

## EMTA

### General meeting in Budapest

#### Governance issues

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#### **Zsolt DENKE**

Thank you Mr. President. On behalf of the host authority, I would like to open our conference. I welcome you as well and I wish you a very pleasure stay in Budapest and I hope that this conference will be very fruitful for us. First of all I would like to ask Mr. KERENYI on behalf of the capital's municipality to make a short presentation about the Budapest's situation concerning transportation issues. So, please take the floor. Thank you very much.

#### **Mr. Laszlo Sandor KERENYI - Head of transport department Municipality of Budapest**

Good morning ladies and gentlemen, warm welcome to Budapest on behalf of the municipality of Budapest. I wish I could tell something that is new in Budapest but I am afraid that there are still things to sort out. Anyway, a little introduction about Budapest and its area, who are the stakeholders in the region, what are the current trends in traffic; I will talk about personal motorized traffic shortly and public transportation a bit more. I will then give you some basic analysis about what is going on in Budapest just to give you a better picture. Finally I will talk about some of our most important tasks in development and ongoing projects.

As you might very well know Budapest is the capital of Hungary; about 2 million inhabitants, 600 000 car trips a day and it has a special geography with hills on the left, a river in the middle and a plateau on the right side as you can see it on the picture. Its agglomeration contains about 80 cities which is an extra million inhabitants approximately.

Who are the stakeholders? First in the city, it is a special two-level municipal direction that exists in Budapest these days. There are 23 districts and there are municipalities and the municipality of the city of Budapest. These are our tasks regulated by this law. We are the Department of transport; we are responsible for public transport, traffic engineering on municipal and district roads as well, operational maintenance of roads and bridges, development especially of E.U-funded projects and authorization. My department is of about 70 employees to do this huge amount of tasks. It is not much but we try our best.

Regarding the agglomeration, this is extra 80 municipalities we have to deal with. It is an interesting task; for regional issues it is the Pest County who is responsible regarding the national roads and highways. You have got network operators at the State level. We also have this national infrastructure development company which is responsible for the national

development and of course in financing our strategic decisions. We have the Minister of transport and its background offices called the Traffic Coordination Center. Of course we have the operators, national bus services, train services and of the BKSZ, the Bus Transport Association as our strategic partner.

A little bit about the current trends, we see a nice picture of our Elisabeth Bridge in the middle of the city and the traffic is growing. Nobody abides to the rules, driving in the bus lanes. We are getting more and more cars. It is not that bad as like in the U.S or India but still it shows a growing trend as you can see on the picture as well. It is part of this change that we had in 1990; changing our state system to let people buy cars. It was sort of possibility in the new freedom. People actually started to do it and it has been already 20 years. We really have to stop somehow. Another picture that shows a bit more by the decrease in passengers on BKV, the Budapest Transport Company and of course the growth of the number of cars and the traffic which is shown in a figure regarding the Danube Bridges, the bottleneck of the whole network in Budapest. There are nine of these bridges and you have to count the M0 bridges, the ring road around Budapest. That is not much and it is a serious bottleneck as I said, on the whole network.

However, the model split is still quite good. There is a little change in a way of becoming lower and lower but the current figure is 40-60; it is not that bad. We have of course some visions and it is going to be a bit worse. This is one of our strategic goals to try to keep this nice figure. Regarding our task concerning personal motorized traffic, road and bridges, we have a road network of 4500 kilometers. A huge part of this network is used by the public transport, the Danube's network which is more than 1000 kilometers. As I said it is only 9 bridges that we can use to cross the Danube River. This is a serious issue and we need two or three more bridges. The locations and the designs are there; we just need to find the way of funding and some political will as well. We have almost 1000 traffic-signalized junctions all around the city, 160 cameras controlling traffic, some controlling the bus lanes. Still as a tendency suburbanization was around in the last 20 years. Now we have figures showing that it is about equilibrium. So there is no much movement these days and as I said it is still quite good.

What can we do is to try somehow to stop the current growth of the numbers of cars and try to attract people with public transport or other traffic modes. We tried certain steps forward in mobility management. Our recent success was the winning of European Mobility Week Award in 2008. We have one week event car free day and other things which are strong public events and it is more and more successful year after year. We will try much to focus on that and try to change people's decisions; whether they take the car in the morning or use something else if there is still something else.

We have serious problems in public transport. It is not regarding the network; the network is quite fair I should say. We have serious issues in the system itself. The network as I said is over thousands kilometers; every circulating speed is quite good still. There are over a billion passengers per year and as I said, inside the city there is the BKV, Budapest Transport Company and in the area we have other operators.

Regarding the network, we have not very huge metro networks with three operating lines and one under construction, the famous METRO 4. We have connected to that a very dense tram network which you cannot really see. In European comparison there are these green lines which is called HEV; it is the suburban rail lines. The intersections are not very European; some of them are but we really should work more on that. As I said we have got a very dense bus network including trolley buses and in the region we have as I said quite good connections concerning the railway lines, and a dense regional bus service as well. That gives us a quite fair public transport network in the area.

Some extras if you are in Budapest, you can try one of these vehicular cogwheel rails, the children's rail. Here is my little SWOT analysis. What are the strengths of Budapest these days? I believe it is still the quite good model split. Then, it is network including these 11 railway lines. It is a bit like 2 networks working in parallel and we should really work on that to inter-operate more. Some of our recent installments, as an old heritage I should say, it is the control of transit and heavy freights. Having the northern section of M0 ring road finished, we could install this tool, this legislation, to stop, have a transit and to make them drive on the highway around the ring road around Budapest.

Weaknesses: I should have 75 slides here, I try to be optimistic. As I said, regarding the network, the serious bottleneck is the lack of bridges. It causes congestion problems in the city. We will need to somehow resolve that. Missing links, not only the bridges but internal ring roads in Budapest and of course, we can say more attractive public transport. I am afraid to say that but our public transport company is barely bankrupt; so it is an old fleet, it is in a financial crisis at the moment. You can read articles everyday about it in the news; so this should be really resolved soon. Of course, we see anomalies in the control system. These two levels concern the regions 3 or 4 or 5 level directions; it is pretty serious. You cannot really make a little step forward because you have to deal with 2-3 municipalities, districts and whoever is a stakeholder. Unfortunately, we are in a special political situation. This is the year of elections. Last year there were serious criminal issues coming to daylight; corruption and all these kinds of things. It is regarding the police and the jury. I have to be honest: we do have these kinds of problems as well. And of course, as you see it on the picture; you still have quite bad situations regarding the parking and as I said all fleet which is not meeting European standards yet.

What about our opportunities? We have to work on development of integration and inter-modality with the help of our BKSZ, with the Bus Transport Association. We have to install hard solutions such as constructing bridges, missing links whether it is a road or other railway or metro line. Sometimes it is not only the line itself, sometimes it is the stop or the inter-model intersection that is missing. We have to make these networks work together more and more. It is possible and we are thinking about installing road usage charges within next 3-4 years. As you said, it is an opportunity or probably even strength to have strong civil organizations. If we are taking them as a partner, they could help regarding our changing mobility visions. Sometimes they are hard to deal with but this is everywhere I think. And the threats: nobody knows what happens if Budapest transport company goes into bankruptcy. Also, nobody knows what happens if the city goes into bankruptcy. Probably we would not be able to pay these M4 metro lines anymore. Nobody knows what happens if no change takes place. So, I would say it is a threat to keep our ancient systems regarding control. This is what I was talking about it; it is social issue, this freedom effect. People got a chance to buy cars, a second car, a third car since the last 20 years. We really should focus on that and try to make this kind of freedom effect step behind. We are pretty much the best- student in in-class regarding the legislation. The ombudsman said that certain issues should be changed and of course probably one of the most serious ones is parking. It is basically the tool to pay parking fees. The deadline is very close. Nobody knows what will happen if we lose this tool to get parking fees from car drivers. Most probably it will be some sort of confusion. We have serious problems with our procurement laws. It is some 80 pages and nobody knows what the current status is. Last year it was changed 11 times I think. It is a whole confusion.

We cannot really use this law correctly. It is confusion; if you ask two lawyers, they will tell you three different ideas about what to do and it is pretty harsh. The box in green would illustrate what was the situation until last year in municipalities. So we had for instance a transport department, my department in the red corner and the main architects' office in the blue corner and we would send each other nice letters; bureaucracy and that is the daily work, it is a struggle. Some colleagues from Vienna – it is not very far, it is 200 kilometers to the west – told me that they work day by day together concerning development and stuff like

that and they are actually our regional competitors. So we really should move forward on that.

Some words about our strategy, our vision. We really would like to keep this model split whatever the cost may be giving priority to our existing public transport and try to build some more non-existing parking rides options. Probably we should re-think what we already have. We have a M0 ring road and along this ring road, we have huge shopping malls with parking on the surface, one level. And we have a sort of metro lines in that direction. If we could combine this somehow we could pretty much solve the agglomeration traffic issue. To stop suburbanization, some say that it has already stopped and to create a healthier city, traffic calming instruments, you can see it in the very inner city. We are trying to promote alternative transport modes such as walking or cycling. It is still very difficult without infrastructure but as I said this Mobility Week or other issues might help to reach this strategic goal. As I said we should pretty much work on integrating the different networks to work together more and more or better and better.

Regarding the road network, it is the very height of Budapest where we have the bridges and in the green there are 7 bridges inside and 2 more along this M0. It is not yet finished. This one, it does not exist; from here you can go all the way down here. That is how we can use it. The green one is missing. It is really important to have this bridge and some bridges around here and also the ring roads to solve this huge problem whether it is a bridge or a tunnel, it is for debate. It is not the municipality's success, it was a state project but it has been completed two years ago I think, in 2008. This was this northern Danube Bridge which is the newest bridge around Budapest. This was the reason why they could install that transit tool that I was talking about.

