

Winter 2016 n° 55

News from the cities



New STIF/RATP and STIF/SNCF Mobilités contracts

The new contracts **between STIF and RATP for the 2016-2020 period and between STIF and SNCF Mobilités for the 2016-2019 period** were voted on at STIF's meeting of the Board of Directors on 7 October 2015. The two contracts represent a total commitment of 20 billion euros and will also enable companies to make 12.3 billion euros' worth of investments in order to renew the rolling stock and invest in stations and stops.

The contracts provide a framework in which everyone fulfils their role and missions in the organisation and development of public transport in Île-de-France. They thus enable the operational implementation of the policies governing the offering and services provided to passengers in the Île-de-France region, as decided upon by the Board of STIF.

These new contracts confirm the willingness of STIF and the operators, by virtue of the amounts at stake (11 billion euros for RATP and 9 billion euros for SNCF), to continue with their commitment to improving transport. They reaffirm the broad goals of STIF:

- > Priority given to **punctuality**;
- > An improvement in the **quality of service** expected by passengers;
- > Maintaining a significant investment effort, thus facilitating both **energy transition and network modernisation**.



Punctuality

Both contracts show the priority given to improving punctuality and production quality, measured in terms of "passenger experience". Punctuality measurement methods have thus evolved to reflect passengers' perceptions.



Moreover, starting at the end of 2015, STIF and SNCF Mobilités will be studying a change in the methods of calculating punctuality for each branch on lines C and D. In fact, the branches as they are currently defined are based on the routes of the trains' and need to be modified to better reflect the "passenger experience". SNCF Mobilités will offer STIF a branch punctuality indicator measured on "passenger branches," defined on the basis of a passenger origin/destination correspondence table. Changes in punctuality per branch will be calculated per "passenger branch" for lines C and D from 2016 onwards. A similar study may then be conducted on other lines if necessary. This work will also be shared with the relevant passenger associations.

The offering

(...) The studies are continuing in order to anticipate changes to the offering. The STIF/RATP plans to examine discrepancies between theoretical and real journey times on all the bus routes. Ongoing analyses must also be taken into account, with a view to a reorganisation of the bus network in Paris, the ongoing study on the subject of night transport and the extensions of lines 4, 12 and 14. **A budget of 5 million euros in 2016 (35 M€ in 2020, all networks included) is written into the contract to finance future improvements to the offering.**

The new contract with SNCF Mobilités will also refine the process of monitoring the scheduling of necessary engineering work, interfacing with the rest of the network, in particular liaising with SNCF Réseau. It also improves monitoring of the impact of scheduled engineering work on traffic and the replacement services to be provided.

Quality of service

STIF wanted to improve the quality of service offered to passengers in all the transport areas of Île-de-France. The emphasis is therefore on improving passenger information in the context of implementing the Passenger Information Master Plan (Schéma Directeur de l'information voyageurs - SDIV).

Quality of service



STIF wanted to improve the quality of service offered to passengers in all the transport areas of Île-de-France. The emphasis is therefore on improving passenger information in the context of implementing the Passenger Information Master Plan (Schéma Directeur de l'information voyageurs - SDIV).

Human presence, personal safety and cleanliness of premises and trains

RATP will increase its human presence with **200 extra staff** on the **night bus support teams and GPSR** security officers, and plans to hire around 410 additional drivers for the 40 lines that are encountering the most difficulties.

For SNCF, **around 240 more staff will be hired (SUGE security officers, station staff) as well as 50 additional mediation officers** who will strengthen the human presence and security level across the whole network, with the aim of helping to prevent offences.

An ambitious investment plan to deliver network modernisation



With regard to the **STIF/RATP contract**, with the additional subsidies from STIF, the Île-de-France Region, the State, the local authorities and RATP's own capital stock (4.2 billion euros), a record level of investment will be made in order to accelerate the renewal and modernisation of the rolling stock and the network, that is, **8.5 billion euros** for the 2016-2020 period.

This investment component takes account of the necessary energy transition to achieve the target set by RATP for an "all-electric/NGV" bus fleet in 2025. Indeed, the vehicle acquisition programme makes provision for strong growth in the NGV sector, as well as a progressive transition from hybrid technology to all-electric technology by 2019 at the latest.

For the **STIF/SNCF contract**, with the additional subsidies from STIF, the Île-de-France Region, the State and the local authorities, an investment of **3.8 billion euros** is planned between 2016 and 2019 in order to accelerate the network and the modernisation of stations in Île-de-France.

Contact :
cyril.aillaud@stif.info



"MTA of Barcelona reaches the highest number of demand in public transport in 2015 and continues committed to increase public transport infrastructures and services"

The number of passengers of the Metropolitan Transport Authority (MTA) of Barcelona confirms the recovery of demand that began in the second half of **the year 2013 and has allowed the closure of the year 2015 with 939.3 million journeys**, up 2.5% on the 2014 figure, **which represents an all-time record since the implementation of the fare integration in the year 2001.**

In absolute figures it represents an annual increase of 23 million journeys more than in 2014.

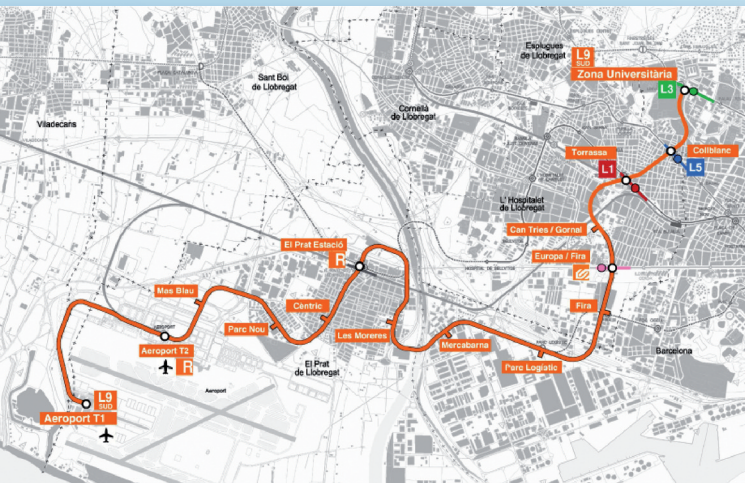
The current integrated fare system covers 346 municipalities and a total of 5.7 million inhabitants, and the **use of MTA integrated fare tickets represents 72.22% of the total number of ticket validations.** During the last years, the fare policy of the MTA of Barcelona has consisted on favouring people's mobility by encouraging the recurrent user through more competitive ticket prices.



