

## News from the cities

### ● South Yorkshire on Track to a High Speed Future

South Yorkshire remains on track to join the High Speed Rail revolution.

The UK Government has announced that it is to continue with its predecessor's intention to build high speed beyond London to the West Midlands, and eventually to both Manchester and Yorkshire. But crucially this high speed network is to be a Y-shaped one, which takes in South Yorkshire, rather than a reverse S-shaped network, which would have by-passed it.

The Y-shaped network will see High Speed 2, the name given to the high speed line beyond London, run to Birmingham, the UK's second largest city, before branching into two forks just to the north, with one line heading to Manchester, and the other branching to the East Midlands and South Yorkshire and onto Leeds in West Yorkshire. The high speed track to Leeds will then link up with the existing East Coast Main Line just south of York.

The high speed line will also free up capacity on the Midland Main Line from Sheffield to London and the East Coast Main Line from Edinburgh, through Doncaster, to London.

Consultation on the plans is due to begin next year, but building work is not expected to begin until at least 2015.

Good transport links are inextricably linked with economic growth and so a High Speed Rail link to Yorkshire will open up the county to greater economic opportunities. The country will effectively shrink, unlocking possibilities in a way that the arrival of rail back in the 19<sup>th</sup> Century or the building of the motorways in the 20<sup>th</sup> Century did.



As the Transport Secretary Phillip Hammond told the Conservative Conference in September, it means a businessman could leave his house in Leeds at 7.30am for a meeting in London at 9am.

A report by consultancy Arups, commissioned by South Yorkshire Passenger Transport Executive and West Yorkshire Passenger Transport Executive, has already put the long-term benefits of a high-speed rail link serving Sheffield and Leeds city regions as high as £3 billion. That would mean around £34

million of additional business benefits each year and thousands of additional jobs too.

David Brown, SYPTE Director General, said: "It is wonderful news that South and West Yorkshire are to be included in the extended high speed network beyond the capital. "We have been making our argument very strongly that the combined economies of South and West Yorkshire and the East Midlands make up a big part of the wealth generated in England so it is vital that they continue to be competitive in the decades to come. The high speed line through South Yorkshire will ensure that we retain that competitiveness."

[www.sypte.co.uk](http://www.sypte.co.uk)

### ● Barcelona metro network continues to grow

#### *New metro line L9*

EMTA members holding the biannual General Meeting kindly hosted by Autoritat del Transport Metropolità ATM last November in Barcelona had the opportunity to visit part of the metro line 9 and the challenging technical works.



The first stretch of the new underground line L9 of Barcelona was inaugurated in December '09. The length is 3.9 km and consists of 5 stations, but it is only the first part of a line which complete length will be 47.8 km and 52 stations, most of it in construction today. According to the plan, the line will be in full operation in 2014 when the last segment (central) will be open to service. The line will link the northern suburbs of the city with the southern ones, where the airport is located, drawing a huge semicircle along the city and avoiding the central area, already served by the underground network. The stretch in operation is in the North (top right in the map) from Can Zam to Can Peixauet.



The 12 m diameter tunnel is built according to a new concept: there are two levels, one for each direction, with an intermediate concrete slab. This structure allows four circular sectors along the tunnel, two of which being reserved for main tracks and the two others for additional purposes, that is to say platforms in the stations, connection ramps, service tracks and power stations.

The 52 stations are built according to three kinds of typologies: 5 in viaduct at open air, 17 are the conventional "boxes" and the remaining 30 meet the specific L9 model: the station is just a shaft with a set of up to six lifts and its platforms fit inside the tunnel.

The rolling stock is the Alstom 9000 series: automatic driverless trains of five carriage units.

