



*Hans-Werner Franz*  
CEO -VBB Berlin-Brandenburg

## *EMTA assembly elected on 6 November the Board for 2009-2011:*

- > **Hans Werner Franz** VBB Berlin-Brandenburg, President,
- > **Sophie Mougard** STIF Paris-Ile de France, Vice-president,
- > **Carlos Cristobal** CRTM Madrid, Vice-president,
- > **Thierry Duquenne** Ministry of Brussels Capitale Region, Treasurer,
- > **David Brown** SYPTÉ South Sheffield,
- > **Zsolt Denke** BKSZ Budapest,
- > **Marc Garcia** ATM Barcelona,
- > **Cesare Paonessa** AMMT Turin,
- > **Leszek Ruta** ZTM Warsaw.



*During its last General Assembly in Warsaw, EMTA had the pleasure to welcome on 5 November Mrs Magda Kopczynska Head of Clean and Urban Transport at DG-TREN. Mrs Kopczynska presented the detailed measures contained in the Action Plan on Urban Mobility relating to passenger rights, enhanced integration in planning urban mobility, greener transport, shared experience and improved information, and funding.*

*EMTA expressed to Mrs Kopczynska a readiness to a fruitful cooperation with European Commission in the coming years.*

## **News from the cities**

### **• "More competition and a strong authority are the lessons learnt from the S-Bahn disaster" says Hans-Werner Franz CEO of VBB Berlin-Brandenburg**

It is always important for us to keep in mind what is our main task: it is to care about the passengers and that they feel safe and secure in the local public transport system. That is why the system must be of high quality, since the level of quality determines whether somebody uses the bus or train in everyday life or not. First of all, quality means high punctuality and frequency of the transport system. Secondly, the means of transport, stops and stations have to be clean. And, last but not least, the system has to provide adequate information to

the customers. But, as a basis, without passenger safety, the other issues become irrelevant.

One could have read about a great safety problem in Berlin in the international newspapers: Berlin's commuter train "S-Bahn" has been operating on a very low level since the end of July. The reason is that the S-Bahn management changed their maintenance policy from careful prevention to simple remedy. They reduced the staff and the maintenance capacity significantly. This evolution did not occur without any reason: the Deutsche Bahn management wanted to go public at the stock exchange. To achieve that aim, all parts of the company (and so the S-Bahn) have been forced to bring an exorbitant return-on-investment at the expense of maintenance care.

Consequently great safety problems with brakes and wheels have affected a large number of trains, bringing down the S-Bahn-owned rolling stock to only a third of its capacity. As a result, 1.2 million passengers who travel daily by train have endured for months numerous problems. The feeling that arouse among passengers varies from anger to resignation, and unfortunately, it won't only be just a few who will now use their cars.



Step by step, Germany has established a competitive market since 1994. As a consequence, enormous changes in railway transportation took place since the whole railway transportation has been transformed – unfortunately only de jure – from a monopoly network infrastructure into a kind of structure ready for competition. Before this, railway transportation was provided by Deutsche Bahn. That was too expensive and not customer-friendly at all. To solve that problem, parts of the system have been passed onto private hands. The goal was to have a clear public transport structure with federal governments (ordering and paying for the service) on the one hand and the operators (providing the service) on the other hand. Partially, the privatisation succeeded, the results are great: reduced costs and upgraded quality. But the privatisation process has not been finished yet and we find the public transport sector in a difficult position, only half way through: the de facto monopoly Deutsche Bahn still owns network infrastructure and rail tracks as well as the stations. It still covers the whole energy supply for all private operators. As a result, the public transport branch has to deal with very high prices on rail tracks and stations usage and on energy. This is the monopoly-profit for Deutsche Bahn that discriminates the new private operators. On the other hand, we have less regulation by anti-monopolistic administration. The few private rail operating companies are actually much cheaper, the service is better, and the trains are cleaner. But the high prices on rail usage are a real obstacle for competition. We have learned that the market needs to be framed by



rules. Networks and transport operation must be in different hands!

