

editorial

Between sorrow and hope

The last issue of EMTA News was under press when the terrible attacks of 11 March occurred in Madrid. As Europeans, and as public transport professionals, the people responsible for the EMTA transport authorities all felt a tremendous pain, and a deep sorrow for their friends in Madrid. Transport authorities work hard to make public transport systems more attractive because they are the only solution to reconcile economic development with social cohesion and a protected environment in large cities. In these attacks, it was not only Spain, but Europe as a whole that was hurt. It was not only a people, but humanity as a whole that was targeted. Let us hope that co-operation between the European governments will prevent such a tragedy from happening again. On this respect, the enlargement of the European Union to 10 new countries on 1st May is a wonderful sign of hope for the future. The radical transformation of these countries within a decade deserves to be praised and rewarded. We are happy and proud to welcome our brothers back in our common home. We will have a lot of work to do all together to keep developing our continent, improving the life of the poorest, and invent an economic system which can protect the environment and the natural resources more than our current unsustainable model. I have no doubt that public transport will have a bright future...

*Björn Dalborg
President of EMTA*

News from Europe

● **Adoption of the second railway package**

The European Parliament and the Council of Ministers of Transport adopted in April the second railway package, which plans the complete opening to competition of the European rail freight market on 1st January 2007 and the setting up of a European railway agency to improve interoperability and security of rail systems (to be located in Lille-Valenciennes, France).

Discussions are still under way for the third railway package, that concerns the opening of international passenger rail transport markets.

http://europa.eu.int/comm/transport/rail/index_en.html

● **The Commission releases a White Paper on services of general interest**

The European Commission released on 12th May a White Paper on services of general interest, which acknowledges that services of general interest are an essential component of the European model of society, and stresses the need to achieve public service obligations in competitive open markets. The Commission thinks it is premature to propose new framework regulations valid for all services of general interest, and suggests to wait after the Constitutional Treaty is adopted. It also puts forward the need to adopt before the end of 2004 the draft regulations known as "Monti" package concerning State aids to services of general interest in the post-Altmark judgement context.

This White Paper is based on the conclusions of the consultation launched in 2003 on the Green Paper on services of general interest (see *EMTA News n°13*), a summary of which has also been released by the Commission.

http://europa.eu.int/comm/secretariat_general/services_general_interest/index_en.htm

● **CIVITAS II : the European Commission will support clean urban transport projects in 17 cities**

The European Commission revealed on 3rd May the list of 17 cities that have been selected, out of 71 candidates, to benefit from the €50 million grant dedicated to promote the development of attractive alternatives to the use of private cars in cities (programme CIVITAS II). Six cities in the enlargement countries are part of the winners, that are mostly middle-size cities.

www.civitas-initiative.org

● **Green Paper on Public Private Partnerships (PPP)**

The European Commission released on 4th May a Green Paper on public-private partnerships (PPPs). This document aims to see whether it is necessary to improve the existing rules in order to ensure that economic operators have access to PPPs under conditions of legal clarity and real competition. Over the last ten years, PPPs have been developing in several Member States, and they are now used in many areas of the public sector, including public transport. The choice of a private partner by a public authority must be made in accordance with Community rules on the awarding of public contracts. However, there is no specific system under Community law for PPPs and the Community rules on awarding public contracts are applied to PPPs with differing degrees of intensity. The Green Paper sets out the scope of Community rules, with a view to identifying any uncertainties and assessing to what extent Community intervention might be necessary.

http://europa.eu.int/comm/internal_market/ppp

News from companies

● **Bombardier cuts plants and jobs and Alstom is still between life and death**

The Canadian manufacturer Bombardier (turnover of €13 billion in 2003), one of the main railway manufacturers, announced in March that it will cut 6,500 jobs, that is to say 18% of the staff working in its transport division, so as to reduce excess capacity. Seven plants will be closed in five European countries (Germany, Portugal, Sweden, Switzerland, and UK). During this time, the financial rescue plan of Alstom, another large rail manufacturer, was still debated between the French government and the European Commission (see *EMTA News n°14*).

