public Transport Association Eastern Region (VOR) can be easily integrated into other websites for free. This provides a great service especially for tourism, businesses, schools or communities. Public transportation routes, bicycle routes, footways or car trips can be calculated and combined, whereas realistic travel times and comparisons of all transport modes are offered. In addition to all timetables of public transportations and routes of individual transports, there are integrated over 600 park and ride facilities, more than 450 bicycle stations and over 1,000 rest areas and parking places throughout Austria. The new widget is customizable for users: businesses, communities or institutions can pre-assign their address as starting or destination point in the route planner and thus ensure that guests or customers always find the right way to their destination. All routing offers of VOR are based on data of the VAO (Traffic Information Austria).

The individual route planner for your website – it's that simple:

Simply register at www.vor.at/service/vor-routenplaner-widget/ and use the installation wizard to set up the widget and customize as needed. In a few steps the route planner is installed and fully functional. For questions, the experts of VOR are accessible under widget@vor.at and happy to help.

The screenshot shows a web-based route planner interface titled "Routenplaner". It features two input fields for "Start" and "Ziel". Below these are two buttons labeled "Abfahrt" and "Ankunft". Under "Abfahrt", there is a "Jetzt" label and a time input field showing "15:38". Under "Ankunft", there is a date input field showing "Fr, 01.05.2015" with left and right arrow navigation buttons. A large green button labeled "Abfragen" is positioned below the input fields. At the bottom left, the slogan "Besser unterwegs" is displayed, and at the bottom right is the VOR logo.

For information contact: : juergen.pogadl@vor.at



41, rue de Châteaudun ● F-75009 Paris
Tél. + 33 1 53 59 21 00
Fax + 33 1 53 59 21 33
www.emta.com ● contact@emta.com