Road maintenance: just imagine that in the last two years we had to apply for funds for road maintenance which was a little bit interesting situation. It is nothing like if we have a thousand kilometer roads and it is for 10 years, every year we should maintain one hundred kilometers of them. It is not like that. If you apply and if you are successful, you can maintain your roads on a yearly basis and then you will have a procurement which takes 6 months. If you have your yearly budget in March, you would finish your procurement in October and you have like three weeks to maintain your roads until the middle of November regarding the national law; it is a tricky one. Also the bridge network, we just finished maintenance or reconstruction of this beautiful Liberty Bridge. This is a night view. I do not know if special lighting is on during these days but anyway it is nice. It is worth a close look. It lasted two years and we have the construction on both sides of the M4 metro stations. So the bridge could be close easily. It did not cause that much traffic problems.

I made a mistake. I pressed the end and it is not yet the end unfortunately. I am back after the break.

So, not like the Margaret Bridge which was as you can see on this old picture is a very used one. I think this tramway line is the one having the highest number of passengers in Europe. We had to keep this during the reconstruction but these two lanes car traffic, heavy traffic is still serious issue. Having only 6 more bridges available inside the city, you can imagine the daily congestions. As I said, the construction is ongoing. You cannot see a tram here but there is a tram line here. If you go out and see the Margaret Bridge you can see how it works. The tram is still working on the southern side while the northern side is under construction. We will switch and complete the bridge hopefully this year.

Regarding the traffic calming especially in rural areas, we have some installments reducing speed either with a signal or some other instruments. Regarding the heavyweight traffic, we installed this tool against transit. The transit has to use the M0. Of course, if you have something to do in the middle of the city you can always ask for a permit after paying some

amount of money. What is current preparation phase issue that they are charging? We are thinking about installment of some road usage charge to solve the problems of the inner city congestion. I should say that we should combine this with building new bridges on the sides so as to give car drivers alternatives. But anyway it seems to be a reasonable way forward; it is yet in a strategic discussion phase I would say.

Parking is a tragic problem in Budapest. Remember the 23 municipalities, some of them made one parking association, the others another one. I think that it is 2 or 3 different companies which are operating these parking automats. So the drivers are confused. The places are not enough and what is worse is the districts are giving free parking cards for the residents and for like 5000 parking spaces, they give out 7 000 to 8 000 permits for free. You can imagine, it is a daily confusion. What is really missing is the parking rides around the city. We have the tariff zones; it is a figure from last year. You can see it is a very colorful picture. Parks and rides are very few. There are some good examples around the connecting railway lines as you can see. Maybe Budapest Transport Association can tell you more about this. They are responsible for this project.

We have very old running fleets. You can see these nice Russian trains, they are about 40 years old and we are still waiting for the new ones. They are ready, they are finished in Poland all of them but there are some permit problems. They have not got the final permit yet. So it is wrestling in mud in the last year to get these trains running. We have quite an old fleet and we try what we can having used trams or even purchase new ones and send the old ones to retirement. Still they are running old the buses on the network. Maybe half of them would not reach the end of the day. They are in a very bad condition; it is very difficult to use them for handicapped people. There is a lot to do and the bus network is the first that we should help sooner or later. Of course we have some new buses as well. Regarding the priority, prioritization, we have some bus links and it is actually showing a growing figure which is nice. Still we have to change driver behavior but of course if you get this picture on the road, you will always have somebody who wants to be privatized. What we can do is installing more and more bus links and of course we have to strengthen on control. We have a good cooperation with the police transport and with the police department.

Some of the alternative modes, we are trying to install more and more bikes, bike lanes all around the city. We are about to sign a sort of a strategic cooperation agreement with one of the powerful civil organization of cyclist club just to help these procedures running better and better. The number of storage places should be increased. Working together this picture is a good and a bad example at the same time; bad example because the two networks are not even connected. It is not even a train track. It is the same track as this one but as a good example we tried it if the national operator could operate on a suburban operators' track and it worked pretty well. We should focus on that but yet as I said these are really a two-level network; a municipal level and national level. We really focus on thinking regionally. It was a nice period of time and unfortunately it is not running anymore. It has been working night and day and the passengers liked it.

Modernization on all levels would be nice. It is a nice challenge for us; old tracks which are leading to the middle of nowhere, all the passenger information system and so on. We are focusing on creating walking places especially in the historic city center. It is still a big question what to do with the Danube side. Some people say they would love to have a 'plage' in here, a recreational zone. Some say that we should organize two lanes; we should double them and make a highway here. Remember the boxing ring – it is still too many people involved; many architect offices and transport department whoever. We have the main street project in the downtown. You can just have a walk in there. It has just been opened for public. We will see what the result will be. Hopefully the final result would not be bankruptcy of our public transport system and then all former users should walk – let us hope

on that. This was shortly what I could tell you and again I wish you a useful meeting and a nice stay in Budapest. Thank you very much.

### **Mr. MONIGL**

Thank you very much for your speech. In the next step we will follow with the round table on governance issues and sustainability issues. In this part of our conference Professor MONIGL will be the moderator and I would like to ask him to say something on himself and about the theme of this round table as well. Please take the floor.

### **Professor MONIGL**

Thank you very much. My role is a little bit difficult because I am an outsider but not very far from transport authority's issues. I am also involved in the setting up of the Budapest Transport Association. I was one of the leaders of the Budapest transport system development plan. I am leading the investigation of the metro line four which is a really very expensive one; 2 billion Euros almost. The metro line is efficient in spite of the high cost. I was leading the investigations regarding the access fee which was mentioned by Mr KERENYI. I was committed to transport associations in the time before the accession of Hungary to the EU. I was former connecting person between the Ministry of Transport and Brussels regarding the adaptation of the public transport regulations. Maybe some of you know Mr. Paul HODSON from Brussels. I told him and asked him about organizing associations in the considered regulation at these times. That was around 2000-2002. I told him that competition is very important but coordination between the services is also important. I had been asked and we prepared a program for the round table with three main fields: organization structure and responsibilities, the governance issues in the metropolitan transport areas, then the deployment of measures to promote attractiveness of public transport as a tool or a contribution to better chances for sustainable for the future and naturally sources and proportions of public transport financing because you could hear from Mr. KERENYI that that is a very serious issue at the moment also here in Budapest.

We will have four speakers, with presentations from different metropolitan areas. At first, I would like to ask Mrs. Sophie MOUGARD General Director of the STIF from Paris-Ile de France , the next speaker will be Suvi RIHTNIEMI CEO of HSL from Helsinki and then, Jörg LUNKENHEIMER Director for Marketing from RMV Frankfurt and the last speaker will be Mr. DENKE Managing Director for BKSZ. I would like to ask you to make notices regarding the presentations for questions because later I have to moderate the round table discussion about these topics and I calculate with a very active audience. Thank you very much and Sophie, please.

### **Sophie MOUGARD** (see slide presentation [http://www.emta.com/rubrique.php3?id\\_rubrique=59](http://www.emta.com/rubrique.php3?id_rubrique=59))

Thank you. Good morning. Let us talk about problems we have in common. First, maybe some figures about administrative levels we are dealing with when we talk about governance. The Ile-de-France region is 11.5 million inhabitants and it is 29 % of the GNP. It is a very large area because it is 12 000 square kilometers. Actually the main part of the agglomeration is right in the middle and it is actually a rural area. We have different administrative levels, one regional council. We have eight what we called 'départements' which are counties; in between one of them is the county of Paris. We have 110 inter-

municipalities and actually you can see that some municipalities are very small because we have almost 1300 municipalities in total in this area. In the French administrative level, we have the State of course; we have the region, we have the counties, inter-municipalities and the municipalities.

The STIF as an organizing authority has to take charge of a big network because we have 49 lines of metro, 1 400 kilometers of railway network, buses also; 1300 lines running all over. Right now we have 3 tram lines but 5 are under construction and the first one in France, the tram train, 1 line. In Paris, you can see in orange the level of public transport use in the outer suburbs and actually this ratio is fully reversed when we take the suburb. Right in the middle, you have the close suburb. The first one is inside Paris; in green you see the cars. This is walking, this is public transport and then you have bicycles and two-wheeled motor vehicles.

This is the close suburb and this is the far suburb and this is right for the entire region of Ile-de-France. We have to deal with the close and the far suburbs. How does this evolve? You can see from 2000 to 2005, actually inside Paris the road traffic decreased and we are very proud of that but it did not decrease in the close and the far suburb. We need to enhance the Public Transport Authority to be able to deal with that. What is important is the growth of the mobility not between Paris and the suburb but from the suburb to the suburb. Right now our network is built from Paris to outside Paris and not really from the suburb to the suburb. So we need to have circle lanes around Paris. This is the railway networks. You can see that we do not have so many. We can go from Paris to outside Paris far from it but if you want to come from this point and to go to this point, this is a pain. This is the railway map, the metro; so very dense. This is the bus network map. You can find on the bus map what is really dense, the close suburb. Right now we have in those parts what we call the new towns that were built in the 70's and 80's.

What are the stakeholders when we talk about transport? Of course you have European Union that gives us European regulations and PSO regulation is one of them we all have to deal with. Then you have the State which is in charge of definitely giving the objective for the general public policy. STIF deals with the network development, the European policy transit and the fares. He has contracts with the operators who manage to operate the service. How are we organized? STIF as a governance used to be with a board where the State was the main stakeholder with 17 administrators and was also represented in the board of region Ville de Paris and other departments. In 2006 the State said: "I give up – I give the STIF responsibility to the region". Now the region is the main stakeholder and also the main public funding provider. The city of Paris here is represented by five administrators also the counties. We have two new stakeholders, one represents the inter-municipality and the other one is for the firms because they pay the *versement transport* which is a tax to finance in the Public Transport system. The economic sector is a very important fund provider.

