

## News from the network



On November 2008, EMTA celebrated 10 years of activity in the field of Urban transport with a conference held in Paris at the invitation of STIF and the Regional Council of Ile de France. President of Region Ile de France Jean Paul Huchon and Vice President Serge Mery and Director General Sophie Mougard deserve the warmest thanks for their outstanding hospitality and friendly welcome of all EMTA members to this special event.

The event culminated with a conference with two distinguish speakers Gilles Savary member of European Parliament chairman of Transport and Tourism (TRAN) Committee and Eleni Kopanezou Head of Clean and Urban Transport at European Commission DG-TREN. Here are highlights of their speeches.

**Gilles Savary** presented himself as the TRAN Committee rapporteur on the coming Action Plan of the European Commission (EC) and said that European Parliament (EP) will study the report in due time hopefully allowing an agreement of EU institutions before the elections of June 09.

The first reading of report is in February, the validation vote of TRAN is foreseen in March, and final vote of plenary session in April. Savary reminds the way EU touched upon Urban Transport, was primarily through tendering procedures and contract awarding

regulation. However, thanks to the growing environmental concerns since 2007, EC started to apply its attention to Urban Transport.

Savary underlined the subtle exercise performed by EC in the Green Paper towards a New Culture for Urban Mobility considering the subject in itself touches upon a very sensitive prerogative namely the subsidiary principle, one important point of the report to come. The second main point is about urban planning. Within 2020, 80% of Europeans will live in urban areas meaning Public Transport will represent an overwhelming part of the transportation system in the metropolitan area, quite a challenge for what is at stake is Mobility for citizens.

Savary sees the coming Action Plan more as a first step in the long way to go to achieve Sustainable Urban Mobility than a wrap up policy document. He also sees EMTA as an important partner all along the road with even an increasing role to play.

Acknowledging time has come to emphasize the EC initiative for combating climate change he stated he would particularly stress in the initiative report the crucial role of Public Transport in contributing to the "climate package".

In the opinion of Savary, the Action Plan can follow 2 directions, since ruling by way of imposing legislation is out of question.



Gilles SAVARY - EMTA Conference

One is the now usual for EC delivery of guidelines including a list of recommendations on specific subjects, benchmarking opportunities, exchange of good practices and monitoring,

evaluation and follow up. This will contribute to build a wide observation and practice exchange. The alternative could be to draw an integrated EC programme dedicated to Urban Transport, instead of counting only on CIVITAS funds (from EC Research Programme) combined with structural or cohesion funds which aren't evenly distributed. Possibly consider cross funding to allow financing other measures as well.

EP must however seriously embrace the problem of financing Public Transport, there are several ways to explore. Besides, the present economic crisis provides an opportunity for changing habits in terms of financing. Although Savary doesn't expect a dramatic overnight change towards a dedicated urban transport significant fund, he thinks it would be relevant to contemplate the feasibility, for there are real immediate financial needs to cover besides the one of the automobile sector, and consistency should be reminded at the political level.

Finally, stressing the importance of EMTA advocacy not only towards EC but also towards EP, as MEPs will take more and more responsibilities in the field of Urban Transport (co-decision process), Gilles Savary calls for and welcomes contributions from EMTA members - either on behalf of EMTA or on behalf of own national/regional governments - expressing interest and recommendations they wish to see in the initiative report.

**Eleni Kopanezou** acknowledges the valuable input from STIF and Ile de France Region and from EMTA members to the Green Paper that EC took very seriously into consideration. EC indeed was very cautious to touch upon Urban Transport making exceptions in the 90' for research and demonstration or exchange of goods practice in cities. The Air Quality directives was a first step, then came the Green Paper emphasizing clean urban transport, which was followed by a large consultation of all stakeholders. By the time outcomes were disseminated, the subsidiarity question was no more of a problem but rather a challenge, one that could help make things happen.

Mrs Kopanezou stresses that EC does work with all levels of governance, Member States, regional representatives and cities representatives, so as to enhance its understanding of what it takes at local level to implement policy measures taken at higher level and turn them into daily life reality in the cities.

