



CP3 Policy recommendations

Documentation

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1 Strengthening integrated public transport management authorities

- 1.1 **Metropolitan regions usually cover areas which are larger than the capital city's boundaries. Passenger flows are not limited to administrative boundaries.** Therefore, public transport in metropolitan areas is a regional responsibility. Public transport organisation and financing should not be limited to the city's boundaries, but should cover the whole region as well as all modes of public transport.
- 1.2 **Local and regional entities must assume the political and administrative responsibilities for an integrated public transport service.** Clear statements and reliable responsibilities on political, administrative, and operational levels as well as efficient decision-making processes are important elements of an effective organisational framework.
- 1.3 **All means of public transport (regional rail, underground, tram, buses, ferries) in a region should be managed by one integrated authority.** This authority should define the framework in which one or more operators can conduct their services. Key tasks like service and infrastructure concepts, overall operational planning, fares, sales, marketing and customer information have to be integrated. The authority should also control the operators' performance with regard to the service required as well as economic criteria and passengers' expectations.
- 1.4 **With implementation of the EU Regulation 1370/2007, the European Union gave a clear guideline for the organisation and financing of public transport** allowing pinpoint strategies for local and regional challenges. This policy should be maintained by the EU.

Related good practices, which might be delivered to the INTERREG IVC good practice database: Organisational structure of VBB and STIF as public transport co-operations, Bilateral contracts between ZTM and neighbouring authorities

2 Sustainable financing of public transport

- 2.1 **Public transport in metropolitan regions requires sufficient and reliable compensation as the revenues from ticket sales do not cover the costs of operation.** A constant and reliable public financing should cover necessary operational costs as well as investments in infrastructure and rolling stock. If social fares are introduced by political decisions (e.g. reductions for students, senior citizens), there has to be a financial compensation for the operator in case of losses.
- 2.2 **One example for public transport funding is to introduce a transport tax as implemented in France.** There, companies in metropolitan areas have to pay a special tax per employee which is designed as supportive financing of public transport. This could serve as an example for other countries, too. Therefore, the CAPRICE project recommends that the EU support the implementation of public transport taxes in the



member states. But even here sufficient and reliable funding is crucial as tax income may depend on the economic situation.

Related good practices, which might be delivered to the INTERREG IVC good practice database: The public transport tax (“versement de transport”) in France

3 Contracting and tendering of public transport services

- 3.1 **By implementing the European Regulation 1370/2007, the European Union sets the legal framework for tendering and contracting procedures in public transport.** Competitive tendering and contracting has been proven to be an efficient instrument for increasing the quality of public transport services and passenger satisfaction while reducing the amount of public subsidies needed. It needs a strong public institution that prepares the tenders, defines the level of service the passenger aims at, carries out the tendering procedure, and controls the contracts. This is especially the case in metropolitan regions with a long tradition of strong public operators. Public transport authorities and associations need to be strengthened and equipped with sufficient personnel and funds and with well defined tasks and responsibilities.
- 3.2 **Cities also have the possibility to directly award contracts to their own public operator, for example, for contracts of a short period of time.** Even if contracts are directly awarded, the CAPRICE project recommends implementing complex quality control systems in the contracts in order to put pressure on the operators to deliver a high quality service for the passengers. If service quality is low, the operator should be forced to pay penalties as an incentive for better quality. This needs a clear definition of authorities' and operators' tasks. The authorities should define the service quality expected by the passengers; the operator should be responsible for the operational tasks on which the operator has influence.
- 3.3 **In order to be effective, service contracts should run over longer periods as the operator needs the opportunity to amortise his investments.** This means that the public transport authorities need reliable political decisions and funding to conclude service contracts with the operators.