We have contracts with operators. Of course you all know one of them which is RATP, a national public company which has a monopoly for operating the metro system and the tram systems together with SNCF the two RER lines A and B. We also have SNCF, a national public company for railway who operates the regional railway and the five RER lines from A to E. We have RFF which is the French infrastructure railway operator, a public company. We have also 76 private bus operators. Some of you may know them because they maybe operate in your own region like VEOLIA, KEOLIS or TRANSDEV. They used to have exclusive rights given by the STIF to operate on their routes. They used to because PSO regulation of course will change that. How is it financed? We all have problems with funding to develop the system. It is important to find out how it works. We have of course the direct revenue from the passengers which is almost 3 billions Euros a year. We have this transport tax paid by the economic sector. According to the number of people and their salaries, they are almost also 3 billions Euros. Because this is not enough, we have public subsidies from

our members, from our stakeholders. 51 % of these come from the region, 30 % of these come from the Ville de Paris and the rest from the other counties.

What do we do with all this money? We paid the RATP, SNCF and OPTILE, the operators because we have contracts with them. Actually all this amount of money does not come to STIF, we do not receive the revenue from the passengers. The operators get it directly and according to the contract, we pay the difference between their costs and their revenue from the passengers. RATP is the main operator receiving 55 % of the all amount. After that you find SNCF and very far from them, OPTILE, the bus network. It is a small figure according to this one but it is very important when you talk about public transport in the area of Ile-de-France. Actually if we want to be really complete on this subject, we have to say that employers, of course they pay the transport tax to STIF, but they also according to the law, reimburse their salaries for their weekly pass by 50 %.

We have a total relationship with all the operators. The actual contracts were signed in 2008 and they will last until 2011. We are right now working with OPTILE because they used to have exclusive rights without any contracts. We had to make it in two steps; the first type of contract in 2007 and the second type which is now in negotiation. We also have the first transport authority to do that: to have a contract with the infrastructure railway operator. We think that if we talk about service, of course we talk with SNCF but we also have to talk with the manager of the railway infrastructure. What is inside those contracts? I think this would not be very new for you but for us it is: better service, new tools to an ambitious policy of transport public transport development. This is also a way of having a new partnership relation between the STIF and the operators. For example we have a new partnership for dealing with the running stock financing. I will come on that later. We also give the service standards and the description of the regularity we want accessibility especially for disable people and also ticket distribution and so on. When you talk about RATP or SNCF, you can imagine those people do not like us to be involved in those stuffs. They used to think: "this is our business". The transport authority has nothing to do with it. We know how to deal with that. It was very difficult for us during the negotiation to make them accept that STIF was in charge of saying what he wants. We also say how we are going to measure all that because we have some bonus for penalty if the result is there or not; finance bonus and penalty.

We also want to have an ambitious multi-year investment program on the same period of time as the contract. This is 7 billions for RATP and SNCF over 4 years from 2008 to 2011. This is just to show you how we make it step by step for the last contract 2004 to 2008. For example we were measuring the regularity on the whole metro network. We found that this was not fair because the user of line 1 is not concerned by what is going on, on line 13. We want now to have regularity followed line by line. The same for the railway; instead of 13 or 17 networks we have 45 routes that we follow day to day the way it works. This gives us instead of 55 indicators for service quality; we had like three times the same amount. We have also increased the amount on which the companies and the operators are interested. We tried to do the same with the OPTILE Company but we did not have any contract at all. So we had first of all to monitor and improve the offer and the quality of service by just saying: "You operators, you do not do whatever you feel like doing as the offer of buses or as the quality of service. We are going to tell you that you have some objectives and we say what you have to do in the contract. We also wanted to use a uniform base scale. This was a success, right now so we can negotiate the second type of contract which means that we have to find out inside all the networks what will be the best in networks, I mean to split but in the right basis and negotiate a public service contract. We have like the PSO regulation says, identified the public service obligations and started to compensate to the operators.

The municipalities and inter-municipalities sometimes give some money in the system. We do not want to get rid of that of course. So we negotiate also partnership agreements with



them so that they keep investing in the financing of the transport system. We are really concerned with fares because actually you see that the users only pay one third of the cost of their transport. We have this weekly, monthly and yearly passes on the NFC system with TELEBILLETIQUE, NAVIGO and from 2006 when region Ile-de-France was in charge of STIF, they decided many reduced transit fares for unemployed people, single parents, the people under health care coverage and also for young and senior people. That means from 2006 to 2008, the part of users financing in the system went slowly down. This is a big issue for us because if we need to develop the offer and to develop the infrastructures we need the economical sector, the users and also all the people through the taxes to make an effort. As I was saying this is kind of complicated because STIF is right in the middle of many actors and we are responsible for the urban mobility plan. If we want to do that of course we are competent on public transport. We are not on parking, we are not on roads and we are not on all the delivery of goods. That means that we have to discuss with all those people in the *départements de régions*, the municipalities and the State to find out how we can deal with mobility not only with public transport.

Just a few words on passenger rights, I am really convinced that passenger rights go through the contract. Those contracts have to include a very important level of quality required by the transport authority. We had those general principle and indicators within the contract. I have showed you 155 indicators, not only on regularity but also on information, on the good functioning and different escalators for example and new commitments coupled with penalties on services relevant for the reliability of mobility. For example, instead of saying in the stations that we want one guy from the operator to be there from 6 am to 8 pm, we say that we want the passenger if he needs help, to find somebody within 3 minutes. The operator is responsible for dealing how we want to do that but also what results we want, not only the means to develop but the results we want. We also wanted to be able to measure the passengers' perception through some yearly passengers' perception surveys. The way to use it, I mean we could just ask people: "do you feel it is better or not?" and it does not help. So what do we do with that? In order to be really efficient, we said that it was going to be included even if it is a very small amount of money, in the BONUS/MALUS penalty system. So the operators like us, are motivated to improve the perception by the passengers.

Also we have to strengthen the control of these measures otherwise they will be meaningless. Through the contracts we wanted to develop a new relationship with passengers for example through communication but also for setting up local consultation process through main rail lines committee that we meet regularly on a yearly basis. Some issues dealing with the regional urban mobility plan what we call PDUIF, Plan de Déplacement Urbain d'Ile de France; so it is a framework document on public transport but does not only deal with public transport, it deals also with bicycles, walking, cars and of course and road system. We want it to be on a long period of time because of course, you know in transport, when we have new infrastructure to build for example, we will not build it in 5 years. That is why we chose the deadline in 2020.

We want to have not only a very nice book, written by different stakeholders and then you take it and put it on the shelves and forget it. In order to be operational, we want to have actions in it that are programmed in time and financed and also that can be evaluated and there will be, it is very important I think, an ongoing monitoring on it. What are the changing contexts we have to face? Urban challenges in Ile de France; we have a very heavy housing crisis. Instead of building 60 000 housing units a year which should be the right rhythm, actually right now the good years, we have built 30 000 to 35 000 housing units. What we want to do is to build them where there is already transport system; in the dense area, in the city centers.

We have also to deal with the changes in energy field and especially the rising of energy prices, and also with the social expectation because our people are more and more, I hope

so, aware of sustainable development and we kind of see changes in the way they want to use their cars. I mean for example they begin to be ready not to own a car but to share a car. That means we have to take those social changes into account. Also of course, we have to take into account the ageing of the population. This has to do with accessibility. We had a very complicated and long technical elaboration process to identify which will be the right actions and we worked in groups with all the partners I mentioned earlier, on all those subjects you see over there.

What do we want to do with the PDUIF? We want to find a sustainable balance in between mobility. How we are going to ensure that the mobility needs for people are satisfied? We have to deal with different scales of mobility which is the clue because when you talk about the region, about a small municipality, you do not obviously talk about the same level. We also want of course to deal with environmental health and quality of life. More than 3.5 millions of inhabitants of the region Ile de France are once in a year not dealing with the right level of air quality and we have to deal with that. Also, controlling energy consumption and of course, this sustainable balance will not last until we finance. We ensure the financing of the system and we really need new sources of finance for all the actions we are going to identify and that we will want to implement. This will be possible if we also give people the way to be able to change their behavior. That means that information is very important.

The challenges we identify to reduce road traffic are to promote alternative modes of transport which means walking, cycling and of course public transport. We have to act on urban forms, urban developments because the way we build the city is very important for, for example, encouraging walking or not. Also, for us, as the transport authority, the main issue we have is to deal with making public transport more attractive. We have also to restore walking as a major item in the mobility chain; cycling more attractive also. Changing the conditions of users involved in motorized modes. That means car sharing for example, dealing with accessibility and at the end taking also in account even if STIF is not in charged of that, the rationalization of the delivery of goods in our cities and encouraging the mode of transfer to the railway.

What do we have as a source of funding to do that? Of course, we know heavy trucks, taxes could be a source of funding but right now the French government has decided that those heavy trucks taxes will finance the LGV, the high speed rail system. We could have city tolls. It was during those elections. We have just had the regional elections a few weeks ago, that was one issue and the mayor of Paris said that he does not want any city tolls. Actually the point is that we have to find out if this is really a funding source. I am sure that this can deal with congestion; I mean this has a very nice effect on it but if you do not want to have a social split between the people inside the city and the people outside will have to pay the toll when they come inside the city. Then, you have to provide a very high level of public transport especially by buses and what happened in Stockholm for example, we shared this experience with our friends from Stockholm, you use all the money from the toll to improve the level of the buses offers till you do not have any money left for the rest of the system especially for new infrastructures.

Of course there is something to do with the parking fines. I forgot to say that we get 50 % of the public parking fines to finance some investments. This is one way to do it. And actually, right now, when you live in Paris for example, the fee, if you do not pay is so low, you better not pay. The fare increases, I told you about that and right now this is one of our main concerns because as I said, we just had elections and actually Jean-Paul HUCHON who used to be the President of the region was re-elected. The green party was with him together with the socialist party and the green they want us to have a flat fare, meaning all the monthly or weekly or yearly fare passes would be the same price. There is a risk of a fare revenue reduced by this flat fare and one of the scenarios on the table would be a loss of

600 millions of Euros per year from the passengers revenue. We do not want that and we have to explain what is the importance of fare increases.