EC wants to avoid dictating solutions but is convinced that it can help local governments to overcome barriers mainly by supporting and guiding through a stream of information on good practice. In doing so, EC would help reduce costs and avoid reinventing the wheel.

The coming Document Action Plan, short and concise (around 12 pages) is supposed to answer the questions raised by all stakeholders and provide the relevant tools. So far, DG-TREN has avoided proposal of legislative

document, on the contrary several practical guidance documents will be issued as a proposed support for local authorities.

The document enhances a comprehensive approach integrating all levels of governance and places Urban Transport (not only passengers but also freight) in the full chain of transport from Trans-European Network TEN to local networks. Special attention is given to land use planning and urban planning in the Action Plan the philosophy is to build on "the thematic strategy

for the urban environment"

Finally Mrs Kopanezou mentioned the interest of Commissioner Tajani (expressed in the CIVITAS forum in Bologna Nov 08) to open the dialogue about financial instruments for Urban Mobility.

*Proceedings of the Conference will be soon available at [www.emta.com](http://www.emta.com)*

<sup>1</sup>see Directive 1370/2007 PSO

## News from Europe

### ● Brief Report on the French Presidency of the EU

The French presidency of the EU ended on 31 December 2008, the Czech republic is now holding the charge.

Not all subjects have made the foreseen progress. Among the reached agreements :

The "Energy and Climate package" the Council reached agreement on 11-12 December and the Parliament adopted the proposal on first reading on 17 December 2008, the package contained:

> a Directive on emission trading scheme ETS,

> a Directive on share burden of reducing emissions in the sectors not covered by ETS (among others the transport sector),

> a directive on carbon capture and storage CCS.

This package will embody the basis of the European position at the world summit on Climate change in Copenhagen end of 2009.

On the other hand, concerning the revision proposal on the Directive Eurovignette contained in the Greening package, no consensus could be reached

and especially on the following topics: the list of externalities that should be taken into account, the scope of the future Directive or the use of the related revenues.

Finally the Green Paper Action Plan has been delayed sine die. In this context, the Initiative Report of Gilles Savary chair of the TRAN committee holds an even greater importance.

[www.ue2008.fr/PFUE/lang/en/accueil/IPFUE12\\_2008/IPFUE\\_09.12.2008/pid/20975](http://www.ue2008.fr/PFUE/lang/en/accueil/IPFUE12_2008/IPFUE_09.12.2008/pid/20975)

## News from the cities

### ● Manchester mainstreams travel training

GMPTe are taking their approach towards mainstreaming travel training for disabled people forward by hosting a symposium in Manchester on 13 January 2009.

The event which is entitled "Travel Training in Greater Manchester: The Way Forward - a Strategic Approach for Everyone" is aimed at local authorities and health authorities and is being delivered to help promote the benefits of travel training in helping promote social inclusion for everyone by making better use of existing public transport networks.

The event, the first of its kind in Europe, will see professional speakers from the U.S.A., Austria, Sweden and the U.K. present on schemes which help people of all ages, young and old, learn to use public transport.

GMPTe are also combining their approach to travel training with another project which aims to stop learning disabled people being bullied when using public transport.

U R On Board is a project which aims to promote the consequences of bullying disabled people among schoolchildren by developing and promoting an education based resource pack in schools in one district in Greater Manchester. This project

also helps learning disabled people gain skills to deal with bullying, should they become victims of this.

To know more about the outcomes of this event, or about the UR On Board project, please contact:

[david.partington@gmpte.gov.uk](mailto:david.partington@gmpte.gov.uk)

### ● BEST: Benchmarking of customer satisfaction with public transport in Europe

BEST stands for Benchmarking European Service of public Transport. It is a non-profit project that started in 1999 with the overall objective to increase the use of public transport in European urban areas. In 2008 the following cities participated in BEST:

1. Berlin
2. Copenhagen
3. Geneva
4. Helsinki
5. Oslo
6. Stockholm
7. Vienna

**BEST AND THE EMTA BAROMETER\***: The EMTA Barometer of Public Transport compares the following aspects of participating city/regions:

> Basic Socio-Economic Data of Metropolitan Areas (population etc.),

> Mobility (modal split etc.),  
> Description of the Public Transport System,  
> Fares and Financial Aspects.