Contact: [atm@atm.cat](mailto:atm@atm.cat) and information at [www.atm.cat](http://www.atm.cat)

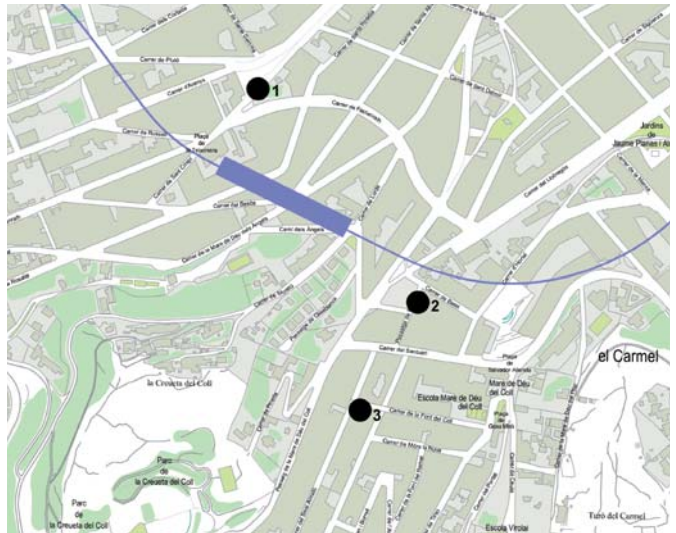
### Extension of Line 5 and Line 2

Along with the recent entry into service of metro lines L9 and L10 (see 1 on the map) Barcelona metro network has also expanded with the extension of two existing lines, namely the L5 between Horta and Vall d'Hebron (see 2 on the map) and the L2 between Pep Ventura and Badalona Pompeu Fabra (see 3 on the map).



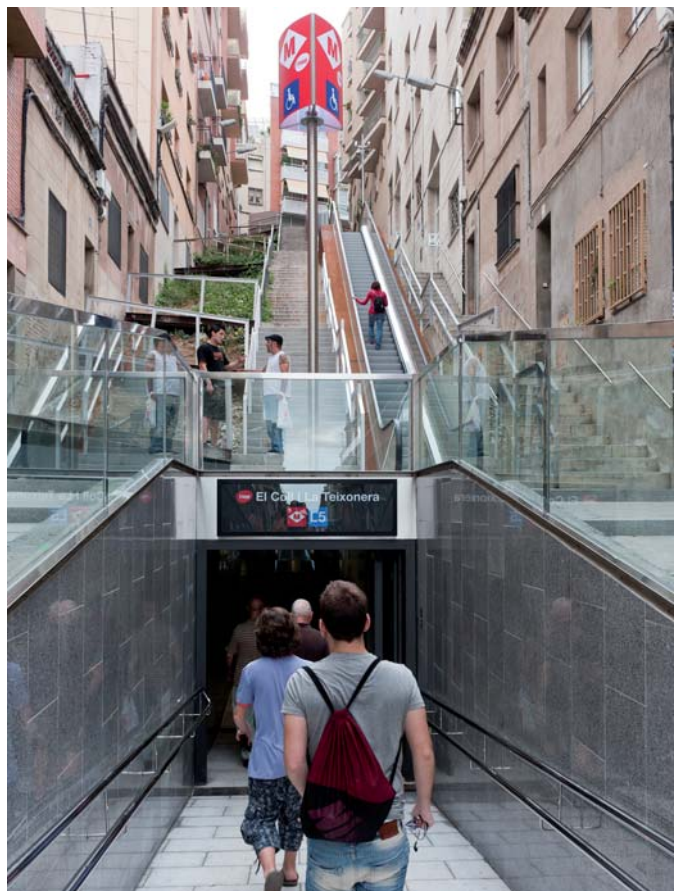
The portion of the metro network operated by TMB<sup>1</sup> (lines L1–L5 and L9–L11) now covers a total of 102.4 km and 140 stations. These figures do not include the urban portions of the lines run by the other operator FGC, *Ferrocarrils de la Generalitat de Catalunya* (L6–L8).

<sup>1</sup>TMB: main operator of metro and bus in Barcelona city



The recently inaugurated segment of L5 includes the station at El Coll | La Teixonera, close to Parc Güell. It was constructed on a particularly difficult site. As a result, this station is the deepest in the whole network, with a maximum depth of 104 m below street level.

To facilitate access for the residents of El Coll and La Teixonera, it has proved necessary to construct long corridors equipped with escalators to circumvent the steep slopes of the neighbourhood, as can be seen in the attached photograph which shows an entrance located in a street where the pavement in fact consists of a flight of stairs.



As a result of the depth, the three street-level entrances of the station are distant from each other for as much as 630 m in some case (see map above right) – which is very unusual for the Barcelona metro.