What can we learn from this situation, and how can we avoid such problems in the future? Let me give you some thought-provoking impulses says Hans-Werner Franz.

Tendering processes and strong contracts are the solution. I am very proud about our latest success: VBB tendered 50 per cent of the public rail transport services at once (the S-Bahn as a system sui generis has not been affected by that). And we introduced an innovation in limiting the batches (several lines summarized is one batch, four batches in total) and in deciding the winner could only win two pieces; that's why the winner was forced to be cheap – to get at least one batch. As a result, we could drop down the costs by 55 Million Euros (about 25 per cent) – since all operators wanted to win the tendering. The money saved is planned to be invested for higher frequency, more passenger information and more elevators. Moreover, since quality standards were set, the quality did increase. We wrote down the number of staff per train (the minimum is one conductor per train) and ruled that salaries are paid in line with the level of the sector (to avoid salaries being too low). The contracts with the public transport operating companies provide several instruments to reduce the compensation in case of malperformance. This excellent experience is the blue print for tendering the S-Bahn in Berlin. Limiting of batches is essential since in the current situation Berlin and Brandenburg are dependent on only one operator.



It is very important also for the whole system to clarify who plays which role. Competition does not mean that public authorities have nothing to do. On the contrary they organise the tendering procedure and monitor the transport companies. In some cases they (or a separate state or a city owned institution)

own the networks and stations, and provide the energy. As a rule, monopoly infrastructures (rails, stations and energy supply) must be separated from the operators. Otherwise, these natural monopolies will be abused by their owners (like Deutsche Bahn in Germany) and other competitors will be disadvantaged. The operating companies still have a lot to do with transportation, marketing, and sales.

To come to a conclusion: If we want to increase our market share against the private car, three things are of utmost importance for public transport: quality, quality and quality. Besides, we have to change the system to reach better efficiency. That means stimulating competition in order to save money and to improve quality.

For more: [info@vbbonline.de](mailto:info@vbbonline.de)

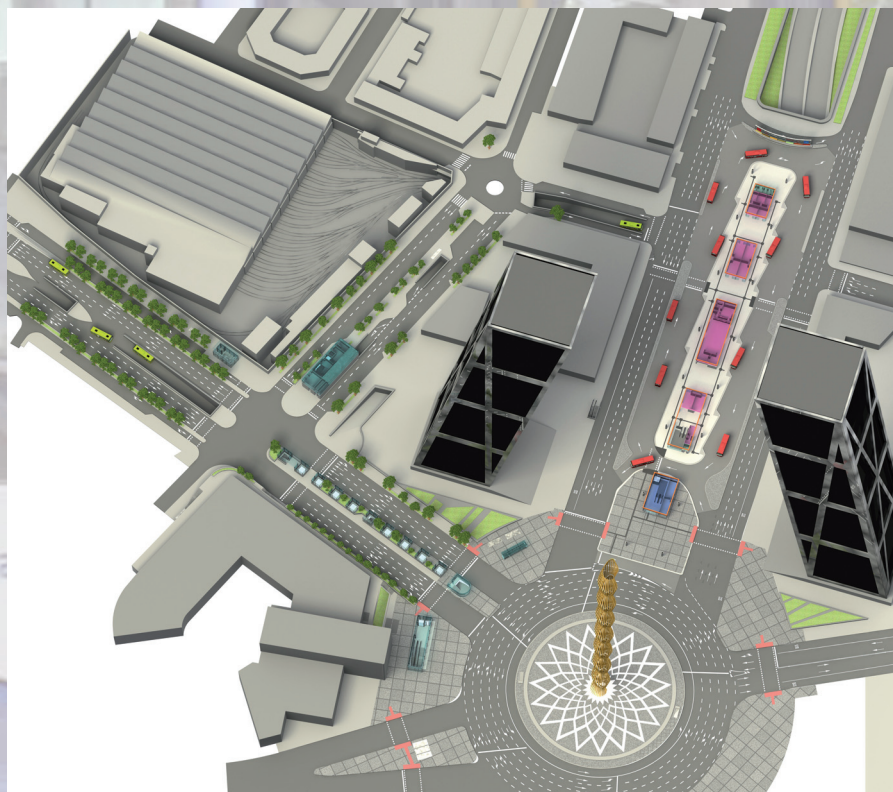
#### ● Surface City Bus Terminal in Madrid