The BEST Survey compares how the citizens perceive the public transport service, a useful comparison in addition to the "hard facts" provided in the EMTA Barometer.

**FOCUS ON CUSTOMERS**: The BEST objective is to strengthen public transport organisations focus on customers needs and expectations, and to establish a learning process among public transport professionals in Europe.

**COMMON SURVEY**: A common survey is conducted each year in the beginning of March. This is the only survey in Europe that collects comparable satisfaction data for public transport on a regular basis – and is in this respect a unique source of information. 1.000 citizens are interviewed in each of the participating cities / regions about their attitudes to public transport. This makes it possible to compare results and benchmark the participating cities, and gain insights into the differences between them. In this way each city gets a better understanding of how well the public transport service performs in the eyes of the customer. The survey collects data about how citizens' perceive the following aspects of public transport:

- > Citizens' Satisfaction (overall satisfaction with public transport),
- > Traffic Supply,
- > Reliability,
- > Information,
- > Staff Behaviour,
- > Personal Security and Safety,
- > Comfort,
- > Social Image,
- > Value for Money,
- > Loyalty.

The main results for the 2008 survey are shown in the figure below (see [http://best2005.net/media/files/report\\_best\\_survey\\_2008](http://best2005.net/media/files/report_best_survey_2008) for more results). Geneva achieved the highest overall satisfaction score in 2008. 78 % of the population in Geneva was satisfied with the public transport system in general. According to the study, the citizens of Berlin were very satisfied with the traffic supply, with a satisfaction score of 86 %!

### EXCHANGE OF IDEAS AND EXPERIENCE:

Each year a seminar is held for the BEST participants in a European city. The main objective of the seminar is to exchange ideas and experiences, and to create and maintain a network between public transport professionals. In addition a number of so called common interest groups (CIGs) are established to compare processes and activities within a specific and agreed area.

### ● Time-phasing increases the supply level on railway services in Ile de France

For the first time in IDF, 3 main railway line services of the SNCF network operate on completely restructured time-tables which are now time-phased. The time-phasing\* along with an increase of the service supply and a higher punctuality will benefit to 200 000 commuters every day, a major improvement of the Ile de France railway network.

Switzerland and Finland have already experienced time-phasing the planning of services. In France it started in 2007 with the metropolitan area of Lyon, and now STIF in Ile de France just adopted, on 14 December 2008, the 56 m€ project.

3 main lines departing from Paris are concerned:

- > Paris Saint Lazare Mantes (north-west),
- > Paris Montparnasse–Rambouillet Dreux (South - West),
- > Paris gare de Lyon - Montargis Montereau (south-east).

Services on those lines are now organized according to a regularly phased frequency rate, the time-table pattern routinely repeats itself along the day in service hours and the stops are always identical. Planning through time-phasing allows increasing the number of train services particularly off-peak hours, at night or during the week end, and optimizes the

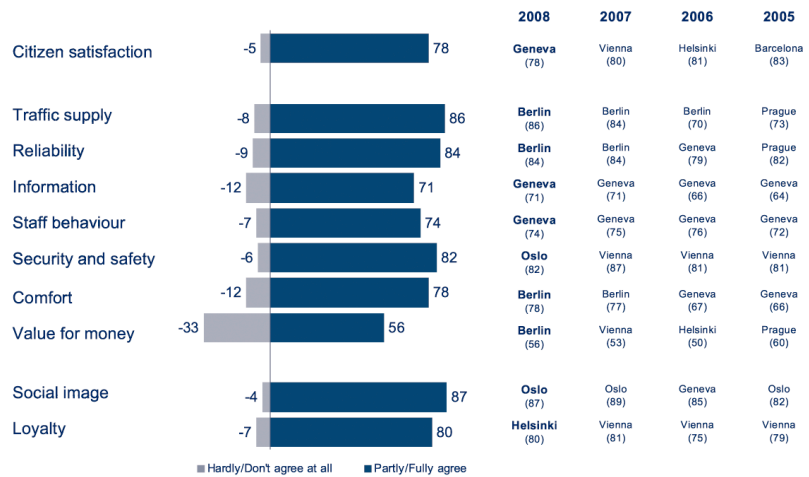


Figure 1: BEST performing city per index

The common interest groups (CIGs) normally have a couple of meetings between each seminar, where the agreed topic are studied more in-depth. In 2009 a couple of one-day workshops will also be held, to stimulate networking and exchange of ideas in various ways.