In this regard, and with the aim of continuing in its commitment to the improvement, efficiency and quality of public transport in line with the 'Infrastructures Master Plan 2011-2020' and the 'Mobility Master Plan 2013-2018', very important new trams of the railway network have been inaugurated:

● February 2016: the new tram of Barcelona Metro 'L9 SUD' is put in service

On 12 February the Barcelona Metro network grew by 20 km, by nearly 20% in length. The southern tram of L9, called 'L9SUD', will connect the 'Zona Universitària' stations with 'Aeroport T1' in 32 minutes and with a frequency of trains every 7 minutes. The Catalan Government has invested €2,899 M in this new metropolitan line which passes through the municipalities of Barcelona, L'Hospitalet de



Llobregat and El Prat del Llobregat to reach the two terminals that exist at Barcelona Airport, and puts 15 stations into service. The potential demand for the 'L9 SUD' is estimated at over 23 million journeys.

The Metro's 'L9 SUD' is one of the emblematic projects contemplated in the Infrastructures Master Plan for the Metropolitan Region of Barcelona which is drawn up by the MTA of Barcelona. It is an automatic line, with a high level of security, with trains circulating at a commercial speed of 37 km/h, with all stations and trains accessible, and it enables supply to be adjusted to demand, adopting different configurations according to transport needs. For example, trains can be intercalated with the ordinary service to obtain intervals between trains of 4 minutes between some stations such as 'Aeroport T1' and 'Fira' during events such as Trade Shows or on dates with a large volume of air traffic at Barcelona Airport.



Metro train arriving in Terrassa station.

The 'L9 SUD' will significantly improve mobility in the Baix Llobregat area creating 6 new interchanges, 3 of them with Metro lines L1, L3 and L5, 2 with the RENFE local trains network and 1 with L8 of the Generalitat de Catalunya Railways (FGC). The new tram improves local mobility, providing access to residential areas in El Prat del Llobregat and the north-eastern area of L'Hospitalet de Llobregat with a Metro service and it facilitates access by public transport to major mobility generating centres such as the biggest industrial area in Barcelona, the Barcelona Trade Fair and the Barcelona Airport. In this respect, on 22-25 February the 'Mobile World Congress' was held in Barcelona and the Metro's 'L9 SUD' was already up and running to connect the airport with the trade fair site.'

● July 2015:

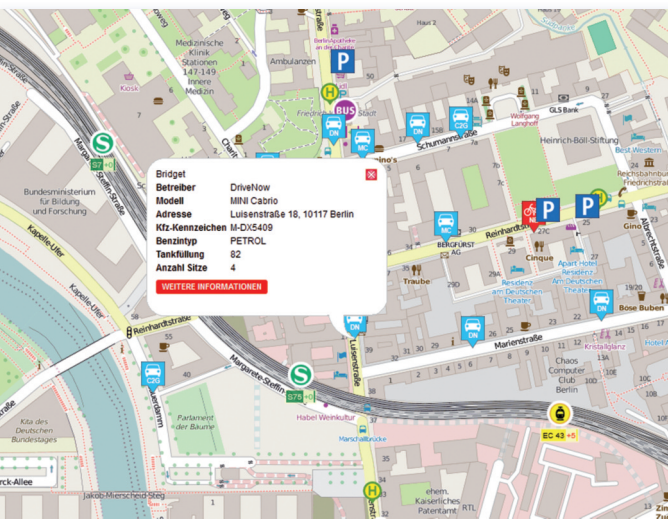
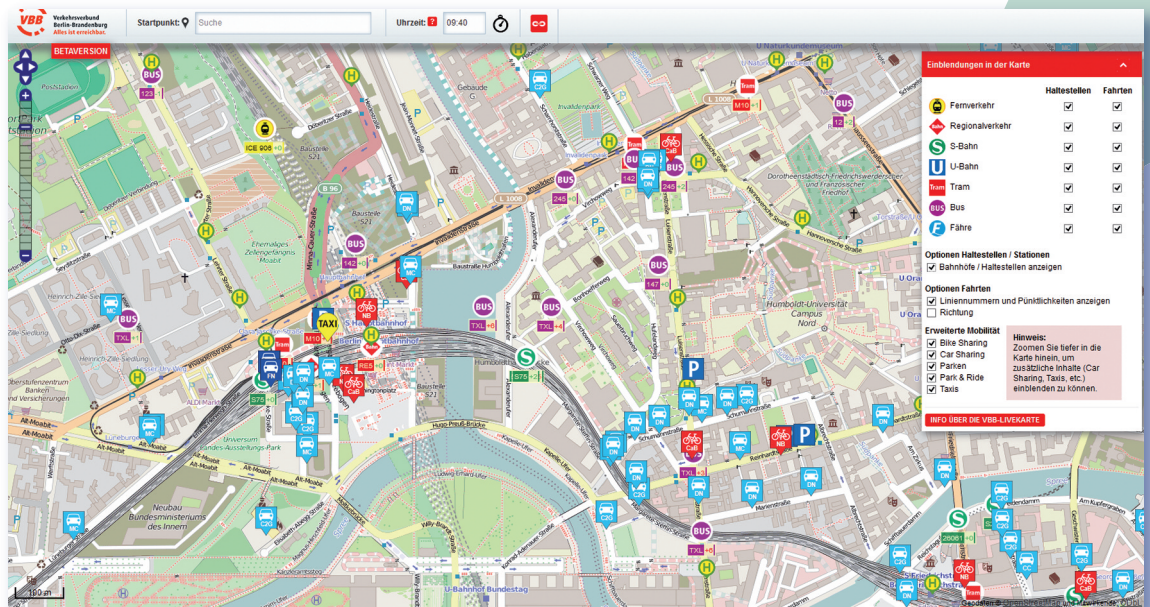
Extension of the FGC railways line in Terrassa, Catalonia's fourth largest city in population terms. The new railway tram has a length of 4 kilometres from Terrassa Rambla to the north of the city and includes three new stations. This extension provides a Metro service within the city linking strategic points such as the hospital, the university and the historical centre, cultural centres and areas of development. Moreover, it improves the connection with the Metropolitan Area of Barcelona and strengthens the intermodality with other modes of transport. It is envisaged that the FGC network in Terrassa will eventually transport 5.5 million passengers/year, thus doubling the current demand. The works have involved an investment of €401 M, have generated between 200 and 800 jobs directly at different given times, and it is calculated that in the next five years over 1,200 indirect jobs will be created.