For more: [www.atm.cat](http://www.atm.cat)

# FOCUS on European projects



AENEAS, the acronym stands for “Attaining ENergy-Efficient mobility in Ageing Society”, is a European project of the Intelligent Energy Europe (EEI) programme. Given the significant demographic challenge of a growing Older Population that is the first ever cohort -male and female all the same- still using the private car as a favourite mode of transport instead of more sustainable modes of urban transport, the impact on energy efficiency is considerable.



AENEAS looked at how to improve sustainable mobility in Older Age, encouraging the shift towards soft modes cycling and walking and the higher use of public transport.

The cities of San-Sebastian (Spain), Krakow (Poland) Odense (Denmark), Salzburg (Austria) and Munich (Germany) were the city partners of the project, ZGB an Austrian centre for geriatrics provided the useful knowledge on the process of ageing and AGE – the European platform representing Older People- and EMTA supported the dissemination activities.

Five interactive and fruitful workshops were held, focussing successively on “Understanding the mobility of Older People” in Krakow June 2009, “Enhancing walking and traffic safety” in San Sebastian October 2009, “Multimodal marketing for an ageing society ” in Munich March 2010 and “Older passengers It’s all about communication” in Salzburg November 2010.

The case for looking closely at mobility behaviour in older age dates back to a study commissioned to Rupprecht Consult by EMTA in 2007<sup>1</sup> the findings enriched by the MOBILATE<sup>2</sup> survey pointed out the following characteristics:

- > Older People use public transport more frequently than middle-aged persons. They also walk and cycle more and use less the private car.

- > Older People cover shorter distances and make fewer trips than younger people and devote less time to outdoor activities.
- > Older people focus on proximity, trips are shorter they tend to stay in the vicinity.
- > When analysing the mobility of Older People, age effects and generation effects must be separated. It is unlikely that a 75 old person in 2025 will have the same mobility behaviour than a person of same age nowadays.

The workshops and related site visits were the opportunity to observe as well remarkable practice related to enabling safe and pleasant walking and cycling activities all taking part into the mobility chain. However this article focuses on the aspects related to Public transport and marketing and communication with Older Passengers.

## ● What have we learned?

In the past 15 years or so, one of the major concerns about passengers for the majority of transport authorities was the issue of passengers with disabilities. Through the combined action of national ad-hoc legislation and the European disability policy impetus was given to “Access for All” to transport services and facilities. The concept of people with reduced mobility was invented including persons with disability, as well as parents with toddlers, pregnant women, passengers with luggage and as a natural consequence the older passengers.



- > One of the major findings of AENEAS is that Older Passengers deserve special attention. It isn’t simply a little of each sort of disability concentrated into the same human being, it definitely goes beyond.

<sup>1</sup> Older People and Public Transport -EMTA 2007  
[http://www.emta.com/IMG/pdf/Final\\_Report\\_Older\\_People\\_protect.pdf](http://www.emta.com/IMG/pdf/Final_Report_Older_People_protect.pdf)

<sup>2</sup> The MOBILATE Cohort study1995-2000

## What is it about?

Older people have expectations in using Public Transport more than just getting from A to B. "A ride on the bus isn't only a mean to an end but rather an activity in itself" says Dr Christa Erhart from Salzburg ZGB.



Difficulties may be posed by external physical barriers like the ones transport authorities and operators learnt to overcome progressively to accommodate the persons with disabilities such as walking impairment, sight loss, hearing impairments. But it goes beyond, rather it is about discomfort, about fears of falling, fear of being bullied, also it is about difficulty in understanding or processing information, it is more about lack of confidence.

Concerning communication with and information to Older People, Dr Erhart explains the impact of ageing on communication skills. Ageing translates into reduced structural and functional capacity, compromise adaptability, less resistance to stress and slower information processing. In short, sensory and tactile input is reduced, information processing is slower, therefore reaction or output is slower.

Drawing from Munich experience highlighted in a workshop in March 2010, training is efficient. Be it training of older passengers or training in the form of classes to get familiar with the internet information. How to find the right timetable, how to find your way through the network map, how to buy a ticket or use the ticket-machine are reviewed. The point is Older People need time to learn and several rehearsals.