We are trying to work on land value capture. This is not a miracle. I mean political people used to say that value capture can help us pay the new transport infrastructures. The study we made says that this is a long-term income. You have to deal with 40 years at least in between the time when you build infrastructure and the time you can capture the land value. Also it is not a very high level of revenue, I mean you can try to get it but if you get 10 % of the amount of the investment then you made a good deal. Thank you for your attention.

## **Mr. MONIGL**

Thank you very much, Sophie for your presentation. I think that we have got some ideas for our later discussions. To save time I would like to ask now, Mrs. Suvi RIHTNIEMI from Helsinki for her presentation.

## **Suvi RIHTNIEMI CEO of HSL Helsinki (see slide presentation [http://www.emta.com/rubrique.php3?id\\_rubrique=59](http://www.emta.com/rubrique.php3?id_rubrique=59))**

Dear colleagues, I would like to say something about our area, Helsinki region and Helsinki regional transport. Here you can see the administrative levels of Finland, State level and nowadays we have more than 300 municipalities. Some years ago, we had more than 400; so there has been very quick change in the number of municipalities. In Helsinki region, it is a special region concerning transport as we have special law accepted by the Parliament of Finland. Our organization is responsible for public transport and for transport system planning.

Here you can see the Helsinki metropolitan area and the traffic network. There are roads and railways and the road network and the railways are here. Here is our cooperation area we started one year ago. We had 6 founding municipalities and according to our chart, we can expand to cover all those 14 municipalities in Helsinki region. Those dark blue municipalities are our members. The main characteristic of our area is that we have, as I said, 6 municipality areas 2500 square kilometers and the population is a little bit more than one million. It is about 20 % of the whole Finland's population. As I said, our organization was founded last year in June but we started to function this year. So we have functioned only for a month. Our operators concerned with tram and metro is still Helsinki city owned is HKL and it is owned by the city of Helsinki and the State. Then we have many bus operators and we have contract with a city-owned railway company.

Here, we have an Executive Board and we have members from its municipality. Helsinki is the biggest, it has 7 members and in all we have 14 members. So, half of the members comes from Helsinki. Here is our main task. As I said, we are responsible for the preparation of Helsinki's regional transport plan system and for the organization of public transport in our region. There are many other tasks also. There you can see the number of journeys in Helsinki region. There is downtown and the blue area here is car users and the violet here is public transport. Here is Helsinki downtown, this first one Helsinki suburban and this is Espoo which is very near to Helsinki, Mänttä and Kerava are a little bit longer away from Helsinki. You can see it there, they use cars more.

Kerava is located very near the railway. The figures are better here than there. Together in Helsinki region, about 60 % use other means than cars. Pedestrians or cycling and public

transport are there. Here you can see car ownership, that is cars per one thousand inhabitants and Helsinki downtown is about 300, in the whole area it is 390. Here in Kirkkonummi where the population is not so dense, it is 500. Some characteristics of public transport service in our area: it is responsible for network and timetables and also level of service, fares and discounts. Our municipalities cover the deficit. Concerning bus transport, we have tenders and the contracts are mainly nowadays, five years. We are having discussions to lengthen this period. We have seven years and three years option because nowadays buses are so expensive. Concerning rails transport we have negotiated contracts with HKL. This was Helsinki city-owned. These contracts with SKL concern trams and metro and the other contracts concern commuters.

There are some figures which show that more than half than our customers use buses. There you can see roads we have in Helsinki with two metro lines. Now we are building a new metro line towards west. You can see the weekly departures and our fleets; we have quite many trams there in Helsinki and buses all over the area, and also trains and metro. It is going towards west. Here are some operating expenses which are almost a little bit more than 80 %. Our income from ticket revenue is almost half and municipal contributions are nearly half also. Here you can see the government subsidies being is 1 %; earlier it was 9 % and we are very happy now with that figure and we hope that this is the beginning and that it will increase in the future.

Some words about responsibilities: for motorized traffic the State and municipalities are responsible for those. They are also responsible for soft transport modes. Concerning parking, they are municipalities'. Service quality: customer customers' satisfaction is measured every half a year and we have also taking part in benchmarking. 1000 residents in defined areas have been interviewed and those interviews have been done by telephone. Here is customer satisfaction during last year and metro has been the best one all the time. I have one example concerning the YOKERI line This is a quite new bus line, it is a ring line in Helsinki and it is operated by buses. Later we will have light rails. You can see that it has its own image. As I heard concerning Paris you have the same problem; the fact that the suburb public transport share is not so high. We have the same problem and that is why we started with the ring line. It goes from the suburbs and also from university to another university area. We have in this local line nowadays 30 000 passengers per day. Here you can see the image. There are special buses for this line. It is a brand new dedicated bus fleet. It operates every 5 minutes during peak hours and 10 minutes in normal hours during daytime.

Then some words about the transport planning system which is also our task; nowadays we have a good cooperation with urban planning and special planning. We have very good cooperation with the President who is now the Chairman of the committee who takes care of special planning in Helsinki. You can see here we have in our planning five strategies and we are following up how they are functioning. Here you can see the plan and as I said we are building the western metro. Here is the ring railway and this will go via the airport. It is located there, then there is another one also.

This is my last slide and I would like to say that our basic task is to provide extensive transport options and create conditions for a viable and pleasant transport in Helsinki. Thank you.

**Mr. MONIGL**

Thank you for your presentation. I would like to ask Mr. Jörg LUNKENHEIMER, Marketing Director from RMV Frankfurt to give his presentation.

**Jörg LUNKENHEIMER Marketing Director RMV** (see slide presentation  
[http://www.emta.com/rubrique.php3?id\\_rubrique=59](http://www.emta.com/rubrique.php3?id_rubrique=59))

Good morning to all of you from my side. We are now travelling from Helsinki where we still have melting snow to Frankfurt where we still have the coming up spring like here in Budapest. I think that when we talk about public transport, we talk about similar or same challenges, ideas and problems. We talk about thinking about similar overall goals, strategies and maybe we may be different from the other philosophies and measures we take but the goal that we have is the same: to make an attractive and efficient public transport system as a part of a sustainable mobility for a city or for a region. This is what we are acting for. I will talk about the regional Frankfurt Rhein-Main, our structures of course, the government issues and some of our approaches we are dealing with, we are taking to improve our public transport service for our customers.

In Germany we have the *verkehrsverbund*; meaning is transport association or transport authority. It is the cooperation and integration of services to work together, even companies. We often talk about associations or even more in Germany, of public bodies, of regions, of cities, of counties taking public responsibilities and duties and then we talk about authorities. And even the biggest one in Berlin is here a member of EMTA. It is the largest and biggest *verkehrsverbund* in Germany, it is BERLIN BRANDENBURG represented by Hans-Werner FRANZ. Then, the second one which is the most beautiful one we say in our region, is RMV which is in the center, not only the center of Hessen or Germany. In fact, a sophisticated geographic science has found out that the geographical center of the European Union is in the state of Hessen, somewhere in the middle of nowhere which does not mean that the political center is always in Hessen. It changes in Europe. But we do have elections here or you have it in London in May or even later. The political center changes but the geographical center might be in Hessen, it might be in the region of RMV and you can see that we do not have these megacities like other countries. The biggest one that we have is Berlin with about more than 3 million inhabitants but we are spread more or less over the country. We have some agglomerations that you can see here represented by the 20<sup>th</sup> largest *verkehrsverbund* or authorities or associations. But we can say that almost 80 % of the German surface is covered and served by authorities or associations by integrated cooperative public transport services.

Why do we have RMV in our region in Frankfurt? We have had the second *verkehrsverbund* we have ever had in Germany. It is of course the Frankfurt *verkehrsverbund* for the region around Frankfurt and then people found out that passengers and commuters are taking everyday longer and longer trips to come to their jobs, to their offices but they had to use different public transport systems. They have to use different public transport services, timetables, tickets, fare systems, and this made public transport very inconvenient. We decided to integrate more and more counties and cities into one authority. There should be a benefit for all, for the responsible public bodies and it should be a benefit for the passengers. And the passengers pay that back by higher use of public transport and of course by generating higher incomes from the fare revenues that bring us into the possibility to invest in new systems, in new rolling stock and to extend our scales of services.

Here in RMV we are almost serving 5 million people living in our region, in the middle and in the south of the state of Hessen; 15 counties, 11 cities but we have in Hessen big job centers, commercial areas where people from neighbor federal states of Germany are entering as commuters and travelling into the state of Hessen and for those we have overlapping tariff systems which means even if they live outside of RMV, they can buy a RMV ticket in order to reach their destination in our region. We have a lot of operators of course and we have chosen to change the market of public transport into a competitive form

of public transport. This is why we have more than 1 or 2 rail operators serving on more than 30 lines. We, RMV are a transport authority responsible for the regional public transport planning. It is not only the level of service and schedule, it is as well the planning and the development of public transport infrastructure. Most of them are rail infrastructure, tracks and stations together with the owner of this infrastructure which is most of the case German Railway.

We are responsible for planning, tendering, contracting and the managing of public transport services and contracts. The next department is my department; it is the marketing and innovation. We have the market research, the sales system, the advertising communication and we have the development of innovative systems, for example an electronic fare management system. Of course, we are responsible as authority for the financing of the whole regional public transport in our region over 40 to 50 counties and 11 cities in these spread area. As I said, for the development and the initiation of development of regional public transport infrastructure, we are organized – in Germany we call it a 3-level model which is the political level on top responsible for the overall goals, for the improvement of development plans, for the guidelines and even for the financing of public transport. We also have to live with subsidies. We just have a cost recovery rate coming from the fare revenues of about 54 % more or less, and the rest is financed by public bodies.