In 1986, the Madrid City Council launched a competition for the construction of two office buildings on premises located in the north of Plaza Castilla on each sides of the Paseo de la Castellana. As part of the planning duties imposed, was a new bus terminal to

of Madrid city), with the Metro station. The terminal was built in the middle of Paseo de la Castellana and above the underpass.

After the construction of the underground transport Interchange that opened in 2008, the area occupied by the surface bus terminal was cleared allowing to set all the city bus headways of the EMT lines. This action improved the transfer between the EMT lines and the underground station. But this operation is not the only one around the Plaza de Castilla: Madrid Underground (Metro) started works for improving and expanding the north Metro hall, making accessible the whole station through the provision of lifts and escalators. Madrid City Council also began a project for the refurbishing of the surrounding sidewalks of Plaza de Castilla and the settlement of a milestone designed by the architect Santiago Calatrava in the centre of the roundabout. By removing the buses from the surroundings of the square, sidewalks have expanded and traffic lanes have been orderly redesigned, making the square friendlier for pedestrian and better organized for the private vehicle.

The objective of the new surface City Bus Terminal is to improve the transfer conditions



Plan Madrid

be built in order to better organize all the bus stops scattered around the square. The winner of the contest designed a twenty bus platform terminal perpendicular to Paseo de la Castellana which allowed transfer between metropolitan buses and some urban bus lines of the EMT (municipal buses

and the waiting time between public transport modes. Moreover the bus platforms layout in indentation allows to create, a safe and comfortable public transport for users comparable to the underground terminals.

The City Bus Terminal has two islands,



around which the bus platforms are placed in a way that allows to differentiate the passenger area from the bus circulation area. A high metallic structure of 28 meters wide and 220 meters long acting as a canopy covering both islands, protects users from rough weather. Access to the Metro network and the underground interchange station is given through two underground halls situated in each island. There are also several spaces in the islands that serve as waiting areas and service area, they are key points to improve the security of the terminal.

Actually the Terminal generates around 75000 trips /day from the EMT city buses. Main destination are either the new urban developments of the north of Madrid or other points of the capitale city such as Atocha (south) Arturo Soria (east) etc.. In the island configuration, the buses have entry and exit from north and south of the Terminal, circulation is clockwise, around the passengers area. Arriving buses can easily unload passengers near the hallway leading to both Metro and the underground interchange station. The design has sought to minimize the possible conflicting points in the bus circulation. In the most southern part, an exclusive platform for bus line 27 is dedicated. Operated with articulated buses, line 27 represents one of the increased demand of the network.

By moving around about 75.000 passengers per day, City Bus Terminal becomes one of the biggest bus terminal in the world. In the design of the terminal, basic principles to ensure transfer between different transport modes have been taken into account. The island configuration allows to provide pedestrian routes with minimal interference with the movement of buses. The origin of passengers is varied, 21% comes from the street, 13% comes from any of the 38 inter-city lines, a 30.8% of other urban routes, and the largest percentage, 32.2% transfer with any of the 3 underground lines.

In terms of design, the terminal adopted the same kind of solution as the underground transport interchange to which it is linked. A central island of 157 meters long and 20 meters wide, around which there are 13 platforms for the headways of the city buses, two for intercity buses and 3 for unloading passengers. In the center of the island there are 4 block-units built for different use. The furthest south is aimed at informing users, operators' service and mainly for Underground access. Central block-units are for customer service, cafes and shops. The northern block-unit is dedicated to retailers and installations facilities. The other island is justified to prevent the incursion of buses in the Plaza de Castilla roundabout, on this island is the exclusive Underground access block.