Lluís Alegre:
lalegre@atm.cat

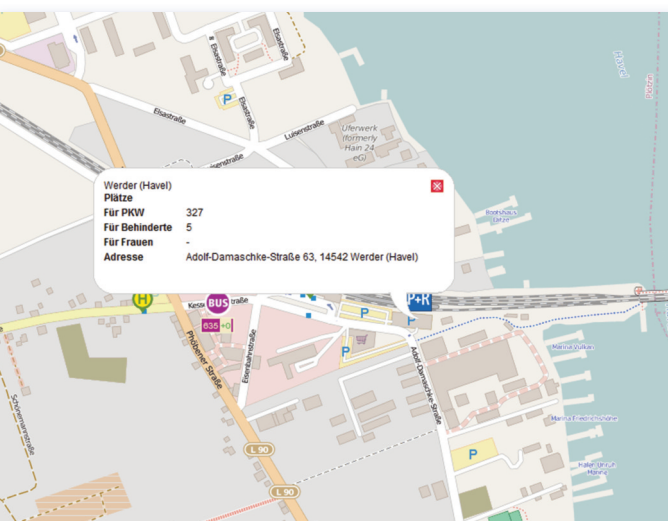


Connected mobility in VBB Berlin-Brandenburg: new Livemap for inclusive information on multimodal travel displaying locations for bikeshare, carshare, P&R and taxi.

Since December 2015, the VBB Livemap not only includes information about public transport but on connected mobility services as well. In addition to current locations of the public means of transport the VBB Livemap shows locations where bike sharing and car sharing facilities are stationed. Taxi stands in the nearby area of the selected location on the map can be opted for activation as well.



To give our passengers the choice to use their private car to combine that with public transport on an intermodal journey the Livemap also displays the nearest Park & Ride facilities at railway stations in the Berlin and Brandenburg state area. And finally, to offer connected mobility in leisure time without the own car in the scarcely populated parts of Brandenburg state, the Livemap also contains bike rental locations, including phone number and a website link for information and booking.



The Livemap is powered by the partners HaCon and VMZ Berlin, the latter as acting operator of Berlins traffic information center. The data concerning taxis, bikes and cars are delivered by VMZ, the Park & Ride information and bike rental locations are provided by VBB.

In 2016, the Livemap will go mobile and move into the VBB app „Bus & Bahn“ for iPhone, iPad and Android devices. The mobile use case with the information on smartphones should bring further benefits to our customers on inter-modality with public transport and shared car or bike services.

Also in 2016, the multimodal route search will be launched in the VBB app providing journey time and distance information from origin to destination, including journeys where the private car with Park & Ride facilities is considered. Also it will be possible to display combinations with bike or car sharing and public transport within one route.

All information on : www.vbb.de/livemap



Passenger service is launched on the new interconnected tram network on the Buda side of the Hungarian capital, bringing a major transport development project to a close

By the opening of the interconnected tram network providing direct connections between the northern and southern areas on the Buda side of the river Danube in Budapest, the Buda tram network was unified on 16 January 2016 following decades of fragmentation. The new service parameters have been developed by BKK Centre for Budapest Transport, the mobility manager of the city, based on extensive public consultation with some 2,300 received pieces of recommendation along with the involvement of the relevant city districts. The development was finished by the planned – and at the same time EU-determined – project headline.



The objective of the interconnected tram network project was to create a unified network of previously fragmented tram lines in order to directly link different parts of Buda which is situated on the hilly right bank of the river. Tram line 17 was joined with three other lines resulting in long north-south routes. The development comprised the construction of two main elements: the Széll Kálmán Square branch and the Bem

Embankment branch. Széll Kálmán Square, a major traffic hub in Buda, was refurbished simultaneously with the tram network development project including the complete reconstruction of the track system on the square.



Following the training of the drivers of the trams to serve the new lines, the modified and newly launched tram lines began operation on Saturday, 16 January 2016. More than 8,000 pieces of information material as well as timetables were posted at stops and additionally BKK staff handed out more than 50 thousand leaflets and advised passengers at major transport hubs in the first few days after the opening of the new network. Thanks to these activities and to extensive advance information provision, most passengers were well-informed and had no difficulty in using the services. On the day of the opening, many families chose to ride on the new lines as a weekend activity and especially to try the brand new, air-conditioned and low-floor trams by CAF.

The interconnected tram network covering the whole territory of Buda is expected to stimulate an increase in passenger numbers by offering shorter travel times, a reliable schedule and a quality customer experience.



Not only have tram lines been connected in the course of the project, but already existing track sections have been fully refurbished, the power supply system has been modernised and adjoining public spaces and green areas have also been remodelled.

New tracks and a stop have been constructed on the Danube embankment between Margit bridge and Batthyány square. Underneath the bridge, where the space is narrow and car traffic is significant, the tracks interweave on a short section, thus occupying only one traffic lane, so that there was no need for a switch with moving parts. Alternating direction tram traffic is regulated by rail signal and traffic lights.

Tram stop platform levels have been adjusted to the newly acquired low-floor CAF trams to facilitate accessibility for wheelchair passengers and those pushing baby carriages. Visually impaired customers

have guide lanes at their disposal. The new fixed-rail network is a viable option instead of private car use and also contributes to diminishing noise and air pollution levels resulting from road traffic and also helps to reduce congestion. Where it was possible, new car parks have also been constructed.