Below we have the level of the transport authorities like VBB in Berlin, like RMV and others. And as a management level and then we have the operational level of the transport operators or transport companies that are mostly involved but integrated by public transport service contracts. Most of them on a regional basis will be awarded after tendering procedures on the local level, the cities permits allow themselves according to European regulation to provide public transport contracts or services directly to their city owned-bus operating company. This is coming from the history and it is creating an exclusive right with this company and therefore this company is not allowed to compete in other cities or other regions and in order to give public transport service contracts to these companies, some special conditions according to the working conditions have to be fulfilled. But our level is the administrative level in between, separating the political responsibility from the operational level service and operation, the ideas and the responsibilities I mentioned before, planning, overall marketing, the organization of the financing and the controlling of these services. When we talk about an attractive public transport system, we talk about 4 major elements that we see and that we face with the infrastructure and the vehicles of course, the supply that we offer with these possibilities. More and more customer service and information service not only to make good public transport, even to talk about that and to attract people to use our systems and more and more the market-oriented things, the fare system and the distribution system: how to get tickets to our customers.

The basis I said is a solid and a good financing even for the future which is more than 50 % in RMV generated by fare revenues which is of course a topic of political discussions because in bad times where we do not have economic expansions like this and when we face communal elections next year, the political willingness to improve our fare revenues by higher prices is against zero which means that we will have this year a good political discussion whether we can increase this financing scheme by fare revenues or whether we have to pay more political prices in order to keep our price system stabilized.

The next fundamental thing for us is the regulation and competition and then on this basis, a public transport development plan that we usually make up for five to seven years. We have now decided by our supervisory board to prepare, propose and then to approve a new public transport development plan facing all these four items mentioned here in the blue box. The system that we have is the regional system in the responsibility of RMV versus the S-BAHN suburban train system, the regional train traffic for the connection between cities and city

centers. The regional bus system in addition to that and of course the local devices that are managed in an idea of subsidiary by the cities and counties themselves.

The railway network is about 300 kilometers of suburban trains which is the backbone of the system and the wider range which is more than 1400 kilometers of regional track systems. We have 9 suburban lines that we are going to extend and we have the longer line which is about 73 kilometers showing that we have a spread region but this region belongs together economically, socially, culturally and of course from the transport point of view. The trips that we have had in 2008 are more than 650 million trips, more than 50 % of that are local trips but what we see that is regional trips from the number are more or less stabilized but they are getting longer, which means people are still travelling from broad longer distances to their working places.

The philosophy and Janos MONIGL mentioned it, of course competition is an important factor, but at least cooperation and integration of providers of systems have the same importance; services which means that if we have the regional public transport devices given here in red, suburban regional train and the regional bus and the local devices here on the example of Frankfurt. We have to work together with other modes of course because we say that sustainable mobility is to use in a specific case the most effective means but the most effective means it is not all the time a bus level train. Imagine that standard bus in the evening hours in the small county when you have three passengers on board. It is not very efficient to run the system after 10 o'clock in the evening with that bus. Therefore we have a cooperation, for example there are taxi services. We call it the call and collection service that we offer to the owner of RMV tickets when they come to a station and they do not take a standard bus home in the evening hours, they take a taxi home and the price will be RMV tickets and a small surplus for more comfort and the rest will be paid by the local public transport authority for the service.

Even we worked together with the car sharing organizations and car rental organizations, with the German Railway. We have city tickets allowing ICE far-distant passengers to use our public transport modes and without taking a new Berlin or a new RMV ticket. Integration, inter-modality and interoperability are the requirements of the market and how do we concentrate to develop and improve our public transport system? For these fields of integration, inter-modality and interoperability, another "I" is missing and this is the "I" of innovation which means to be in a market and to stay in the market to be successful in the market which is very important to innovate the system. Of course from time to time as we learnt from Mr. KETHELYI, it also has to be innovated into the fleet that we use and we have to maintenance and operate our system well.

The transport associations and transport authorities from the beginning said: "what is our principle? Why do we make one authority, one association, one *verkehrsverbund*?" We make it for the passengers because with one system this cooperation and integration of providers of the systems we have one integrator schedule. We have a consistent fare system and we have one ticket which can be used in several modes, the same as we have here from our friends of Budapest. This is one ticket and you can use it here in all transport modes in Budapest. If you say: "I integrate, I go into inter-modal, I look for a seamless travel", we have to inform on several channels, several ways traditional ways like the paper book, as you find here. It is still 2010 but we have it and as well new media like Internet, hotline and more and more the mobile Internet which is shown here. The mobile Internet is high it has an increasing rate. It is more than 70 % to 80 % a year and what we have is the adaption of our Internet presence: [www.rmv.com](http://www.rmv.com). We adapted it for mobile devices and you do not have to upload or something like this. If you take the iPhone, the Nokia device, if you take another one from Samsung and you log in this [mobile.rmv.de](http://mobile.rmv.de), then the server knows that it is a Smartphone or something else and it will give you this information especially designed for your screen if your mobile device is equipped for. You get the information: a help for locating,

for looting (?), you get real-time passenger information about the schedule and you can at least buy your ticket for public transport.

When we talk about inter-modality and multi-modality, we talk of these points that are identified by Mr. KERENYI for example as a weak point in a system here. But if you have identified these weak points you can work on them and a successful working on the weaknesses will be turned maybe into a strength and into modality and multi-modality does not only mean those public transport means. It has also mean the para-transit or other, the spikes with some pedestrians and they all have to be addressed and they all have to be part of the whole traffic system and there are some approaches. In Holland they call it shared-space concepts. You can talk about that but this is the presence of an inter-modal and multi-modal society and of course of a multi-modal transport system.

These are shown in our presentation by Mr. KERENYI, the innovation and investment in new and modern real-time information systems, not only buses for one company but all the buses and all the trains serving this stop are given in one central information port in real-time quality. This is what is important and convenient for our passengers and the next innovation in Germany, not only in Germany that we face, is the information to an electronic fare management system. We have had some ideas concepts, and case studies and demonstrators in Germany even in the region of Frankfurt Rhein-Main, we have had several attempts to check in and out a system was Smartphone ticketing using a new NFC technology which and we are preparing an overall project together with German partners which is [A German place] work and another transport association in [other German place] We are trying to develop an inter-operable background system for the use of public transport, or electronic ticketing and the public transport services in the future will be called INOS. Why do we do that? Because we say that we have benefits for the passengers. It makes it easier and more convenient and seamless travel. It is a benefit for planning authorities because we know better what happens, what volumes, what income from the revenues and we have better services and benefits for the operators. The process of purchasing a ticket is simpler, easier, and more flexible. We all can benefit from a system of electronic ticketing or as we call it electronic fare management.

The investment into electronic ticketing is and can be financed in the middle and long run by reducing the sales costs incoming. But of course, like every investment you have to wait and work for your return on investment. It is not after one year; it takes a couple of years to get here the economic scale on this. For us in RMV, we have a roadmap for electronic ticketing but the highest and most convenient level which is an automatic pricing system, a seamless travel convenient for the passengers; they do not have to make anything except that he has to have a device. It can be a Smartcard, it can be a mobile phone or whatever, we are not talking anymore about check-in and check-out systems. We are thinking about this system in Germany. You do nothing but you are counted, you are registered and you are automatically priced. You do not have to do anything but be in and be out. Actually it is a pilot plan, we have a demonstrator and we have to develop and show that the technology is available to equip electronic fare management system with this be in and be out technology to make it more convenient and to make it reliable for us and for the customers. There are some examples on that but these examples are still demonstrators or pilots, nothing more.

We have to develop these systems and we are convinced that if we have powerful industries on that we can do that. Hence the idea is that we want to integrate not only public transport systems; we do not want to integrate only public transport information devices, we integrate as well public transport ticketing and payment schemes into the information, booking and payment in one step to make public transport more convenient, more flexible. It is not a strategy Smartcard against other devices. We actually we have selling machines, we have



ticket offices, we have different channels of distribution for the traditional ticketing system and we will have different channels for distribution in the future innovative ticketing systems and this is again be-in be-out components as just a philosophy and the newest idea that we have and that works in the whole RMV area is the electronic ticketing by the use of a mobile phone.

Here, a new approach to a special passive trip which is in a secure tech placed on the bus stop where you can have a tagged signature which means the mobile phone recognizes the RMV ticket. You are actually at the station. It is given on the chip and it is transmitted via interface to the cell phone. You know the time, you know the date, you know where you are, you know the devices that are running from these stops and then you can say: "OK, it is my origin and I am here. I want to go to this airport, to the main station or to any other station. I want to have a single ticket, or a day ticket, or a group ticket". This is the price and now you can purchase and then you have your ticket. Even with this interface you can get a real -time information about how long do you have to wait for the next bus, would it be in time or not. It has started with NOKIA but other companies are now following to produce these NRC phones. Another one from SAMSUNG is on the market. Others can and will follow and in a similar approach to this is realized as a demonstrator by German Railways and they will also stick to these common and standardized mobile phones that we have on the market.

If you have a ticket you can come with me to Frankfurt and if you do not have any ticket, now I say thank you for your attention, stay here and listen to next presentation. Thank you.

#### **Mr. MONIGL**

Thank you very much Jörg for your presentation with some innovative ideas. We are out of the time frame. I would like to ask you if we should make a break or should we hear the last presentation from Mr. DENKE? Mr. DENKE is for break, I will say yes. My opinion is that it will be better that we have the last presentation and then after the break, we can start with more free discussion. Please Zolt.

**Zsolt DENKE general Director of BKSZ (see slide presentation**  
[http://www.emta.com/rubrique.php3?id\\_rubrique=59](http://www.emta.com/rubrique.php3?id_rubrique=59))

Ok. Thank you very much. Last but maybe not least, I will try to speed up my presentation. The first point is about the Hungarian administrative structure. Of course the top of the administration is the Central Government and the Parliament and so on. Our country is divided into 19 counties. The third level of the administration is so-called micro-regions which consist of municipalities. These are called associations and the municipalities can join to this association mandatory. This association was created because the Central Government some years ago could not create elected regions because of the political situations and after that the Central Government tried to promote these micro-regions by financing tools. If the municipalities join to these micro-regions mandatory, they receive more money for their budget for financing their tasks. Of course, the municipalities are part of the administration which are almost 3 200 in Hungary. These are too much I think. In that case, there may be so much municipalities but if they cooperate with each other and the administration is carried out jointly like micro-regions, it can function. If I translate this administrative structure to our region in the Békés area, I can tell you that the whole area consists of almost 200 municipalities but these municipalities do not participate in the transport association. Only one municipality participates; this is the capital municipality of Budapest and parallel to this municipality of Budapest, there are two other stakeholders from the administrative structure

of Hungary who are the founders of the association. These are the Pest County which is the surrounding area of Budapest. The third part is the Ministry of Transport from the Central Government level.