Special care has been given to improve the quality of the passengers travel experience in relation to the successful amenities offered in the underground transport interchange and especially dynamic information on various screen boards, air-conditioned waiting areas, specific ergonomic seats etc... to the point that all these items will serve as reference for other bus terminals in urban areas in the future.

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### ● Barcelona launches the new T-12 travel card

The Metropolitan Transport Authority of Barcelona (ATM) has introduced the T-12 travel card, aimed at children from 4 to 12 years of age. This is a travel document valid for one zone, that corresponds to the municipality where the holder lives. It will enable an unlimited number of free journeys on all modes of transport forming part of the integrated transport system (underground, FGC, suburban trains, tram, and urban and



inter-urban buses) inside that zone. One fare zone includes several municipalities.

It is a personalised ticket which must be accompanied by the child's identity document. It will enable the 440,000 children living in the Integrated Fare System area, to cover their day-to-day journeys. It will be valid for one calendar year and will cost €35. The basic objective of the new T-12 travel card is to encourage children's mobility by means of a cheap ticket which will contribute towards fostering the everyday use of public transport.

Until now transport has been free for children up to 4, but older children did not benefit from any specific reduction.

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### ● South Yorkshire : City running proposed for tram-train

Passengers in South Yorkshire could be the first in the UK to take a continental-style tram-train under plans announced today by the Department for Transport, Northern Rail, Network Rail and South Yorkshire Passenger Transport Executive. Tram-trains are greener than conventional

trains as they use less fuel, have faster acceleration and deceleration rates; which offer passengers better journey times. They are also lighter which may reduce wear and tear on tracks cutting the need for disruptive maintenance works.



Passengers could see tram-trains running between Sheffield and Rotherham on the current freight route from Rotherham and then joining the Sheffield Supertram network at Meadowhall South.

The trial will assess the environmental benefits, operating costs and technical suitability of the tram-trains as well as testing how popular the vehicles are with passengers. These are the first steps in a process which could lead to more tram-trains operating throughout the UK.

Rail Minister Chris Mole MP announced the plans on a visit to Meadowhall – where tram-trains will connect to the Supertram network. He said:

"Tram-train is a new concept for Britain, but it has already proved a valuable addition to rail fleets on the continent. It provides seamless travel from rural and suburban areas direct into city centres, potentially cutting congestion and offering an alternative to short and medium distance car commuting.

"Adapting tram-train to the UK requires some testing, but while that is underway, people in South Yorkshire will have the chance to experience this new type of vehicle for themselves – and I hope they will tell us what they think of it."

South Yorkshire PTE Director General David Brown said:

"If we can overcome the technical challenges then tram-trains would bring huge benefits to the travelling public in South Yorkshire. They would widen the options available to those people travelling between Rotherham and Sheffield and the technology could eventually be used elsewhere in the UK too."

Northern Rail will procure the new vehicles for the Rotherham-Sheffield operation, while Network Rail is investigating what works would be necessary to safely accommodate the vehicles on the UK heavy rail network.

The project partners are still planning to test tram-trains on the Penistone Line between Sheffield and Huddersfield via Barnsley at a later date after work concluded that,





electrically-powered tram-trains are more economically viable for use in the UK than the diesel equivalent which was being proposed for trial on the Penistone line.

For more: [tony.belshaw@sypte.co.uk](mailto:tony.belshaw@sypte.co.uk)

● **Bus service provides new job links**

A NEW bus service is due to begin running from Chapeltown in Sheffield to the Thorncliffe Business Park in a bid to improve job opportunities for local people.

The new 35a shuttle service will begin running on Monday 26 October and will improve links between the Market Place in Chapeltown, next to the railway station, and the business park near junction 35a of the M1, which is home to scores of local employers.

The service is being introduced by South Yorkshire Passenger Transport Executive, in partnership with Yorkshire Forward and Creative Sheffield.