A separate development concerns the widening of the tram tunnel through the Buda bridgehead of the landmark Chain Bridge, so that the tunnel can accommodate the new trams. The works are planned to be finished by March 2016.

Contact: Tamas Kajdon, International relation officer
tamas.kajdon@bkk.hu



Using digitalized research methods for customer experience management

Antti Vuorela¹, Sampsa Laine²

According to Forbes, customer experience is the "cumulative impact of multiple touchpoints" over the course of a customer's interaction with an organization. In public transport, a typical path is: passenger deciding to make a journey, planning of this journey, travelling to a stop or station, acquisition of a ticket, waiting, boarding a vehicle, possible changes of vehicles, alighting, and traveling to the final destination. These steps need to be closely studied to understand passenger needs. Then, this understanding can be used to manage and optimize the user experience. HSL and Data Rangers have developed digital methods for customer research and customer experience management.



Customer research (CR) is supported in three ways. The first is a set of digital customer surveys¹ tools. We have conducted studies by disseminating unique cardboard flyers that invite passengers to web based surveys. The unique codes in the flyers allow high traceability of the collected data. We have a digital interview platform usable e.g. through iPads. And we have a mobile application allowing willing passengers to be invited to fill a survey during their journey. The application allows us to know that person X is at a vehicle Y allowing us to focus our research in selected customer types and selected situations. The second way to support customer research is automated statistical analysis of the results. E.g. the t-testing and ANOVA allows the user to find the customer groups and questions that contain the most interesting information. The third way to support customer research is web based reporting allowing company internal and external persons to access results real time.

Customer experience management (CEM) is supported by creating tasks² based on research results. This process works in three levels. The first is digital recording of quality anomalies, where an employee inspects a vehicle by filling a digital survey, complete with pictures. This step could also be performed by a passenger. Second, the server traverses the results, creates tasks for bus operators and notifies selected personnel to start the work. The third level is for high level management of HSL and operators to study the results and manage the quality work. This process of inspection and task creation is applicable to many business processes.

The digital approach provides lean, agile and scalable CR and CEM operations. Lean is about producing high level results with low resources. With digital methods a manager can start a survey on Friday afternoon and have analyzed and reported results by Monday morning. With zero marginal cost. Agile is about continuous practical development. With the developed digital tools, the team can refine goals as understanding of the passengers' domain increases. This leads to high quality. Scalability is about

¹Vuorela A., Laine S., *Open data and web based reporting tool for HSL customer satisfaction, ITS World Congress, 2015*

²Vuorela A., Laine S., *Mobile data collection and collaboration to improve public transport quality, ITS World Congress, 2014*

disseminating the best practices. As the digital approach requires low manual work and manifests high efficiency and quality, the innovations can rapidly deploy to a number of places in the own organization, in a partner organization, or in another town or country. HSL and Data Rangers are willing to share our experiences and invite all interested parties to participate in this work.

1. Head of Operational Research, Helsinki Region Transport ((HSL), Finland
Opastinsilta 6 A; PL 100; FIN-00077 Helsinki
Antti.Vuorela@hsl.fi
+358 40 5044 582

2. CEO, Data Rangers Oy, Helsinki, Finland
Opastinsilta 6 A; PL 100; FIN-00077 Helsinki
Sampsa.Laine@datarangers.fi
+358 50 5497 893



Boost for London Overground passengers as work to increase the capacity of key routes by one quarter is completed

Transport for London (TfL) has announced that hundreds of thousands of London Overground customers are now getting better, more comfortable journeys as work to lengthen trains from four carriages to five has been completed. The new carriages, which increase passenger capacity on the East London, West London, North London and Euston to Watford routes by 25 per cent, will help meet the increasing demand for the highly popular rail service and provide room for an extra 170 passengers per train.



Since TfL took over suburban rail routes from Silverlink in 2007 and created London Overground, passenger numbers on the routes have increased six fold, with the network becoming one of the most popular railways anywhere in the country and carrying 176 million passengers per year. Previously under-used parts of the rail network have been brought back into full use, while services have been radically improved with continuing investment and expansion to parts of London that were once not served well by rail. Stations have been brought up to modern standards, with CCTV, better security, a turn-up-and-go service for disabled Londoners and staff present at every station at all times.

The increase from four- to five-carriage trains is part of TfL's £320 million programme to boost capacity on the network, and the introduction of the longer trains, which began in November 2014, has now been completed in full, on time and on budget.

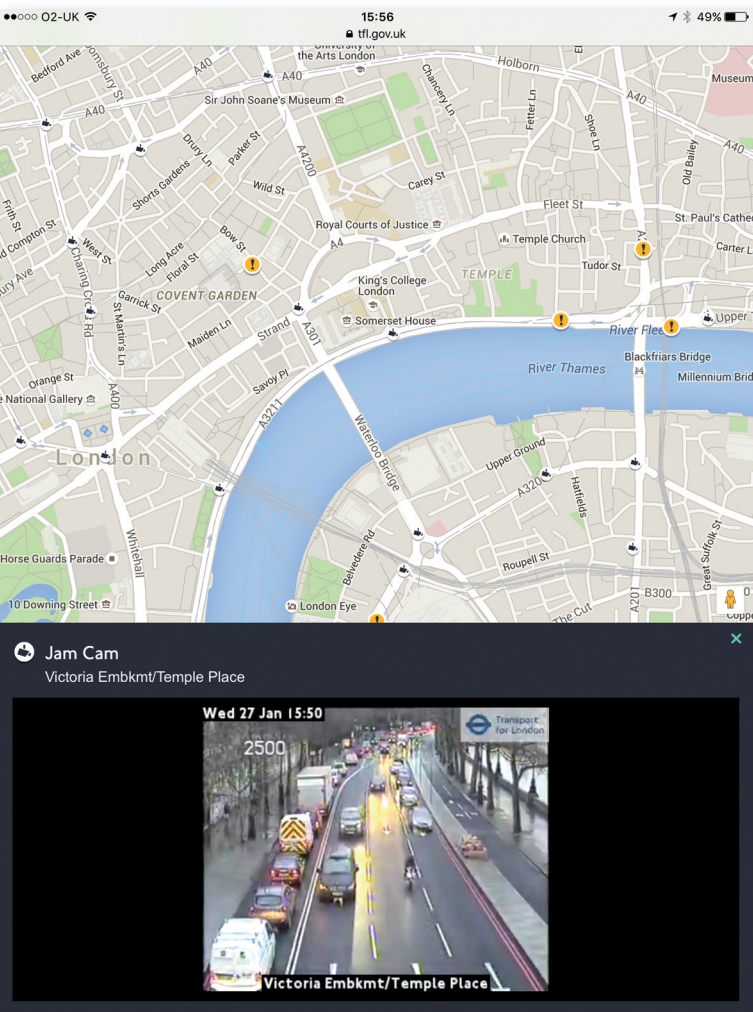
In 2015, the West Anglia rail routes to Cheshunt, Chingford and Enfield Town, north of Greater London, joined TfL's integrated network as part of London Overground. Rail services between Liverpool Street and Shenfield also joined the TfL network and will see significant improvements in preparation for TfL-operated Crossrail services in 2017.