Related good practices, which might be delivered to the INTERREG IVC good practice database: Service contracts and competitive tendering in regional railways at VBB, Service contracts for local and regional public transport at STIF, Combination of direct awarding and tendering at ZTM, The online auction tool at ZTM



4 Steps to energy efficient green mobility

- 4.1 **In the long run, fuel prices will increase as diesel and gas are limited resources. Cities and regions should be open for testing and implementing new powering systems for public transport in order to be prepared for introducing alternative energies.** Investments in new vehicles should take fuel consumption into account. Higher investment prices can be quickly offset by lower consumption - with added benefits for the environment.
- 4.2 **Capital regions should start to develop long-term strategies on how to organise transport without fossil fuels.** Increasing oil prices as in 2008 will lead to more passengers in public transport as more and more people will not be able to afford the fuel prices for daily usage. Public transport must be prepared to play a stronger role in capital regions than today.
- 4.3 **Regions must obtain the right to restrict the usage of cars in urban areas and to introduce road pricing systems.** The European Union should clearly state that restrictive measures for greening mobility do not have a negative impact on the European single market and are supported by the European Union.
- 4.4 **The European Union should extend the funding of research and implementation of alternative energies for public transport.** Projects which are focussed on green energy (like research on hydrogen buses in Hamburg) need constant funding, since new energies are not yet competitive with traditional fuels. This should be taken into account for the preparation of the next funding period.
- 4.5 **The European Union should develop a policy for greening taxes and fees in the transport sector.** Today, in most countries, green modes of transport are subject to the highest tax rates and fees for using the infrastructure while the competitors (automobiles or air traffic) pay less. On the contrary, a sustainable pricing system would charge depending on the negative impact on the environment.

Related good practices, which might be delivered to the INTERREG IVC good practice database: The general approach of the Urban Mobility Plan in Ile-de-France to sustainable mobility, Awareness rising for public transport in Vilnius

5 Mobility plans and traffic management

- 5.1 **Every authority in charge of public transport in large European metropolitan areas should develop planning documents for the entire urban area for both the short-term (5 years) and long-term (15-20 years).** These documents shall be approved by the local / regional councils. Such a proposal is being discussed within the framework of the preparation of the forthcoming European White Paper about transport and should be considered as a strong recommendation in favour of a sustainable urban mobility within the European Union's urban areas.
- 5.2 **In order to reduce pollution and with regard to the negative impact of individual mobility, capital regions have to make their transport systems sustainable.** An

important step towards this is making public transport more attractive while restricting the use of cars. Public transport should have priority at intersections and should run on dedicated lanes. The average speed of public transport has to be competitive with that of the car. Traffic management should prioritise speeding up public transport before taking into account the needs of cars.

- 5.3 **Public transport systems in capital regions have to be 24-hour services which are available for the customers at any time of the day and at every place in the city.** As financial sources are limited, funding should be taken from congestion charges and road pricing systems of private mobility as public transport systems are a key factor for a functioning metropolis.

Related good practices, which might be delivered to the INTERREG IVC good practice database: The participation process and quantitative goals of the Urban Mobility Plan in Ile-de-France, The strategy for the development of the Warsaw transport system, Priority for public transport as carried out in Bucharest – Tram no. 21

6 Integrated passenger information

- 6.1 **Integrated passenger information systems require the full participation of all transport operators and all modes of transport.** While authorities understand passenger information more and more as one of their key tasks on regional level, information is mostly driven by national railway companies on national level. Therefore, cooperation is often difficult and subject to different interests. European policies should therefore set the framework for an open, efficient and customer-oriented cooperation between the different players and free information market – to the customer’s satisfaction.
- 6.2 **Integrated passenger information is a cost-intensive task due to the large amount of money which is needed for implementing data management and exchange systems.** To assure that existing data sources and /or information systems from different suppliers can interact or can be connected, European policy should further support the standardisation of data models, exchange formats and interfaces to allow customer-oriented cost efficient services to ensure an open market.
- 6.3 **International cross-border information is one key element of European integration.** The European Union is asked to further support the interconnection of existing and future public transport information systems (which was started based on the EU-Spirit project – a R&D project within the European Union 5th Framework Programme on Research and Technical Development). The key idea of EU-Spirit is to connect existing regional, national and international Internet based travel planners to a European network allowing passengers to prepare their connections by public transport from one point in the European Union to another. Since the project closed in 2001, the services have been maintained and developed through the participating service providers.