www.bombardier.com ● www.alstom.com

● **Belgian Railways SNCB to be split soon**

The Belgian government announced in March that national railways SNCB (turnover of € 3.7 billion in 2003, with 42,000 staff members) will be split into two companies soon: one responsible for managing the infrastructure, and the other in charge of operating services. A new holding owning the two sister companies will be set up. This evolution, which takes into account the European regulations on railways, is part of a broader plan Move 2007, which aims to cut operational deficit by 2007 through 3,000 lay-off.

www.sncb.be

● **New shareholder for Keolis**

Keolis one of the main public transport operators in Europe (turnover of €1.6 billion in 2002 in 9 countries with 27,000 staff members, leader on the French urban transport market with a share of 40%), is about to go through a major reshuffling of its ownership structure with the sale by the bank BNP-Paribas of its 48.7% share of the capital of the company. French national railways SNCF, which own 43.5% of Keolis, want to maintain their share and to keep the industrial and strategic leadership of the company. The British investment firm 3i is said to be interested.

www.keolis.com

News from the cities

● Tramways are back in BARCELONA

34 years after the closure of the last tramway line serving the Catalan capital city, four lines of the new tramway network of Barcelona (see *EMTA News n°2*) were inaugurated in April and May. This network consists in two separate infrastructures: Trambaix, connecting Barcelona with Southern suburbs, and Trambesòs, connecting Barcelona with Northern suburbs.

Trambaix, which comprises three lines (T1, T2 and T3), has a total length of 12km with 25 stops providing several connections with metro and regional trains. 15 CITADIS tramways will serve the routes, that are expected to carry 16 million passengers per year. Trambesòs (line T4) consists in a 4.8km line (that will be extended by 1.7km), with 14 stations, and is expected to carry 4 million passengers during the first year of operation. Line T4 will serve the Forum of Culture facilities close to the Sea, and will enable some ambitious projects of urban renewal.

Building and operation of the lines was awarded by ATM, the regional public transport authority, to a concessionaire company called Tramvia Metropolità through a BOT (Build Operate Transfer Contract) for a 25-year period. The consortium comprises rail manufacturer Alstom, public transport operators Soler y Sauret and Connex, and two banks. The investment amounts to €446 million for the two systems (€246m for Trambaix and €200m for Trambesòs).

www.atm-transmet.es

● Towards more integrated and more reliable rail services in LONDON ?

Heavy rail carries 42% of morning peak passengers into central London; it is a backbone of the public transport systems of the British capital city. Surveys show that Londoners make seven times more rail journeys than people in other UK cities, and that one third of all rail journeys in the country are made wholly within London. And rail travel is growing more rapidly than other modes.

The Mayor of London thinks that the current rail network is failing to meet the needs of the population (which is expected to increase by 800,000 by 2016), due to insufficient financial support and strategic direction.

London suburban rail services are indeed organised on a national basis by the Strategic Rail Authority, that grants licences to operating companies selected through tendering procedures. The Mayor of London has very little influence on the way suburban rail services are planned and delivered, or how rail fares are set. As a consequence, these services are not integrated with the other urban transport systems.

Therefore, the Mayor of London is proposing to the British government to set up a London Regional

Rail Authority under the authority of the Mayor so as to oversee the integrated planning of the London suburban rail network alongside the Tube (underground), bus and road system. The executive body of the new Authority would be Transport for London (TfL), the transport agency of the Mayor of London. It would cover the London Regional Inner Suburban area, which contains the natural starting points of inner suburban train services. Train operators' contracts with the Strategic Rail Authority would be changed to allow TfL to set fares and collect ticket revenues. The Mayor recommends an early start by setting up the new Regional Rail Authority on a "shadow" basis.

www.tfl.gov.uk

● Bike+Ride and integrated information in RHINE-RUHR

VRR, the public transport authority of the German Rhine-Ruhr conurbation (7.2m inhab. on a 5,000 km² territory), incites passengers of public transport to use bicycle to go to stations. More than 8,000 bicycles can be parked close to stations, and the number is growing very fast. A list of these Bike and Ride facilities can be downloaded from VRR's website. More and more cities are also providing some boxes so as to protect bicycles from theft and bad weather. 1,000 such boxes can already be rented by passengers with an electronic card that gives access to the box.