The problem is that for Pest County is that if we compare the area of the transport association and the surrounding Pest County, we can see that in some cases the county is bigger than our territory and in some cases the county does not cover the area of the transport association. If you see this map, you can see the so-called core area or the association's area; very closed to Budapest. All services are included in the transport association, not only the suburban trains, the commuter trains but also the regional buses. If we go further from the centre of the association from Budapest, only the trains give services for all customers. Regional buses have not already participated in our cooperation. We have to change this situation. If we see the network statistics, I do not want to repeat the length in kilometres and bus stops but I would like to focus on the Budapest network which was presented by Mr. KETHELYI. In our existing offer to the local network of the BKV, the local transport operator. In addition to 120 kilometres of railway lines and almost 200 kilometres of regional bus line were involved to the local network with the introduction of the integrated ticket system within Budapest. You have mentioned the ticket which was given to you for these days, but unfortunately this ticket is a short-term ticket valid only few days. This ticket is not valid on the rails and regional bus service within Budapest because only the season tickets are involved in the integrated system. If you see the organization of different modes of transport, I would like to focus on the public transport mode. Mr. Mr. KETHELYI already spoke about the duties of his department at the municipality which is dealing not only with the public transport issues but also with the individual transport issues. As I mentioned, I focus on the public transport issues because all organization is dealing only with the public transport issues.

If you see the three-level model which I saw for the first time in Frankfurt, we have to speak about the political level, the administrative level and the third one is the operational level of this model. On the political level there are two main actors: the public transport in Hungary and the Budapest Transport Association. The municipalities are responsible for the local transport issues in the case of the capital municipality of Budapest. If we cross the municipal boarder, for inter-urban transport, the Transport Ministry from the Central Government is responsible for that kind of transportation. The problem is that between the central level and the municipalities, I mentioned two or three other administrative levels which do not deal with transportation unfortunately. If you see the middle-level in this model you can see the Budapest Transport Association and you can see another one as well the Regional Transport Organizer which was founded by the Ministry. In our regions these two organizations exist in parallel and we have to cooperate with each other. The third level is the operators which I will mention later with more details.

I have spoken about the competent authorities at the political level of the model. I have spoken about the organizers but in this slide, you can see also the tasks of these two different organizers. All organization responsible for the integrated ticket system in Budapest; we calculate the income loss which is the result of this integrated system. We calculate because of this loss, the compensation needed to finance this system. This is the task of operating the existing ticket system. We have also tasks in preparation of further steps in the case of ticket integration and for infrastructure development. We prepare strategic papers which are not very visible for the customers. We have also other tasks which are more visible for the customers.

We have the park-and-drive facilities which are all under construction and so on. We try to deploy our integrated information system as well but we have a lot of tasks with this. The other organizer, the Regional Transport Organizer is responsible for timetable preparation and timetable harmonization between commuter, suburban trains and regional buses. This

organizer prepares these integrated timetables for the Ministry and the Minister decides on it. There is a committee which is a quite new one this year founded last month, the so-called Regional Transport Committee which is a challenge for the Central Government. Central Government would like to involve subsidies in the decisions in the timetable preparation. The Minister of Transport created this body and the delegates of the lower level of administration can join this committee and this committee can make a proposal for the Minister to make a better timetable. Of course there are frames of it. The financing gives a strong framework. The Ministry says how much money is needed for this service and this committee can in the frame of his budget prepare a better timetable. In all region, in this committee are invited also all organizations.

About the service providers in all regions, the local transport company and the national state transport company and the regional bus company, the two other are state-owned and the first one is owned by the Municipality of Budapest. There are private bus operators as well but only as subcontractors of the regional bus operators. Something about the public transport service and the contractual relationship between the authorities and the operators, in Budapest there is a 8-year contract from 2004 for the local operator and in the whole Hungary, the state-owned regional bus operators has also a 8-year contract but last year it was extended until 2016. For rail operators, there is a 3-year contract which lasts until 2012. We have special contract for the integrated ticket system which was concluded in 2005 and it lasted until this year. So this year our task is to renew this contractual relationship.

About the network, who decides on it? Of course the competent authorities that is the Human Resources and the operators. In Budapest the local transport company prepares the timetable and the fare decision and the assembly of the municipality decides on it but the preparation is not on the authority side but still on the operational side. I do not want to give more details about the fares and discounts. I would like to show the cost coverage of the different operators. On the left you can see the local transport operators and more than 40 % is the fare box revenue which is quite high. We have to calculate the fare subsidy because of the state discount system. We say that this fare subsidy is not the subsidy of the company; it is the subsidy of the consumers because it is a social decision to give a half-price ticket for the students or a free ticket for the elderly people. It is a decision of the social government and not the decision of the operators. If you see the regional bus operator, the fare subsidy and the fare box revenue is more than the local operators. As for the train operator, the state-owned national railway has very low level of income from fare because of the discount tickets. The railway operator receives higher level of cost subsidy from the Central Government. The regional bus operator receives less cost subsidy. In the case of the local transport operator, it is very interesting that the total income coming on one side from the fare box and on the other side, from the subsidies, does not cover the total cost. There is almost a 20 % loss in the operation. This is not sustainable in the long-term long time. This problem should be solved.

What are the measures that I would like to present you very briefly? In the first point I would like to show you some cases and for the others as well. For a better quality of service, we try to create more harmonized information systems of different operators because in the past there were a lot of problems with them. In the past, there was a very poor quality of onboard information of regional buses. There wasn't any numbering system of regional buses and the situation is changing. We introduced the numbering system in other western European metropolitan areas like here in Budapest in the local transport; it was also in the past. The timetable on the bus stop has to be changed. We try always to collect this new information system introduction with other development, for example bus fleet changes happened in this case and at that time was introduced the numbering system. There are some steps that have already taken place already but this project is still not finished. The operator also developed a new map about the services which did not exist in the past. In this project we harmonized also the bus stop names because in some cases they were different between local operators

and regional operators. If there is an opportunity to change the modes of transport, the stop names were different. Connecting to this project, we changed also the onboard information system and also maps. This is an example of the COMBINO trams line map; you can see the connecting services on each stop. In this case, the regional bus numbers are also indicated and on the other stop, the logo of the state railways is indicated. It means that you can choose this other service as well. If you look at this map this is part of Budapest, the same area as where we were last evening in Budafok or Budatétény. If you look at the left part of the map, the regional bus services are not indicated on the map but in this new part of the map, you can see the regional services and the numbering system as well. Concerning railway services, in the old map, a very thin line shows the railway line because for the local operators it was not very important. For us, it is very important because this the line will change and you can see easily the railway line in the new map.

Mr. KERENYI mentioned the park-and-ride development in Budapest and in the regions as well. These projects are under construction and this year they will be finished. These projects are financed by the European funds. The result is more than 1000 park-and-ride lots in Budapest and in the region as well but it is still not enough. We have to develop further Park-and-Ride facilities as well. I do not want to tell you too much about the street parks. It is a tool for traffic control but it is only for the traffic which refers to this area. If the traffic only crosses the city center, nothing happens. We cannot regulate the traffic costs with parking fees. To regulate transit traffic we have to investigate the access fee which would be the last part of my presentation.

If you see the capital of Hungary, Budapest, in the city center the density population is very high. The area is very small but the car traffic compared to other parts of the capital is very high. The difference demand and supply produces a bad effect. So we have to do something. There are some plans to introduce access fees in different areas that are in fact smaller and bigger version of this area. We can calculate the effects if we introduce an entrance fee and different levels of fee; we can investigate. In this model, we can investigate the preference on different users and we can calculate the traffic loads of road network and demand on the public transport services. If you see more visible results, then you can see the difference between the existing loads of network and the planned situation. The traffic in the city center where the access fee can be introduced of course decreased. In the surrounding areas, on the borders of ring roads, the traffic will be increased. We can compare also the different cases with the existing situation. On the bridges which are in the areas of proposed access fees, the traffic loads of course decreased. These are the existing traffic loads in percent. If we calculate the different amounts of access fee, we can receive different traffic loads on the bridges within this area. If the access fee is the highest, then the traffic load is the lowest within the area. In the surrounding areas on the bridges, the traffic load will be higher than now. These are the effect on the public transport network. In case of introduction this access fee a lot of users have changed their behaviour.

They leave their cars at home and they use more public transport services. The traffic load on public transport network will be higher through this area and within this area. This chart shows the traffic loads on different area of Budapest. The first two areas are part of this access fee proposal and rest is the other areas. Of course within the areas there are lower traffic loads and outside this access fee area it is almost the same or a little bit less than now.

The public transport passengers' performances in different cases and in different areas of Budapest change on the networks; the results of courses change the environmental effects of the transport. Within the area the air pollution decreases of course; it is calculated. In the surrounded ring roads because of more traffic, the air pollution has increased. The financing effects can be calculated, for instance the investment cost. We have to calculate also the development in public transport network because without any development in the competitive modes of transport, we do not want to introduce this access fee. New services should be

introduced in the public transport network. After that, the access fee can be introduced. I have to mention also that before we do something, we have to choose what are the goals of the system. We would like to only receive more money for the budget or we would like to not only receive more money but also to change behaviors of users and by the way, we would like to change the traffic situation. For example in Oslo, one goal is to receive more money. If it is the most important goal, I do not want to decrease the entering traffic too much because if I decrease the entering traffic, I will not receive so much money as I would like.

I think that I have said everything and I can finish my presentation. I hope that the mentioned developments, we can come out from the tunnel and in the open air and also with the EMTA, we can know new information and bus practices in the whole of Europe and of course worldwide. Thank you very much.