## One wonder should decision makers be concerned?

Salzburg operator Salzburg AG represented by Angelika Gasteiner responsible for marketing and communication, says "30% of the passengers nowadays are 60 plus years old, in 2025 we expect 50% of the passengers being over 60 years old". Salzburg AG also reckons that two thirds of the accidents occurring on the network involve older passengers. Definitely taking into account this novel issue is important.

In Sweden the STS services (specialised door to door services) were put in place as early as 1970 offering services for users unable to ride on conventional public transport mainly persons with disabilities and also older people. Later on in the 90' and under budget pressure a new concept of flex-line was invented which proved very popular among Older Passengers and helped ease the burden on the costly STS services. And yet Gothenburg city council estimates that a ride on flex-line services costs more than 10 times a similar trip on public transport and therefore a new strategy towards attracting Older People on regular lines would be of interest.

<sup>1</sup> consisting of minibuses services upon prior booking by telephone, taking passengers at agreed meeting points "flex-lines" close to people's home or centre of interest.

## What can we draw as conclusions?

> One of the topics debated during the workshops was about the growing use of new technologies in the transport services. Dr Erhart is of the opinion that it is good to use new technologies with Older People like internet, mobile phone etc... but of course it is necessary to work on the ergonomics and most of all allow time for specific training.

In the same way it is fine to have ticket-machine in the stations instead of people selling at booths but the operator must provide the human help when and where necessary. On London Underground or Barcelona metro stations there are roaming staff next to ticket machine or validators so as to provide assistance to passengers if necessary. On Stockholm metro the operator MTR is planning to have employees dedicated to customer care at each entrance of the station at any time of the day in the coming years; the measure is part of the "total quality concept".



> The second main topic was about marketing and communication. How to reach Older Passengers as a target group is very much about partnership. The city of Munich worked hand in hand with the department for social and family affairs in order to reach the right target, they also teamed up with Green City an NGO with strong expertise in training Older People that developed over the years classes for learning computer ability (for example searching transport time tables or how to use a travel planner) or safe-cycling.

In the city of Krakow the partnership was sealed with students from the University to stand by at bus stops and offer assistance to Older Passengers getting safely into or alighting from the bus. San Sebastian city worked in close collaboration with a focus group and a Road Safety association to review the dysfunctions in the walking path for the benefit of all pedestrians including those trying to reach the next transport stop. The achievement of Salzburg AG in the training of bus drivers as well as ageing passengers has largely benefited from the expertise of ZGB a institution specialised in geriatrics.

## What role for the transport authorities?

When asked what in their view, the transport authorities could do to help attract and retain Older Passengers, the partners of the project summarized in the following way: It's all about quality about improving the travel experience for all passengers including older passengers. For many Older People, the ride on a bus isn't only a mean to an end but also an activity in itself. The quality of service combined with appropriate training should result in the "empowering" of the vulnerable passengers.

They there fore suggest to:

- > Act as the facilitator between the operator and the user groups (Krakow).
- > Ensure all operators of the metropolitan transport network are aware of the growing weight of Older People amongst their daily passengers and that their employees are or will be exposed to a training on Older Passengers needs and how to respond (Salzburg).
- > Keep in mind the overall objective of sustainable mobility and transport efficiency and encourage as much as possible the use of friendly-to-all regular services.
- > Think about inserting into tendering specifications awareness training to Older Passengers needs.
- > Work both ways: adapt the system and also see to Older People adapting to the system: how to behave safely when riding public transport, how to get proper information on various channel and new media etc... for this purpose use the excellent videos on training (both passengers and staff) soon to be available<sup>4</sup> as a valuable outcome of the project.
- > Spread the word, for not all transport authorities have had the opportunity to hear about the AENEAS project.



*“The demography will soon close the opportunity window” says Dr Ralf Risser expert in marketing. It means that the unbalance in demography will soon be overwhelming and changes will have to happen very quickly instead of allowing smooth adaptation.*

Contact: [www.aeneas-project.eu](http://www.aeneas-project.eu)

<sup>4</sup> Videos on training will be available shortly



A project to stimulate the use of biogas as fuel for city buses, aiming to reduce environmental impact.