VRR has launched in 2003 an initiative aiming to improve and integrate the information provided by the 27 transport companies operating networks on its territory. The objective is to inform the passengers in a faster, more flexible and more personalised way about the latest news of public transport systems, whatever their company. The internet will be a key tool, but telephone call centre and more traditional devices (paper information) will also be used. Implementation is expected in 2005.

www.vrr.de

● STOCKHOLM will try congestion charging during one year

The municipality of Stockholm adopted a proposal to introduce a congestion charging scheme covering the complete inner-town of the city for a 13-month trial period starting in June 2005. During this period, all car drivers entering or leaving the area between 6.30am and 6.30pm will have to pay a charge of SEK 2 (€2.2) at peak time (amount reduced by half or three fourths at non-peak time). The maximum charge for a day will be SEK 6 (€6.5). No charge will be collected during the week-end. The aim of this charge is to reduce car traffic by 15%.

SL, the public transport authority of the county of Stockholm, foresees an increase of public transport patronage by 5% at peak hours. In this context, it plans to create more than 10 new bus lines

into the inner city and to increase the provision of services on existing lines. 200 articulated buses will be purchased and 300 additional bus drivers will be recruited to provide these services. The cost of public transport investment in the system, estimated at €66 million, will be funded by the Swedish government, that will also pay for the cost of operation (€35 million every year).

After this trial, a referendum will be held on September 2006 so as to know if the people want to keep this charge or not.

www.sl.se

● 20 years of successful transport and fare integration in the region of VIENNA

VOR, the public transport authority for the region of Vienna-Eastern Austria (2.6m inhab. on 8,400 km²) will celebrate in June its 20th birthday. The first steps towards fare integration took place in 1961 with an agreement between Austrian national railways ÖBB and Wiener Linien, the public operator of urban transport systems in Vienna. This was followed by an agreement between the Austrian federal government and the three Länder (regions) of Vienna, Lower Austria and Burgenland in 1973 to share the cost of this fare integration. And in 1984, the public authorities decided to formalise their co-operation by setting up a dedicated organisation, the Verkehrsverbund Ost Region (VOR).

Since then, VOR has been successful in integrating all public transport systems of the territory, consisting in 19 transport companies operating 5 metro lines, 36 regional and suburban railway lines, 32 tramway routes and 254 bus routes. Fares are organised on 9 centric belts and segments around the core zone of Vienna. This period has seen major improvements to the provision of public transport systems, with many extensions to the regional railway network and the metro system, and a modernisation of the rolling stock.

A major reform occurred in 2002 with the withdrawal of the federal government from VOR's board of directors, where it used to have a 50% stake. VOR now comprises the Länder of Vienna (44%), Lower Austria (44%) and Burgenland (12%). Public transport systems of Vienna-Eastern Austria carried 843 million passengers in 2002 (84.5% on urban routes in Vienna operated by Wiener Linien), that is to say +20% vs 1990. The modal split of public transport increased by 5% between 1993 and 2001, and reached 34% of all trips (motorised and non-motorised) in the region, a level similar to that of private car (35%). A survey showed that only 36% of public transport users had no alternative to public transport in 2001, vs 48% in 1993, illustrating the growing attractiveness of public transport systems.

www.vor.at ● www.wienerlinien.at

News from other continents

● DUBAI will build the first metro of the Persian Gulf

Dubai, one of the seven United Arab Emirates of the Persian Gulf (capital city: Abu Dhabi), has experienced a fast economic and demographic growth over the past decades.

The population jumped from 180,000 to more than one million in 2002, and could reach 3 million in 2020. Moreover, tourism is developing fast, and the city attracted 3 million visitors in 2000.

So as to avoid congestion of its road network and to invest in a modern transport system, the municipality of Dubai approved in 2003 the project to build a metro.

The network, that will be fully automatic, will consist in two lines totalling 70km and 55 stations

with two transfer stations. The lines will run underground in the city centre (18km), and elsewhere on an elevated viaduct, whose design aims to provide a strong and elegant architectural landmark in the city (51km).

The major economic areas (business district, international airport, port) will be served by the system. The rolling stock fleet will consist in 100 air-conditioned vehicles, that will provide sections reserved for women and children, as well as an executive first class. The aim is to attract not only the workers, mostly immigrants, who already use the bus services, but also well-off passengers. Taxi stations and park & ride facilities will be built at key stations. 1 million passengers shall use the system every day.