**Mr MONIGL** (see slide presentation [http://www.emta.com/rubrique.php3?id\\_rubrique=59](http://www.emta.com/rubrique.php3?id_rubrique=59))

Thank you very much Zolt. I think that your presentation has given us new aspects for the discussion. I would say that we have a 50-minute break until noon because we have to negotiate. The lunch should be a little bit postponed. I would like to ask you to take place please. Our time schedule has changed, we will have a discussion round until one o'clock and I propose to make two blocks: one for half an hour about governance issues and the second about improvement attractiveness by different measures and new solutions. Let me give some interactions to the first one.

I tried to make a generalized model about governance. What is governance? It is the legal framework which is regulating public transport on the one hand, but also all other legal and non-legal relations between the different actors. That is a so-called four-level model. The first level is the political or strategic level; the second is administrative level; the third is the operative is the operative level and the fourth one is the practical level with the customers.

You can see here that the customers are very important because here in Hungary we have elections every four years. Last Sunday there was the election and here the government will disappear because the citizens decided to do that. Mr. DENKE mentioned also what belongs to responsibility regarding public transport. I think that the decisions about the network and the services are in the form of requirements in the tender procedures and latter in the contracts. The fares have to be set to get the ticketing system, the selection of the operators or the licensing and to pay the subsidies. This is the weakest point here in Hungary. You can see here that there are different operators which can be publically owned or privately owned. In the contracts there are the requirement and also the subsidies. It is important the authorities or the bodies are paying these. Here is the other relation between the operators and the passengers providing those services. The passengers are paying in form of ticket, the fees or fares. In the presentation we did not hear anything about fare evasion. If we speak about passenger numbers, we have to make the distinction between paying passengers and transported passengers.

In Budapest we made some surveys four times on order of the World Bank. At these times, we had an average of about 12 persons. These 12 persons can be now 15 persons. I will now stop my introduction. There are also the contributions from the audience regarding the governance and I would like to ask Tamas from Warsaw to make some comments on contributions.

## Tamas DOMBI

Good morning everybody. I prepared some slides just to underline the most important issues in my opinion from the presentation we have heard just before the break. My name is Tamas DOMBI and I represent ZTM Warsaw in particular the CAPRICE CONSORTIUM. Caprice is a project where four or five consorts are members of EMTA; VBB from Berlin, STIF Paris, MESP from Vilnius and ZTM from Warsaw. We had a workshop last year in Vilnius about governance issues. I will present you our point of view underlining the main points of the presentations of our colleagues on the table. As I saw in the presentations, there are two trends in the city traffic management. In the 1990's or earlier and recently in some cities, the setting up of the integrated public transport operators has been done; as we saw in Helsinki, it is a brand new topic. I know that in some other cities just like here in Budapest, our colleague from BKVSZ they are a quite new organization. This idea comes back to the principle of the splitting and the planning of the operation in the public transport and of the need to integrate fast planning and passenger information of the different public transport operators. Mrs. MOUGARD said this is maybe not enough. An integrated management is needed where not only is treated together, but individual car traffic is managed together with public transport. This is done in most cities just like in Warsaw separately although the same streets are used by buses and by cars. The same streets are congested everyday in the rush hours. So we need to treat these two traffics, the public transport and individual cars, together.

What should we do with the car traffic in particular? I marked one sentence of Mr. KERENYI. He claimed that in Budapest there are not enough parking places. I would say that maybe parking fees are too low. At least the main objective of the parking fees is to manage the parking cars and the free parking places. At least we, in Warsaw, try to do it so that more or less 10 % of the parking place should be free. This need concludes in the setting up of the parking fees on a level that can secure this amount of free parking places. At the moment we cannot do it as you might know. We came to you with a request because of a national regulation which in our opinion harms the autonomy of the cities, of the local municipalities which in Poland, maximizes the parking fees at a quite low level. At least in Warsaw we would need 50 % higher prices for parking. As I saw from the presentation of Mr. KERENYI, in Budapest there is a similar problem.

Economical tools are possible to manage the increasing car traffic. Parking fees are only in the first step. In most cities, the step has been done 10-20 years ago. Now it is time to go further because the car traffic in our cities has increased so much that parking fees are maybe not enough as a tool. For me, the main arguments for the congestion charge about what Mr. DENKE has shown us – a very interesting slide, thank you - is that urban space is limited, especially in the city centers of the metropolitan regions. This makes the urban space very expensive. This is the most expensive good I think in our city centers that makes prices on the real estate market very high.

In fact in many cities for example among others in Warsaw, this space, the same space in the same city center on the streets is free of charge. What for? This congestion charge about what I think we will speak later on, can be an extra occasion, an extra possibility to find extra funding for public transport development. As you know it is very hard to get extra funds in the crisis. We are very jealous of France; of STIF. We have heard and learnt a lot about from my colleagues about the transport tax. Unfortunately, in many countries in the world, in Poland but also in other member states, member countries, there are no such taxes. In the economical crisis where tax competition among member states is increasing, it is very hard I would say impossible to count on the fact that we will get such a gift from our government. We need to find dedicated funding for public transport development. Maybe in the system itself, there is a possibility. Not only the congestion charge, but as again Miss MOUGARD said, land value capture.

We saw in Warsaw what the finalizing of the first metro line resulted in the district where it serves. The value of real estates has increased a lot and we could not use it for our goals, for further investments in public transport a new metro lines because there are no such regulations. In Poland, but I think also in many other countries, when a local municipality makes new plan for developing a district or a city, this plan increases is the value of the real estate. The municipality has the right to get extra money, to get funds when the real estates will be sold. Why we cannot have the same funding when there is a new management, a new investment done in a public transport? Thank you for your attention. That is all.

### **Mr. KETHELYI**

Thank you. I think there was a very important issue regarding the public transport authorities. Is it possible to change the public transport authorities to integrated transport authorities? It looks that we have here the chance in Budapest. I made a study for the coming new government regarding this issue. And we can see here, that is a mixture of the London and the Frankfurt model I would say. The Budapest transport center which is transport for London for example, which is dealing with infrastructure, road traffic and with all others such as bikes, city logistics and for the public transport services, Budapest transport association, BKSZ, could step in for both the local public transport and also for the regional public transport part. This transport authority or BKSZ, would have also in the future a double-binding because the Municipal Government and also the State Government is responsible respectively for the inter-urban part.

Mr. DENKE mentioned that there are different regional organizers. At this time, after 2005, the minister and the mayor signed a contract for BKSZ and half year later, the minister decided to have a parallel organization in the central area. I wrote a letter to both and I asked them: "Gentlemen, you signed the contract half a year before, what is the reason for this?" I think that is a very important issue and I would be happy to hear your opinion also. Is it possible and that would be necessary? I know that it is not the responsibility of the public transport authorities; it is the responsibility of the legislation on a higher level. That is very important for the future because you can see for example that there are drastic changes in behavior in the case that you are making measures against the car traffic use for example. Robert, please.

### **Robert OLIVIER**

Thank you. Good afternoon almost. I did not make any slide because yesterday they asked me to intervene to stimulate the discussion. What I will do basically is putting up some questions that were revealed this morning after the presentations. Concerning the last idea of our moderator, I just want him to say that one of my questions was basically the models we have in front of us. Nobody was having a mobility agency but those things happen right now in many other cities around the world. I can tell you some agencies have that power like we have in Montreal to be intervening on the road system, every regional road system. We have the right in our constitution to do so. The new models that are developing in other worlds are addressing that situation and the mobility agencies are wider than we did already. It is always very tough when you are first to do something. You try to handle the first part like everybody did around the table but now it is time and I agree to go one step further. I would like to know people who agree on that.

Another thing which struck me, there is no more room for the customers. In France, they decided to have a seat for the people who were putting the money, the industrials. They are

putting 38 % of the money for the STIF. If you look at the same table, the users are putting the 30 % and they are not present. Some other issues that we see customers were paying 50 % of the cost of the system with the fare revenues. It is a tendency now in North America to try to have the users at least to come to the board and address their needs and their responsibility and I think that it may be one of the solutions that will be helpful to set out our priority. Another big thing is that everybody was looking about revenue sources. Nobody addressed that situation: what are the new revenues and what are the new sources of funds that we can have to help the system? There were many people addressing the situation of parking. I think that parking when it is complementary with public transit must be free but surely on private parking side and on streets it should be with tariffication and it should be applied as Sophie MOUGARD said. If 50 % is coming back to the authorities it can be more than 50. It should be a good discussion. I do not think that in many places they receive any. So this is a good way to do. Addressing the situation for new finance sources, people are looking to congestion pricing. This is one solution but as it was well explained, we know that in the Stockholm case effectively the money went directly to the new services developing. So at the end, nothing came through. In England, in London a good part of the money was to develop new services and not to put the money in the system. That is why they did not improve it in the way they wanted to.

There is another way. All those thinking that we have are around car users. There are different possibilities to address car users. When they registered their plates, we can have money; you can have gas tax 1 %, 1.5 % or more. With the fluctuation of gas, if you have 1 % dedicated to public transit, nobody will ever see it because one day it is 1 dollar and the other day it is 1.10. Nobody will understand why but still it is increasing. There is a lot and huge money over there that can be directed. Maybe this is another way of addressing it.

Finally I think that we should all try to make more mobilization around the mobility. We have already addressed the way that we are efficient as an authority but we can be more efficient if the responsibilities come more. That is maybe a way to address how to become a mobility agency. Those are the points that I wanted to point out for discussions. Thank you.

#### **Mr. MONIGL**

Thank you for your interesting comments, I think mobility agencies are a possibility to influence the model used and develop people more to public transport usage and solutions in this direction. Parking charging is only one tool. I could not understand you correctly. You mentioned that parking should be free?

#### **Robert OLIVIER**

When it is related to public transit.