London Overground will increase its capacity on the Gospel Oak to Barking route once the line is electrified, and its diesel trains are replaced with electric trains, in 2018.

Allan Neill
Transport for London
<http://tfl.gov.uk/overground>

Transport for London (TfL) releases new open data feeds to help Londoners find station parking spaces and avoid congestion

Live information on the number of parking spaces available in London Underground car parks, as well as improved traffic camera information that will help drivers avoid disruption, are the latest open data feeds to be released by TfL to help make journeys easier for customers.



The data, available free of charge at <http://tfl.gov.uk/developers>, is being released as part of TfL's commitment to make the information it holds openly available to create better products and services that can be brought to customers quickly. They join an extensive range of TfL data feeds already available, such as live travel information for all TfL services and details of planned roadworks and live road incidents, which help millions of people plan their journeys around London each day.

Almost 500 mobile phone and online apps are already powered by TfL's open data, providing up-to-the-minute information about London's public transport and road networks. The new data feeds will further help drivers better plan their journeys and contribute towards reduced congestion. They include:

- > London Underground car park data: Information about all 61 London Underground station car parks is now available online, including location, cost and the number of spaces. For 23 of these, a dynamic feed is available to inform people how many spaces are currently being used. TfL is working with its contractors to investigate expanding the feed to cover all London Underground car parks in the future;
- > Video Jam Cams: As well as static images from TfL's "Jam Cams", which provide regularly updated images of the TfL Road Network across London, developers can now also access five second looped videos – similar to a Vine – from available TfL cameras. This allows people to see

how traffic is moving along particular roads to help better understand live traffic conditions. The videos have also been incorporated into TfL's live traffic website – www.tfl.gov.uk/trafficnews;

- > Further improvements and data feeds are planned throughout this year: These include simpler access to the annual road safety data, improvement work on tunnels and further data on schemes which are modernising the road network. TfL is also investigating how to make complex fares information more accessible for developers.

Future plans also include using historic and real-time data to provide more information on the predicted status of the public transport and road networks to provide customers with alerts in advance.

Francisca Delgadillo
Transport for London
<http://tfl.gov.uk/developers>



A view from Manchester...

With 2.7 million residents, Greater Manchester is a city region at the heart of the North. Home to the longest established Combined Authority in the UK, the conurbation has historically been a centre of excellence for manufacturing and industry, and is now thriving as an area rich with cultural and economic opportunity.

However, like any other area experiencing economic and population growth, we're facing significant challenges. Challenges such as congestion, improving air quality and health and well-being within the city region. Building on our experience in long-term infrastructure investment in the Metrolink network, our recent work exploring bus service reform, and our strong base at the heart of the Northern Powerhouse, Greater Manchester is using these challenges to explore and implement new opportunities that facilitate integrated and accessible mobility solutions.

We're already within the top 20% of the largest city region economies in the EU, and our economic potential currently exceeds that of any other UK city region. We're working to exploit this potential through consistent, long term investments in Greater Manchester's transport network. With key links to international markets

through an airport which carries over 22 million passengers per year to over 200 destinations, along with over 7 million residents within an hour's drive of the regional centre, we are in a prime location with a track record of transformation and delivery.

Having recently installed over 300 electric vehicle charging points across the city region, and through investments in our Velocity programme, an agenda that aims to increase cycling by 300% in the city region by 2025, Greater Manchester is enabling its residents to make sustainable transport choices in their commutes and social activities.

These opportunities are backed up by a soon to be released strategy for the next 25 years that puts the customer at the heart of public transport. Through the release of the 2040 Vision last year, which informed consumers and stakeholders, and also allowed them to feedback to us, Greater Manchester is forming an ambitious strategy to take the city region forward to 2040.



Connected neighbourhoods, integrated transport, smart travel options and increased access to employment and educational opportunities are all key aspirations. The 2040 Vision represented a radically different approach to transport facilitation, and the strategy maintains this progressive attitude to delivering economic growth, a better environment and improved quality of life for all our citizens. For more information about the "Greater Manchester Transport Strategy 2040:

Our vision" please visit: <http://www.tfgm.com/2040/Pages/default.aspx>

Contact details:

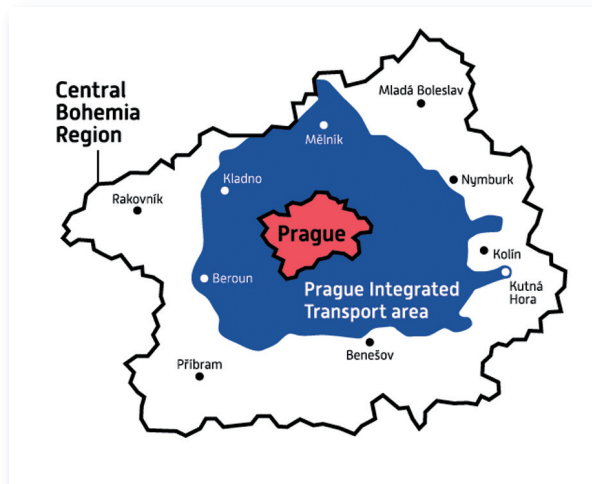
Rafael Cuesta, *Head of Innovation at Transport for Greater Manchester*
Rafaelcuesta@tfgm.com

Nicola Kane, *Transport Strategy Manager at Transport for Greater Manchester*
Nicola.Kane@tfgm.com



Since the beginning of 2013, Prague Public Transport Authority (ROPID) and the Transport Department of the Central Bohemian Region (ODSCK) have been negotiating the terms for resolving major issues concerning the options to integrate the currently separated five public transport systems, into one joint integrated transport system for the city of Prague and of the Central Bohemian Region. After carrying out an analysis of every one of the five systems in 2014, a joint working group of ROPID and ODSCK made a proposal for the creation of a basic framework of a new joint integrated public transport system. The proposal was successfully approved by the Prague City Council and the Central Bohemian Region Council in December 2015.