### WANT TO PARTICIPATE OR NEED MORE INFO:

If you consider participating in BEST 2009 or would like more information you can contact BEST Chairman Per Gellert in Movia by e-mail: [peg@moviatrafik.dk](mailto:peg@moviatrafik.dk) or BEST Project Manager Kjetil Vrenne,

e-mail: [kjetil.vrenne@vrenne-enable.no](mailto:kjetil.vrenne@vrenne-enable.no) telephone + 47 922 53 471.

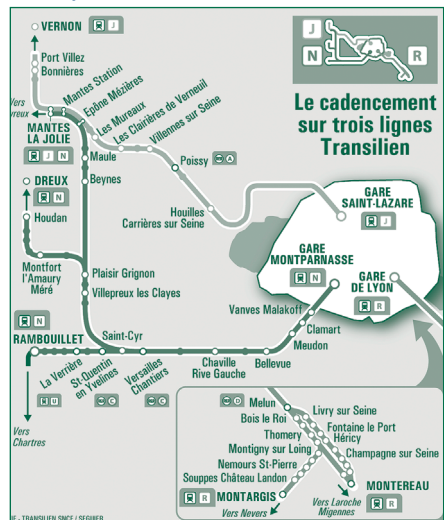
Deadline for cities that want to take part in the BEST Survey is the 2nd of February 2009.

For more info about BEST you could also take a look at our website: <http://best2005.net>

\*Benchmark of public transport networks among EMTA members [www.emta.com/article.php?id\\_article=267](http://www.emta.com/article.php?id_article=267)

infrastructure.

The decision of restructuring the frequency rate in the time-tables comes as the result of major changes in the mobility activity in Ile de France.



Since 1999, SNCF enjoyed a 25% increase in the number of passengers, half of which (12.6%) occurred from 2005 to 2007. The railway network capacity is nearly saturated particularly in those areas close to the six main train stations in Paris. The patterns of mobility behavior also have changed. More passengers are riding late in the evening, in the week-ends, during school recess or in summer time. Since the 80', traditional morning and

evening peak hours tend to extend, overlapping off-peak hours.

Finally the need for reinforcing the role of Public Transport as a creditable alternative to private car use triggered the decision.

Finally the time-phasing of services on the 3 main lines offers a customer oriented triple answer to this challenge, as it ensures:

- > higher frequency notably in off-peak hours, at night, during the week-ends and in summertime, allowing to better adapt to travelers demand;
- > simple reading "clock-face" time-tables that are easy to memorize;
- > higher punctuality which simplifies the planning of train services at both peak and off-peak hours.

The measure is seen as a major step forward in meeting the emerging mobility needs while ensuring sustainable and less polluting public transport services.

This major improvement is the result of two long years of close collaboration between STIF, SNCF Transilien (the operator) and RFF (the infrastructure owner). At times the collaboration extended to neighbor regions such as Haute Normandie, Basse Normandie, Bourgogne and Centre who engaged themselves into the process of time-phasing the services of regional trains (TER) under their responsibility, thus

\* also referred to as regular-interval timetabling.

interacting with Ile de France time-tables. Besides, a process of local consultation with travelers and political decision-makers was organized at the inception of the project in December 2007, and later on in October 2008, with a view to circulate information, build a consensus and monitor progress made.

Progressively and according to an agreed agenda, other lines will apply to time-phasing services until the whole Ile de France Railway network Transilien is completed. This major improvement falls into the ambitious programme for developing the supply level on the Ile de France Public Transport network adopted by STIF's Council since 2006. Already the combine efforts to increase capacity of buses, metros, trams, trains and RER (regional express trains) decided by STIF and implemented by the operators, amount to €500 m. It represents a significant and visible answer of the Transport Authority to the challenge of sustainable mobility.