Fare policies and collection systems will be integrated with the bus network operated by a municipal company. It will rely on electronic contactless technology.

The total cost of the project is estimated at €3 billion. Operation costs (€130 million per year), shall be covered by fare box revenues, advertisement spaces, and revenues from land development.

Preliminary surveys, carried out by the engineering company Systra, will be followed by a tendering procedure to select the consortium that will be in charge of building the system. Operations are expected to start in 2010.

<http://vgn.dm.gov.ae/DMEGOV/dm-metro-network>

Analysis

Specific door-to-door transport systems: a necessary service for people with reduced mobility

Specific door-to-door transport systems are a necessary service for people with reduced mobility, which is complementary to scheduled transport services. A recent EMTA review of these systems in 12 European metropolitan areas shows that they provide an attractive solution to the people who cannot use mainstream transport services. The analysis of the different policies implemented raise important questions about eligibility, price for the users, cost of operation, level of public subsidies, and modalities of operations.

People with disabilities, and generally speaking people with reduced mobility, encounter great difficulties to use public transport networks. The situation has improved recently, but some severely disabled people are still just unable to use public transport systems, and some will never be able to, however accessible mainstream services could become.

Thus severely disabled people rely on specific door-to-door services either for their whole trip, or to get access to the mainstream public transport network. The provision of such services is therefore a necessity to achieve social inclusion of people with reduced mobility.

Over the years, such services have been set up in most countries. They generally encounter a big success among the disabled population, but the needs are increasing in term of quality as well as quantity and the public authorities are facing an increase of the costs and often a need for a better efficiency.

So as to get a clearer understanding of the situation, the EMTA working group on accessibility issues reviewed the specific door-to-door transport systems in Amsterdam, Barcelona, Berlin, Bilbao, Brussels, Dublin, Genoa, Göteborg, London, Manchester, Paris-Ile-de-France, and Stuttgart.

Organisation of services

Specific door-to-door services exist in all the metropolitan areas surveyed. They have been available for a long time in most cases (15 to 20 years, even 35 years in Göteborg). The reason for setting up these specific services was primarily the inadequacy of mainstream public transport networks to people with physical disabilities, and occasionally a law enforcement (Amsterdam, Ile de France).

Specific door-to-door transport services are usually organised and operated in co-operation with, but not within, the mainstream public transport networks (except in Brussels where services are operated by the public transport operator STIB), bearing a specific name most of the time. They are often related to the social departments of the municipalities or linked to associations of disabled people (Bilbao, Berlin).

The overall responsibility for the provision of the services falls most of the time under the City's/Region's tasks. In the territories where some co-ordination bodies bringing together different local authorities for trans-

port issues exist ("passenger transport authorities"), these are often responsible also for door-to-door transport services (as in Manchester with Greater Manchester Passenger Transport Executive).

Services are organised and managed in various ways. Overall management of the system and information to passengers can be in the hands of public authorities (Barcelona), of specific transport companies selected through tendering procedures (Greater Manchester, Paris), or of disseminated operators without general scheme (Dublin). Operation of services is usually a responsibility of companies linked with public authorities through contracts for a limited period of time.

Main characteristics of services provided

The area covered is usually the city and its close outskirts, and there is a maximum distance from the centre, usually 10 to 15 km when the authority responsible is a city and up to 50km when PTA is the region.

The criteria to define entitled passengers vary from severely handicapped (80% disability and above) to people simply having difficulties to use public transport. As a consequence, the number of potential beneficiaries of these specific services varies from less than 1% of the whole population in some cities (2,000 entitled persons in Barcelona) to nearly 10% in others (Manchester).

Some cities require a medical certificate to award a card enabling to use the service (Barcelona, Paris). In London, a review is under way to bring in a new definition of entitled passengers, so that the service really benefits the people who need door-to-door transport.

In Amsterdam two different services deal with different levels of disability, light and severe, and the one for severely handicapped people (VZA) has been set up on request of the disabled people themselves.

If the criterion is the difficulty to use public transport, ageing people are eligible, whether they are not if the criterion is only disability.