Current borders of Prague Integrated Transport area compared with administrative and political division of the Prague metropolitan region.



The role of suburban railway as a backbone transport mode is crucial for integrated system connecting capital city of Prague with metropolitan region.

The new integrated public transport system of Prague and the Central Bohemian Region will encompass both regions with an area of 11 500 km² (from Prague up to 60 km), where 2,5 million inhabitants live (1/4 of the population of the Czech Republic). The joint system will be the largest governance structure in the country. The main goal will be to improve the public transport system to bring benefits for the citizens: an attractive and user friendly system with a simplified tariff system, transfer tickets, attuned connection points between lines, a system for prioritizing public transport vehicles to enhance the speed and punctuality, and many more quality improvements. There will also be the benefits for both regions and its municipalities: increase of the financial efficacy by removing duplication of modes in similar connections, application of unified rules for a stricter check on the efficiency of the quality of service, coordination in tendering and procurement, all to enable a better financial governance and higher level of effectiveness.

A new integrated public transport authority for Prague and the Central Bohemian Region will be created to support the implementation of all negotiated rules for the consolidated public transport system in the next few months. This new authority will be responsible for commissioning the public transport system not only in the regions of Prague and Central Bohemia, but also in all cities of Central Bohemian Region, that together will be merging into the new public transport system.

Contact:
ropid@ropid.cz



Metropolitan region Rotterdam – The Hague: sustainable transformation regional rail network

The Hague surroundings within Metropolitan region Rotterdam – The Hague (MRDH) was at a turning point in 2009. After the launch of RandstadRail (combination of tram- and heavy rail network at the Zoetermeer – suburban town near The Hague - and Hofplein connection) proved an iconic success. As a next step in the upgrade of RandstadRail the current fleet of over 140 GTL8 trams needed to be renewed. A pivotal choice needed to be made between either transforming the network more like RandstadRail branding with wider trams or continuing the deployment of 2.35 m width of trams. As this was a choice to be made in a period of austerity, this was a mainly by politics colored debate.

Eventually the choice was made on wider (2.65 m) trams, that was supported by the following fundamental arguments and considerations:

- > The new tram needs to accommodate an increase of passengers based on forecasted growth? A larger tram was needed for this, because higher frequencies or more new links provided only a limited solution. The network is built up to ensure that all the lines provide for synchronized connections to the city center and the main stations in The Hague;
- > From 2020 onwards a new law will apply to ensure accessibility of all public transport modes;
- > RandstadRail sets a trend for the desired upgrade of the network from the reference that the MRDH-region is not suitable for a metro-type of network. With larger trams the optimization of the current network infrastructure will effectively be enhanced.



In total an investment program of € 350 million Euro was granted for the infrastructure and € 210 mln is reserved to order and procure new trams. The Network RandstadRail programme (short: NRR) was a combination of long term maintenance projects, more space for the tram, improved accessibility and a quality impulse for instance by the creation of a TOP-tram station at the main train stations

MRDH is convinced that an extra quality investment in stops will attract more people. Changing of transport modes is a fact in PT, so you have invest in the quality of the nodes to make the change as comfortable as possible. With Network RandstadRail MRDH invests in the nodes. The most important nodes in the network are called 'TOP-halte'.

The governance (of the operation or sustainable renewal of the tram system) will be a cooperation between HTM (municipal Transport Operator), the 23 municipalities and the MRDH. HTM focused on ordering new trams and engineering the specific Rail infrastructure. The municipalities carry responsibility for engineering and building the local infrastructure and the MRDH on the financial coordination and the overall program control and monitoring. The specific challenge was to coordinate the large amount of projects spread out over the region.

This overlapping with a lot of other projects (traffic and building) was a fact. The municipalities had a task coordinating this projects with the different interest per project.



Last autumn the first of the Siemens Avenio was presented on line 2. This year lines 11, 17, 9 and 15 will mental arguments and considerations:

- > Based on risk analysis the largest risk accounted for was the tram-infrastructure interface, both wheel-rail interface and the interface between doors and platforms (vertical gap norm 5 cm). In testbed periods on the different lines the infrastruture related risks did not present itself;
- > Although work-with-work is best (less inconvenience, cost efficiency), in the public debate it ha been an issue. With the initial decision for the first 60 and now with the preparation



for thesecond renewal project for the other 60, opponents constantly spread black and white opinionsthat the total investments are made for the 30 cm wider tram.



The 'new' Siemens Avenio tram

With the renewal of its trams MRDH started an upgrade of the entire tram network in the region. The first of the 60 wider trams are operational and the last will be in operation beginning of 2017. Investments are not only aimed at purchasing the new trams, but also on a spin off to a total upgrade of the public space. Although a decision on a second phase of the fleet renewal for another 60 trams is ongoing, in the end the Metropolitan Region Rotterdam – The Hague will upgrade its tram network to be ready for accommodating further growth and finally will be fully set to facilitate the demands from the law of accessibility.

An important objective within the MRDH policy is customer satisfaction. The traveler appreciates great importance to new material and more driving comfort. The MRDH therefore focuses on modernizing the tram fleet. The new tram is expected to have impact on customer satisfaction and increased travel. In just a few year customer satisfaction rate has gone up from 7 to 7.4.

The success of RandstadRail shows that there is a need for large regional public transport systems that strengthen the metropolisation. From the traveler's perspective improving the quality of the RandstadRail network in the coming years will remain highly noticeable.