Related good practices, which might be delivered to the INTERREG IVC good practice database: The VBB-Ttravel planner on the internet and for mobile devices, Integrated data man-



agement for real time data in Berlin and Paris, Passenger information inside vehicles in Warsaw

7 Integrated tickets for metropolitan regions

- 7.1 **Public transport authorities have to be enabled to set up complex rate systems for their areas which do not end at the administrative boundaries of the city but which include the surrounding commuting areas.** Public transport authorities have to be further enabled to set up background systems for the sharing of the revenues among all operators involved. This has to be specified in the service contracts between the operators and the authorities.
- 7.2 **In some countries, regional railway services are not integrated into metropolitan ticketing systems due to the fact that the railways are operated by the national railway company or by private companies on which the metropolitan authority does have no influence.** Therefore, the national regulator should assure that the railway company integrates fares with local public transport. In the long run, this is profitable for both sides as new passengers can be motivated to use local public transport and railway services due to integrated fares.
- 7.3 **Contactless electronic ticketing systems have strong advantages for passengers and operators.** Therefore, the introduction of electronic ticketing in metropolitan areas should be supported on the regional, national, and European levels. Setting standards on the national or even the European level allows passengers to use the same system in different cities. This reduces constraints in the use of public transport systems in other cities.

Related good practices, which might be delivered to the INTERREG IVC good practice database: Integrated regional ticketing and revenue sharing in Berlin and Paris, Contact-less electronic ticketing in Warsaw, Bucharest, Vilnius and Paris

8 Accessibility for passengers with reduced mobility

- 8.1 **Up to 40 % of passengers are confronted regularly or from time to time with mobility impairments.** Therefore, all metropolitan regions should take drastic measures to transform their public transport systems to make them more accessible for mobility impaired passengers. Especially in old metro systems this transformation process is extremely expensive; therefore, measures should follow priorities to reach as many passengers as possible.
- 8.2 **Metropolitan areas should set up a strategy with quantitative aims for making public transport systems more accessible and should dedicate funds for infrastructure measures in the field of accessibility.** The most effective investments in road and rail networks have to be prioritised based upon the passengers, the good regional coverage, the places of special interest for the impaired persons being served.



- 8.3 **Passengers with reduced mobility need reliability along the entire transport chain.** One missing link like a non-functioning elevator or a crossroad which can only be passed by stairs can make trips totally impossible. Therefore, user-groups with different impairments should be involved in the planning processes and surveys should be carried out from time to time to discover their special needs.
- 8.4 **The dialogue with all stakeholders is essential to identify needs,** establish a consensus on the content of investment programmes and on priorities and to implement quality control measures based on the experience of users.
- 8.5 **In the long run, public transport systems should be accessible for all user groups without assistance.** Nevertheless, staff should be available to assist passengers in case of disturbances or disruptions. Specific training for personnel working in stations, bus and information services are necessary to understand and be aware of the specific needs of impaired passengers and assist them satisfactorily.
- 8.6 **The regulations for passengers with reduced mobility should be harmonised in one region regardless of the operator.** The layout of signs, the colours of guidelines, the announcements of stops and stations should follow a common approach in the entire area.
- 8.7 **The provision of dedicated information channels (both form and content) is another requirement that cannot be ignored for a successful accessibility scheme.** Passenger information systems should reflect the different usage habits of different passenger groups. The times needed for changing between different vehicles can be much longer for passengers with reduced mobility than for commuters who know their way.
- 8.8 **Through European Legislation like the Directive 2001/85 (buses) or Regulation 1371/2007 (railways), the European Union has established harmonised standards for the accessibility of public transport for passengers with reduced mobility.** These standards serve as an important basis for the development of public transport systems in Europe and therefore the European Union should assure that these regulations are respected and developed further.

Related good practices, which might be delivered to the INTERREG IVC good practice database: Pre-trip information for PRM at VBB, Info-Mobi service for PRM at STIF, STIF network maps for visually impaired passengers, Assisted vehicle boarding at VBB