[www.stif.info/contact/](http://www.stif.info/contact/)

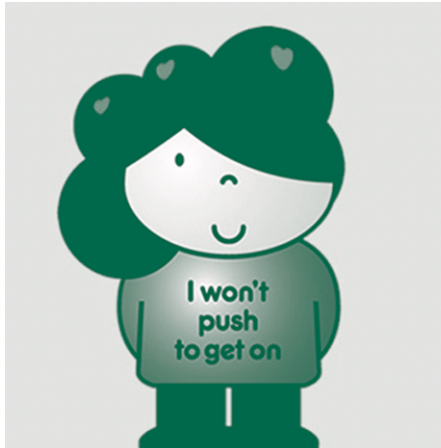
#### ● Passengers campaign for better behaviour

Transport for London (TfL) has launched a new website giving Londoners the chance to campaign for better behaviour on the Capital's transport systems.

The 'Together for London' site provides a forum for people to share their thoughts on everything from cyclists ignoring red lights to eating smelly food on the Tube. They can join discussions, contribute to transport-related polls and even launch their own personalised campaign.

It marks the latest phase of TfL's Considerate Travel initiative, which encourages all Londoners to think about others when using public transport. Posters on buses and at Tube stations feature five characters making pledges ranging from 'I will offer my seat' and 'I will not play my music out loud' to 'I will try to remember what it is like to be 14 again'.

Anyone registering on the new website can create their own personalised version of the characters, known as 'Little Londoners', to help convey their message. An interactive online shop means they can also use their Little Londoner and campaign slogans to customise bags, t-shirts, hoodies, mugs and mousemats.



TfL hopes that by raising awareness of behaviour that annoys other passengers, and encouraging people to think about their own actions, the website will help to improve travelling around the Capital for everyone.

For further details and to register, visit the site at [www.togetherforlondon.org](http://www.togetherforlondon.org)

#### ● UK Local Transport Act - PTAs to become ITAs in early 2009

The Local Transport Bill was finally given royal assent on 26th November 2008. The first milestone follows a little over two months later when the PTAs are re-named Integrated Transport Authorities, ITAs.

Chair of pteg Neil Scales sees the Act as the biggest opportunity in a generation for transport in the city regions and says "The end result is legislation which strikes the right balance between national government setting out its ambitions for urban transport policy - and local determination of how that is best achieved on the ground in each of our very different city regions.

Pteg was particularly pleased to secure some highly significant late amendments to the Bill which will ensure that the approval process for Quality Contracts will be locally determined, and that there will be additional safeguards on the local democratic accountability of Integrated Transport Authorities.

With the legislation passed, pteg moves into the new phase of implementing. A series of secondary legislation, guidance and regulations are needed to give effect to the broad principles contained in the primary legislation. All of which will take time to be introduced.

Pteg Passenger Transport Executive Group UK.

More on the key changes for Passenger Transport Authorities at [www.pteg.net/PolicyCentre/LocalTransportAct/Abulletpointguide.htm](http://www.pteg.net/PolicyCentre/LocalTransportAct/Abulletpointguide.htm)

## Agenda

- "Travel Training in Greater Manchester: The Way Forward - a Strategic Approach for Everyone"  
13 January 2009  
Manchester, UK  
[david.partington@gmpte.gov.uk](mailto:david.partington@gmpte.gov.uk)
- ERTRAC  
"Achieving success for sustainable Road Transport: scenarios 2030 and how to get there"  
26 January  
Brussels, Belgium  
[Steve.phillips@ertrac.org](mailto:Steve.phillips@ertrac.org)  
Registration  
[office@ertrac.org](mailto:office@ertrac.org)
- UITP  
Conference "Changing the culture in public transport: Moving from production industry to service provider in a cost conscious business"  
4-6 March 2009  
Bremen, Germany  
[www.uitp.org](http://www.uitp.org)
- EMTA  
Spring General Meeting  
27-28 April 2009  
Valencia, Spain  
[www.emta.com](http://www.emta.com)
- VELO-CITY 2009  
Conference  
12-15 May  
Brussels, Belgium  
[www.velo-city2009.com](http://www.velo-city2009.com) and  
[www.bruxellesmobilite.irisnet.be](http://www.bruxellesmobilite.irisnet.be)

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