For more information:
a.vanderlely@mrDH.nl



VOR The 2016 timetable - a new rhythm for public transport!

With 2016 timetable change, due to the start of full operation of the new Vienna Main Station and the integrated cyclic timetable introduced by the Austrian Federal Railways ÖBB, the most extensive changes within the Public Transport Authority Eastern Region (VOR) throughout recent years were implemented. VOR took the opportunity to optimize bus and train lines throughout Lower Austria and Burgenland. In regional bus transport, major changes concern mainly the regions of Krems-Hollabrunn, Northern Burgenland and the area Römerland Carnuntum.

One advantage of the new timetable lies in its uniform cycle pattern. A consistent concept of traffic nodes makes it possible to effectuate short transfer times and rapid connections in all directions of travel. Buses and trains will mainly travel in a cycle pattern, enabling passengers to easily remember departure and arrival times. One notable example is St. Pölten Main Station, which serves as a junction for the Traisental, Mariazell, Krems and Westbahn railway lines in the directions of Vienna West Station, Vienna Main Station, Vienna Airport, but also Amstetten and even more western areas. In addition, the bus lines throughout the entire eastern region are now even better connected among each other and with other railway services offered in the region.

Reform of regional bus transport

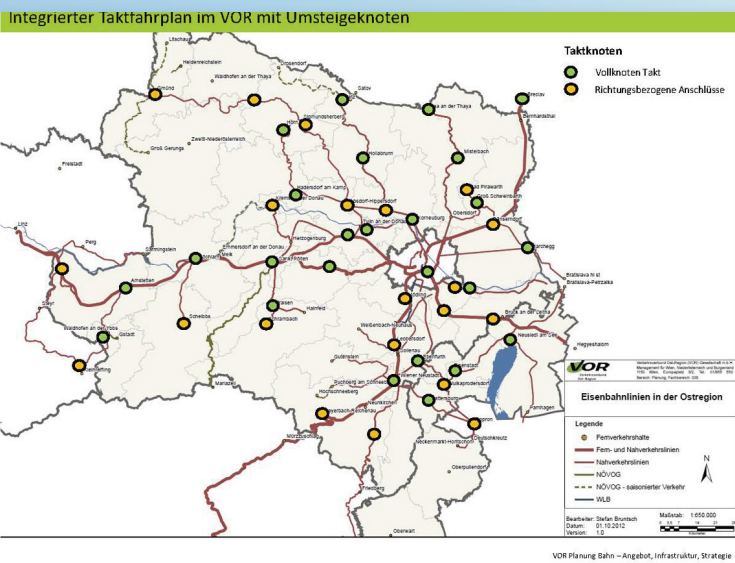
The annual Europe-wide timetable change served as the main occasion for introducing entirely new bus and train services in the eastern region. As a consequence of the recently effected coordination of regional public transport services with long-distance travel services, passengers were confronted with numerous changes. While some of the modifications were only a matter of minutes, others were more extensive.



In the course of the timetable change, VOR implemented a large number of revisions in collaboration with more than 40 transport service providers. One aspect of this set of improvements was the reform of the regional bus service, introducing completely new services in the regions of Krems-Hollabrunn, Northern Burgenland and the area Römerland Carnuntum, with a total of 49 bus lines and an annual output of around 7.55 million kilometers.

The reform covers revised line management, new line names and the renaming of more than 330 stops. Representatives of local authorities and schools as well as passengers of the Public Transport Authority Eastern Region were involved in the planning and preparation of this public transport reform. VOR tenders are based on the principle of the best bidder, which is an important decision-making criterion in addition to price, quality of service and bus material provided. In the invitations to tender for regional bus service, both quality and social criteria are applied.

VORRegio buses: New and modern buses in a standardized VOR design



The reallocation of bus services made it possible to introduce modern, white, barrier-free regional buses in the uniform VOR design throughout the tender areas. With free Wi-Fi, VOR sets a further milestone in the introduction of a uniform high quality control system for public transport. The VORRegio buses will improve the visibility of the overall system of public transport and help to motivate also such passengers to change to public transport who now rely on other means of transportation. In coming years, the barrier-free VORRegio buses will gradually be introduced throughout the entire eastern region.

1.03 billion: New record in VOR passenger numbers

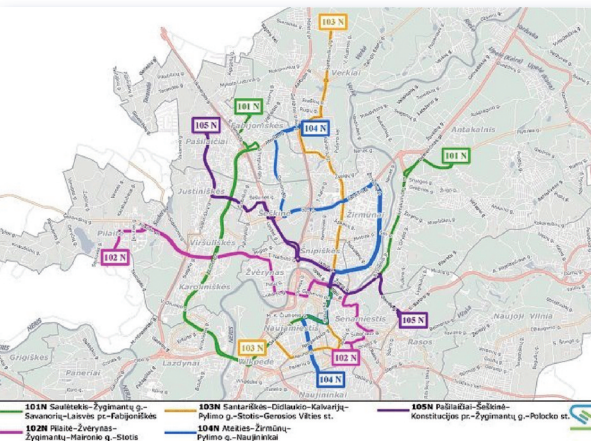
The passenger numbers clearly demonstrate that the upward trend in VOR local and regional public transport continues steadily. The development in past years showed that overall, public transport in the eastern region with approximately 1.03 billion passengers is a model of success. Initial analyses predict further increases up to more than 1.06 billion passengers in 2015. With a current total of about 278 trips per year, the citizens of the eastern region continue to benefit from the bus and train mobility services more frequently than in any other agglomeration throughout Austria.

For information contact:
juergen.pogadl@vor.at



Young one, foreign one, and a little one!

Vilnius has positive news to report that we believe is worth sharing with you this winter! Passengers are our top priority therefore, we are always looking for new ways to improve our services, and make journeys with public transport more pleasant. In these past few months, we have thought of three different groups of passengers, and decided to give a little something for each of them. Those three groups are youth (mainly students), tourists, and, of course, our little ones – primary school children!



Youth. From the 14th of August, night buses came back to the streets of Vilnius. 5 night routes that cover main areas of the city were introduced! It were good news not only for students who like to stay up late in the city but also for others who like to enjoy a late concert, theater or dinner.