It will operate every 20 minutes from 05.36 to 19.21 Monday to Saturday, apart from a one-off service which leaves Chapeltown at 21.41 in order to allow shift workers to arrive for the start of their 22.00 shift.

Tickets for the service, to be operated by Stagecoach, will be charged at a flat 50p fare allowing unlimited all-day travel on the shuttle.

David Brown, SYPT Director General, said: "We are pleased to be introducing this service, which should help more people to access the employment opportunities at the business park. In these difficult economic times we are mindful that people need all the help they can to access employment opportunities."

For more: [tony.belshaw@sypte.co.uk](mailto:tony.belshaw@sypte.co.uk)

For information about public transport in South Yorkshire visit: [travelsouthyorkshire.com](http://travelsouthyorkshire.com) or call Traveline on 01709 51 51 51.

● **A new era for commuter trains in the Montreal Region:**

It was at Bombardier Transportation's plant in La Pocatière that the very first multilevel-type double-decker car was unveiled of the kind that will travel the Agence métropolitaine de transport's (AMT) commuter train system this fall. This day—so eagerly awaited by the AMT and its customers—was described as historic by the President and Chief Executive Officer of the government agency, "Today we are unveiling the long-awaited fruits of our efforts. These new cars are much more than just pieces of equipment. They inaugurate a new era for commuter trains in the Montréal region," said Joël Gauthier.



These 160 new cars will improve service quality over time by making it possible to:

- > increase commuter train capacity by 70% at peak periods on all five commuter train lines (close to 43,000 additional trips per day);
- > renew a portion of the current fleet of commuter trains, as some cars are now aging;
- > commission the Train de l'Est (future line serving the northeast off-island suburbs).

These new leading-edge "multilevel" cars will improve comfort for commuter train passengers. Each of the 160 cars will be fitted with 142 ergonomic seats, a spacious intermediate level (fitted with benches) between the two decks, bicycle stands and a two-way communication system between passengers and the train crew. Every train will have a toilet, located in the cab car. As well, the cars will be more accessible for people with reduced mobility.

This "historic" order for 160 cars was awarded to Bombardier Transportation in December 2007 and represents the largest investment in the history of commuter trains in Québec of \$386,266,045, financed 75% by the Québec transport department. As promised, the cars will be gradually commissioned starting in late fall 2009, at a rate of one train set per month.

The AMT's renewal of its fleet of rolling stock will continue with the arrival of 20 new dual-mode locomotives starting in 2012.

For more Martine Rouette: [mrouette@amt.qc.ca](mailto:mrouette@amt.qc.ca)

**Agenda**

- **EMTA Workshop**  
5 November 2009  
Warsaw, Poland  
featuring :  
- Public transport in the New Member States strategies and concerns  
- Urban Mobility interacting with the economic sector  
[www.emta.com](http://www.emta.com)
- **Suissetraffic 2009**  
Rail network solutions  
11-14 November 2009  
Berne, Suisse  
[suissetraffic@beaexpo.ch](mailto:suissetraffic@beaexpo.ch)
- **DG-TREN**  
Emission Performance Standards  
20 November 2009  
Brussels, Belgium  
A sustainable future for transport: Second stakeholders' conference / TEN-T Green Paper: A policy review.  
[http://ec.europa.eu/transport/strategies/2009\\_future\\_of\\_transport\\_en.htm](http://ec.europa.eu/transport/strategies/2009_future_of_transport_en.htm)
- **22<sup>ND</sup> National Public Transport Conference**  
XXII<sup>e</sup> Rencontres Nationales du transport public  
25-27 November 2009  
Acropolis, France  
[info@objectiftransportpublic.com](mailto:info@objectiftransportpublic.com)
- **POLIS Conference**  
10-11 December 2009  
Brussels, Belgium  
Unlock the economic and environmental potential of innovation in urban and regional mobility.  
[www.polis-online.org](http://www.polis-online.org)

To receive this newsletter by e-mail: [contact@emta.com](mailto:contact@emta.com)



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