## ● The aim of the project

One of the cornerstones of the EU Baltic Sea Strategy is to make the region more environmentally sustainable. The comprehensive picture that will emerge as the result of the Baltic Biogas Bus project will demonstrate the economic and environmental benefits of biogas as a renewable fuel that contributes to make public transport an even stronger part of the solution of global environmental problems.

Biogas production technology will be studied and the regional potential for biogas production will be estimated with the aim of securing the supply of biogas in the region.

The analysis will cover:

- > the technological solutions for distribution of biogas and adaptation of bus depots and planning of regional infrastructure;
- > the specifications of biogas bus requirements to bus constructors;
- > the actual experience of biogas buses operation and the report on subsequent emissions.

Recommendations are foreseen, they relate to policies, strategies and an enabling financial framework to support the introduction of biogas buses. Recommendations will culminate in the drafting of a manual on “How to introduce biogas buses”.



A strong emphasis will be put on communication and information on and about the project. Seminars, mid-term conferences and final conference are planned. An informative newsletter first issue has been published, see [newsletter@balticbiogasbus.eu](mailto:newsletter@balticbiogasbus.eu)

## ● The project consortium reflects the diversity among partners

Partners of the project include SL public transport authority of the Stockholm region, and RUTER the transport authority of Oslo region, the city of Tartu (South Estonia), Riga city council traffic department, Kauno Autobusai one of the leading public transport companies in Lithuania, Biogas Öst a new regional organisation promoting bio-methane in mid eastern Sweden, HOG (formerly Hordaland Oil and Gas) a coordinating body for activities involving energy in Hordaland (Center-West Norway) and Skyss (owned by Hordaland county authority, VTT the technical research centre of Finland, ITS Motor Transport Institute a leading scientific institution in Poland, ATI erc GmbH a regional development agency for high-tech and innovative companies and projects in North-East Germany and the ITC - Innovation and Trend Centre - which is the technology centre of the community of Bentwisch near Rostock (Germany).

## ● Progress made by the project are promising

A Baltic Biogas Bus regional seminar was held in conjunction with the biannual Nordic Biogas Conference, 10 to 12 March 2010 in Oslo. A partner meeting was held 21 September in Kaunas, the program included topics such as biogas bus emissions and life cycle cost issues.

Dr. Juozas Savickas, head scientific officer at the Laboratory of Renewable Energy of Lithuanian Energy Institute, held a presentation about production of biogas from organic waste and its usage in Lithuania from economic and environmental perspectives. Two others seminars were held in Saint-Petersburg 25-26 November and Riga 1 December.

Among interesting reports so far are:

- > a draft report on a strategy on how to introduce biogas driven buses in Public Transport by SL Stockholm;
- > a feasibility study for a new long term and sustainable transport plan by Tartu City council;
- > a study to investigate the possibilities of using landfill gas from the Tveta waste (handling facility plant south of Stockholm) to upgrade and use as fuel in buses;
- > A study concerning supply and demand of biogas in the eastern region of Sweden.

The web site, [www.balticbiogasbus.eu](http://www.balticbiogasbus.eu), provides more information notably on the upcoming events during the winter such as regional seminars dates and registration procedures.



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## Agenda

- **INTERMODES 2011**  
Third edition of the congress this time Focussing on "Intermodality and accessibility"  
9-10 February 2011  
Brussels, Belgium  
[www.intermodes.com/fr/programme](http://www.intermodes.com/fr/programme)
- **CAPRICE European project Final Conference**  
"European Metropolitan Regions Improving Public Transport"  
17 March 2011  
Paris, France  
[www.caprice-project.info](http://www.caprice-project.info)
- **CRTM Madrid 25<sup>th</sup> anniversary**  
30 March 2011  
Madrid, Spain  
[www.ctm-madrid.es](http://www.ctm-madrid.es)
- **EMTA Spring General Meeting**  
EMTA will hold its 27th general Meeting at the kind invitation of the transport authority CRTM Madrid  
31 March -1 April 2011  
Madrid, Spain  
[www.emta.com](http://www.emta.com)
- **ITF - International Transport Forum which belongs to OECD**  
« Decision-makers from around the globe representing politics, business, research and civil society will make the 2011 ITF Forum a focal point for exchange on the role of mobility in modern society »  
25-27 May 2011  
Leipzig, Germany  
[www.internationaltransportforum.org](http://www.internationaltransportforum.org)

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