Tourists. We have more and more tourists coming to our beautiful city of Vilnius each year. We want every visitor to feel welcome, and give them a try to use public transportation. Therefore, since 15th of October English announcement that greets tourists, and reminds where to find all the information they need, in regards to public transportation in Vilnius started rolling on our buses and trolleybuses.

Primary school children. We did not forget our little ones and introduced primary school children ticket that costs only 10 euros per year! This special ticket was introduced on the 14th of August, right before a school year starts. We wanted to ensure that primary school children felt equal to other passengers therefore, we gave a name to this ticket – special ticket, as if it would give a super power to our little ones, and would make them feel strong and confident on a public transport.

For information contact:
Vaidotas Mekskauskas
vaidotas.mekskauskas@vilniustranspor.lt



Southern Station (Dworzec Południowy) – a new transport hub in Warsaw

Next year ZTM (Public Transport Authority) plans to commission creating the concept of a modern, intuitive and convenient Southern Station. The students of the Warsaw University of Technology are already working on the modernisation of the transport hub located near the Wilanowska subway station. At the same time, work on the guidebook that will provide answers to questions about the construction of passenger-friendly transport hubs started.



What does the Southern Station offer now? A large and inconvenient bus terminus with narrow platforms and small shelters and a passage to the subway station that is blocked with street stalls and additionally narrowed down in winter, when there is snow and mud on the pavement.

Southern Station is also a place from where long distance coaches leave. Their passengers have neither a waiting room nor a place where they could eat or drink something at the moment.

What will Southern Station look like in several years?

It is extremely important, if not the most important, to organise efficient, secure, and clear transfer between the underground, bus, and tram. It will be the priority of the Urban Transport Authority when designing the new Southern Station.

ZTM would like to provide also a waiting room for the passengers of long distance coaches. Also cafes, restaurants, and places where you can spend your time nicely will appear there.

Parking P+R will probably keep its present form, but the final decision whether it should be extended or not will be made on the basis of traffic and economic analyses.

Students of the Warsaw University of Technology will create the design

ZTM has announced a competition for the students of Architecture Faculty for urban development plan for the area of the station. There are three variants. The first, conservative one, assumes that the bus and tram terminuses must be located on the area of the present bus terminus. In the second, balanced variant students may propose changes that are not included in the land development plan, but the main junctions must keep their present form. The third variant – ‘maxi’ – does not have any restrictions.



Next year, ZTM plans to commission creating a multi variant concept of a transport hub that will include three concept designs with different layout concerning the location of the hub, its size and the scope of additional services offered. We expect that experts will tell us in what proportions various functions of the Southern Station should be combined. We will value a visionary approach that will take into account potential development of this part of the city, e.g. Służewiec Przemysłowy. We also expect a recommendation of the rules of financing the new facility – whether from municipal budget with EU financing or as public-private partnership.

Transport hub guidebook

Simultaneously with the work on the development of the area of the Southern Station, ZTM launched work on a guidebook, i.e. a collection of guidelines which should be taken into account during the construction of urban transport hubs.

Agenda

Conferences, workshops and forums calendar 2016

- **Velocity**
27 February - 1 March 2016
Taipei, TAIWAN
<http://www.velo-city2016.com>
- **Urban Future global conference**
2 - 3 March 2016
Graz, AUSTRIA
<http://www.urbanfuture.at/en/>
- **OPTIMUM project**
Workshop on "Intelligent Transport Systems" Big Data and Open Data in Transport - Challenges and Opportunities
29 March 2016
Guimarães, PORTUGAL
<http://www.optimumproject.eu/>
- **Polis-P-REACT Trial**
and final event
31 March 2016
Bologna, ITALY
<http://www.polisnetwork.eu/>
- **3rd European conference on Sustainable Urban Mobility Plans**
12 - 13 April 2016
Bremen, GERMANY
<http://www.eltis.org/SUMP2016>
- **Transport Research Arena (TRA)**
18 - 21 April 2016
Warsaw, POLAND
<http://www.traconference.eu/>
- **EMTA general meeting**
jointly with CIPTEC
11 - 13 MAY 2016
Budapest, HUNGARY
- **Summit International Transport Forum**
"Green and inclusive transport"
18 - 20 May 2016
Leipzig, GERMANY
<http://www.internationaltransportforum.org>
- **21st International Transport and Air Pollution Conference (TAP 2016)**
24 - 26 May 2016
Lyon, FRANCE
<http://www.velocity>
- **ECOMM 2016**
1 - 3 June 2016
Athens, GREECE
<http://www.ecomm2016.com>
- **2nd Annual International Conference on Transportation**
6 - 9 June 2016
Athens, GREECE
<http://www.atiner.gr/transport>
- **Moving Together, the European Mobility Conference**
14 - 16 June 2016
Paris, FRANCE
<http://www.atiner.gr/transport>
- **TEN-T Days 2016**
20 - 22 June 2016
Rotterdam, THE NETHERLANDS
<http://www.english.eu2016.nl/latest/events/2016/06/20/ten-t-days>
- **ECMF-Polis Workshop on Coach in Cities**
June 2016
Brussels, BELGIUM
- **14th World Conference on Transport Research**
10 - 15 July 2016
Shanghai, CHINA
<http://www.wctrs-conference.com/>

The first task will be to create an inventory of all hubs in Warsaw and classify them into small (located for example near small junctions), hubs of supra-local importance (e.g. Southern Station) and international ones. Then standards for each hub category will be created. These solutions will of course have different passage width and indications for the installation of elevators or moving walkways, among others.

We hope to cooperate with other authorities in the course of implementation of this project, such as Urban Transport Authority, which manages the hubs located near major roads, and with the Polish State Railways, which manage the hubs located near railway stations. Cooperation with the passengers who use public transport will also be vital. Without knowing their opinions, we will not be able to create really valuable guidelines, and consequently also modern, functional and passenger-friendly transport hubs meeting the passengers' needs.

More information: Halina Rakowska
h.rakowska@ztm.waw.pl

To receive this newsletter
by e-mail:

contact@emta.com



EMTA
European Metropolitan Transport Authorities

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