There is often a gap between the number of people entitled to use the service and the number of those using it (more than 70% of potential beneficiaries use the service in Genoa and Göteborg, but less than 40% in Berlin, London and Manchester).

Trips must be booked ahead of time in all

cities. The use of a specific electronic software for bookings (Taxitronix in Amsterdam, Computercab in London, TITUS in Paris) shortens procedures and optimises itineraries.

The number of trips is linked to the criteria of entitlement. The highest number of trips among the cities surveyed is reached in London and Manchester (1.3m trips in 2002), where more than 50,000 people are indeed registered to use "Dial a Ride" (London) and "Ring and Ride" (Manchester).

In Amsterdam, the Stadsmobiel service, which takes care of lightly disabled people, carries 600,000 passengers per year, whereas VZA, which was devised for more severely disabled people, carries 65,000 passengers (for 1,500 users).

The number of vehicles used for the service reflects the size of the population served and the number of entitled people (from 10 vans in Dublin to more than 200 in Berlin and Ile-de-France). Most cities use small vans with up to 8 seats or a combination of 6 seats and one wheelchair or 4 seats and 2 wheelchairs. It should be noticed that some cities choose to promote transport of people with reduced mobility by taxi rather than by specific vehicles. It is the case in London, where 4,000 taxis are accessible to Taxicard holders.

Fare policies vary a lot between the cities. Trips are free in Bilbao and Genoa. In Barcelona, fares are the same as those for mainstream public transport. In some cities, price depends on length of trips, and concessionary fares (linked to income and disability) and monthly prices are common.

Total running costs amount everywhere to several million Euros, meaning they have a real impact on public budgets. The ratio of public subsidies in total revenues varies from nearly 100% in Barcelona down to 65% in Paris-Ile de France.

The average cost of operation per trip varies between 5€ (Manchester) to more than 40€ (Göteborg).

Almost all metropolitan areas surveyed feel the need for improvements whether in terms of expanding the services, or reviewing better the needs of the users and the responses to give. There is also a strong concern for software as a help to run and manage the overall service.

www.emta.com

Focus

Extended and improved services in LISBON - Fare integration under way

The Portuguese capital city (2.7m inhab. in the metropolitan area, i.e. nearly 30% of the country's population) has seen a fast growth of its population over the past decades. The average population increase (+5% between 1991 and 2001) hides strong differences between the municipality of Lisbon itself (-18%), on the one hand, and the suburban territories whose growth was above 10% (up to +40% in Sintra, the second largest municipality of the metropolitan area), on the other hand. Increased car ownership led to a strong growth of car traffic, increased congestion, and a fall of public transport patronage. The share of public transport, which was above 50% of all trips in 1991, fell down to 37% in 2001, while, during the same period, the share of the private car jumped from 26% to 45% of trips.

This bad situation, which might still get worse, led the public authorities to devise ambitious plans to reverse the current trends. The main measures, summarised in the Sistema de Transportes de Lisboa (STL), aim at improving mobility in the Portuguese capital city through the provision of increased and integrated public transport services by the three main public operators Carris, Metropolitano de Lisboa and CP (national railways). STL, which is promoted jointly by the Portuguese government, the Municipality of Lisbon and the Metropolitan Transport Authority, might include private operators also in the future. This initiative comprises extensions of the metro system and building of tramway lines, increased and more reliable bus services, fare integration between various transport companies, and institutional evolutions.

Extension of public transport networks

The Lisbon underground, which comprises four lines, has seen two major extensions since the beginning of 2004, which brought its total length to 35.7km with 48 stations. The Yellow line was extended by 5km on 27th March, serving for the first time municipalities outside Lisbon. The new section, which has 5 fully accessible stations, cost € 326m. It will serve 300,000 inhabitants in the densely populated urban corridor of Lumiar-Odivela north of Lisbon, that will be connected to the city centre in half an hour. 30 million passengers are expected to travel on this new section in the first year of operation.

Secondly, the Blue Line was extended by 2km westwards on 15th May, also serving suburban municipalities. Other extensions are being built: the Blue Line will reach the Santa Apolonia railway station in 2005 and the Red Line will be extended by 3km from Orient station to the Portelas Airport in 2007 (cost of €159m), and from Alameda to Sao Sebastiao (2006). These extensions will increase the length of the network by 5km and 4 new stations.

The total investment for the company will amount to €1bn until 2006. It will be funded partly by European funds and a loan of the European Investment Bank (EIB), that will

come in addition to the existing debt of € 2.5 billion.

Building of tramway lines

Two tramway lines will be built in 2004. The first one (Metro Ligeiro de Superficie) will connect the Sant Apolonia railway station and the banks of Tagus at Alges with the Northern suburban municipalities of Amadora, Odivelas and Loures. The first phase of the network will have a total length of 20km with 36 stations. The cost of this project, which is promoted jointly by Carris and Metropolitano de Lisboa, amounts to € 212m. The other one will serve the South bank of river Tagus (Metro Sul de Tejo, see *EMTA News n°14*), whose connections with the centre of the metropolitan area were improved in 1999 with the opening of the Fertagus rail service (see *EMTA News n°8*).

Improved bus services

So as to increase the commercial speed of buses (14.9km/h today) and improve the reliability of services, the Mayor of Lisbon announced in February that bus lanes will be protected from car traffic by physical separators, as has been successfully implemented in Paris. It is estimated that an increase by 1km/h of commercial speed helps spare €1m of operational costs, helping to reduce the deficit of Carris (that reached €77m in 2003 and is expected to end 2004 at around €70m). A loan of €90m by the EIB will enable the company to modernise its rolling stock, whose average age shall be cut from current 16 years to only 5 years in 2006, and to purchase environmental friendly vehicles (gas powered).

Introduction of door-to-door shuttles

The Mayor of Lisbon also announced the introduction of free door-to-door transport services in the five districts of the city where car traffic is being limited (such as the Castelo/Alfama hill). These services will be operated by mini-bus and will carry inhabitants inside the district and between remote car parks and their houses. Services will be operated between 6am and 10pm, and telephone booking will be possible.

Increased fare integration

The launch in March by Carris and Metropolitano de Lisboa of the first integrated tickets for all their urban transport networks is a new milestone towards increased integration. These new tickets, which have a validity of 90 minutes, comprise single tickets, daily passes, and tickets valid for five days. This initiative is expected to boost public transport patronage. Fare integration was made possible thanks to a rise of 3.9% of fares (integrated single ticket now costs € 1.30). Electronic contactless ticketing, which has been used on underground for some time, is being progressively implemented to all other transport modes, under the name of Lisboa Viva card. A contactless, rechargeable card devised for non-frequent passengers, who won't buy season passes but trips instead, has

been introduced under the name of Sete Colinas.

Fare integration still has to be implemented for heavy rail services operated by CP national railways and Fertagus, as well as for private bus operators.

Institutional evolutions

The most decisive move is the setting up of a Metropolitan Transport Authority (see *EMTA News n°16*), whose statutes are about to be approved, and that will be responsible for defining the level of services and awarding contracts to all the transport operators in the metropolitan area. A consensus exists concerning public companies, but it seems that the integration of services provided by private operators will be particularly difficult.

The Portuguese government is also contemplating to transfer the ownership of state-owned Carris bus operator to the municipality of Lisbon. The company, which lost 20% of its passengers between 1995 and 2002, is currently striving to reduce its deficits of operation.

Metropolitano de Lisboa has gone through a re-organisation of its departments, with a separation of infrastructure management and operation of services.

Lastly, national railways CP are preparing the privatisation of their suburban railway unit (Unidade de Suburbanos da Grande Lisboa, USGL).

www.carris.pt • www.metrolisboa.pt

www.cm-lisboa.pt • www.aml.pt

www.fertagus.pt

Agenda

- **1st European Mobility Exhibition**
16-19 June 2004 - Paris, France
<http://www.transportspublics-expo.com>
- **EMTA 13th General meeting**
21-22 June 2004 - Helsinki, Finland
www.emta.com
- **Meeting of the EMTA working group on electronic ticketing**
9 July 2004 - London, UK
- **Meeting of the EMTA working group on accessibility**
19 July 2004 - Brussels, Belgium
- **Towards Car Free Cities IV**
19-24 July 2004 - Berlin, Germany
www.worldcarfree.net/conference



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