#### **Mr. MONIGL**

Maybe you are right but not in the city but in the outskirt yes. I agree that the parking fee should be included in the public transport fares. For these, I think it is important that you have an integrated fare or payment management system as Jörg LUNKENHEIMER mentioned. We will speak about these kinds of issues later. Does somebody else have comments to the governance issues?



### **Question from David Brown (SYLTE)**

Just picking up the point about mobility agencies – not just public transport – one of the things happening in the UK now with Greater Manchester leading the way where they will create a political body which looks at transport, economic planning, land use planning and skills and education. They will pull those together at a high level and have a separate political body for the transport, the full -mobility issues. It was not very clear for the presentation this morning about how the public transport is linked to the economic policy of the cities and the land-use policy. How is that form of connection made?

### **Mr. MONIGL**

My opinion regarding public transport and land-use is that the example in Budapest that was mentioned with the metro line M4. We made integrated modeling similarly as in the case of the access fee and we had the opportunity to observe the other metro lines. The metro line 3 is not very old here in Budapest than if you go along [name of a street ] in Budapest. In the north-east you can see the development they are making. We investigated also the increased traffic of the previous public transport users. If you have a new metro connection, because of the better access to the city by the metro providers, we have up to 5 to 6 persons more using public transport trips from all users. The other part of the metro users is coming from the other modes; buses and so on. What Tamas and Sophie mentioned is that capture of land value in connection with this kind of very expensive development should be more considered and more utilized.

### **Sophie MOUGARD**

I just want to react to what Robert OLIVIER asked about where is the user. What I would like to point out is that the user is also a citizen. We have elections and especially this time, in all the campaign before election, the main subject was transport in Ile-de-France. In the council that is the governance tool for STIF 28 people on 29 are elected people. That means that political persons are elected by the users of the system. That is the first thing. The second thing I did not mention is that we have a partner committee in which we have the presentation of association of users and consumers. We have the unions, the regional level of unions, we have the municipalities and we have the union of employers. Each decision that will be submitted to the council before it is discussed in this committee. The users association and the consumers association can say what they think to the council. For example if we need to increase the fares, then we first have the discussion with the association of users and they say what they think about it. Usually they disagree but then we have to explain why we need to increase the fares. Then they can express their opinion about what they think about the decision to the council. The elected people who are in charge of taking the decision know what the different partners will think about the decision they have to make. I think it is a very important place for the users also.

### **Mr. MONIGL**

Thank you very much.

**Robert OLIVIER**

Sorry my main question was maybe I used Paris as an example but at least there is something happening in Paris and you will explain it more. My question was addressing the other system that I looked through to see if there was any place where the citizen and the users are. A lot of people, when we had this argument even when if there are elected people around sometimes, do not use the system they are representing. That is one of the reasons why I try to insist on that.

**Mr. MONIGL**

You are right I used to say that it is good that in the operator's management there are people who have already used a tram. Thank you. Suvi?

**Suvi RIHTNIEMI**

Thank you very much. I also wanted your answer for the question where are users in our executive board. All members are elected members. They are members in the council in their own municipalities. I hope that they use our services and I am sure that they use most of them very often. The other question I wanted to comment was the cooperation between special planning, land-use planning and the transport system planning. There must be cooperation all the time because they belong together. In our region we have so-called Uusimaa Region county council which takes care of special planning and our task is to take care of transport system planning. There is a little bit of competition between us but I think that it is better and at the end there must be a common plan concerning the whole area, where there is land use also and transport network.

**Mr. MONIGL**

Thank you very much.

**Jörg LUNKENHEIMER**

I think Robert is right. The most important point that we have is the acceptance by our passengers and users and the acceptance of what we do. Well it is the fact, where is the passenger? In former times the passenger disturbs the operation of our operators. There has been philosophy like that. For God sake we have overcome this point of view and this philosophy. The question is how do we involve our passengers in our decisions. It is not a democratic basis or approach of a direct democracy that we make but we have passenger council from every state and every country; one passenger is represented. It is an open procedure. We submit a press release and then people write. You want to participate in these councils and you renew it every five years and from every town or cities, there is one passenger. Included in it are unions representing elderly people. There is a society that represents people of reduced mobility. So we try to cover the whole spread inside this council. This council has no right to decide. It is a council of information, for communication, for feed-back, for defining requirement and for giving ideas to the management of RMV. This system we have in Berlin as well as in other associations in Germany. Even operating companies have these councils of passengers and if you want to be successful in the market

you have to ask your passengers by market research devices. You have to communicate, you have to be open, you have to be on top of what the lifestyle is. You cannot sit on your ivory tower and make your system. You have to be in contact with reality and there, such a passenger council is one device but not the only one.

## **Mr. MONIGL**

Thank you very much. Robert mentioned the petrol tax and it is right that petrol tax is a general tax. It is not located in very sensitive places. You can hear from Jörg's presentation that in the city of Budapest the population density is four times higher than the average and the traffic intensity is six times higher than the average in the city. That means that there is a double reason to handle it with special care, the inner city because of the high density. There is a question that arises every time: what will happen with the traffic which is pushed out from this sensitive area going to outer areas? If we consider the external costs, they are different in the inner part of the city where they are higher because of the higher population density. In the outskirts there are also very important inhabitants but there are more opportunities to dispose this air pollution. Does somebody want to react to these topics? Otherwise we should go over to the next topic about different measures to make public transport more attractive. I would like to say some words.

There are some summarized structured figures about our second target to influence mobility to promote sustainable mobility. That means a reduction of social and internal and external costs that I mentioned just before. That means influencing modal share. Regarding the Budapest access fee, my opinion is that there should not be a money machine. That should be a tool to influence the modal choice of the people and the route choice of the people. We have two possibilities making public transport more effective with better use of the infrastructure or improving inter-modality or as I have already mentioned, restricting road traffic through parking management, adopting city logistics, introducing access fees. City logistic is again a topic that underlines the importance of the integration of public transport and road traffic operations for example. Regarding the inter-modality, I think that it is not the target. Inter-modality is a necessity during the trips changing the transport means and on the base of European project link I have produced these figures and try to summarize the most important factors or aspects for good inter-modality, that is the passenger information before the trip and during the trip, time-table information, ticket purchasing already at home, onboard information payment and additional services. These concern the users. On the other side for good inter-modality, there is the France system integration, the fare or fee payment system, passenger information system has to be established before the passengers can use it. City planning is very important. You will not believe that here in Hungary we made an investigation that in most of the bigger and middle cities, the railway stations and the bus stations are sometimes kilometers away from each other.

There is a very bad example here in Budapest where the new metro line will end temporarily, Kelenföld Station years before the VOLAN COMPANY constructed a new bus station about 300 or 400 meters away from the railway station. BKV, the local operator made a terminal again a little bit away from the railway station. That is a bad example. In the case that we would have had already at this time a transport association, I think that this could not happen because not only for the passengers I see a chance in a case of association or an authority also in the development. The common development and the common funding or financing has a lot of synergies. One topic in the presentation from Jörg LUNKENHEIMER, I was leading a working group for the requirements for a national e-ticketing system for Hungary. Based on this, I can tell you that the payment of the passengers to make it easier is very important but I think that for the management of public transport, a payment medium is at least as important because a card can be very important data generator for the management.

If you have a card system you know the demand. If you have a card system, it is easier to have a traffic control and a passenger information system because if you have the localization of the vehicle, you can use it also for traffic control and passenger information. You know that the supply is necessary for these demands or you know parts of the cost. If you know the operation time of the vehicles combined with the onboard units, you can set new fares knowing the usage for example of a monthly pass. We made a proposal for Budapest because we have a pass for the whole network for one fee and there are a lot of attempts to make some differentiation; to have zones and so on. That was politically not possible. If you say: "I offer a 30-day pass or ticket for 60 trips a month or 90 or 120", in that case you would have different prices for these.

What is very important in Hungary is that if you have a card system, you would have more precise information about the revenues, the fares subsidies. I do not know whether you know that or not but here in Hungary, all European citizens over 65 can use free of charge public transport means. At the beginning that was also for flights. Pensioners had a flight in the morning to Paris, breakfast and so on and back in the evening. That was a very nice time. That was a joke! It means that using the system free of charge without any ticket, the operators have no information about the usage and therefore there is only a portion of fare subsidizing for these type of Euro passengers. If you have a card system, the public service contract with the bodies, is also more sufficient or can be more valid.

The last figure, the Elektra Hungarian system and we have a very simple system on a 1-kilobyte card all type of tickets can pass in Hungary including the Hungarian rail. The Hungarian rail is the most complicated because there are some supplements as first-class reservation and so on. Here is the uniform fare product frame - If you are from Britain or Germany, that is the kind of application that has a very big advantage that you have only one frame and here you can place the different types of tickets for area: 1-day, 2-day, 3-day tickets; area pass, line tickets or a relational ticket or zonal systems in the same structure. Unfortunately some people saw that it could be a very good business and they are not interested in the system in a bottom-up solution but they want to have the top transactional center and the clearing center because they thought that they could make money with these.

I would say a few words concerning integrated urban and regional planning. It is very important for all countries that EU-founded projects are embedded in a wider context in a general system plan. For the metro line 4 which was already mentioned had as consequence that the EU told us that we should have an integrated transport system for development plan for Budapest so that I can see the role and the advantages of these new metro line which is very important as I mentioned. This planning work was ordered by the Budapest Transport Association. That was the first time that the Municipal Government decided to give these tasks to the Budapest Transport Association because they recognized that the conditions of the Budapest transport depend not only on the citizens. You can see on the presentation of Mr. KERENYI that more than half of the cars are daily coming from outside. We have to start to influence the thinking of the people who are outside of Budapest. Therefore the whole central region has been modeled I naturally on the basis of the development and the land-use planning; all transport modes had been included, the BKV, MAV and VOLAN, the public transport side, also cars and they influence each other. We had to make dramatic changes in the modeling tools because 15 years – I am old enough to deal with these issues – that was enough if we used so-called physical rules, for example gravity. Because of the changes, time became more and more valuable. The costs increased meaning that we had to move from the physical models to the so-called consuming theory models. The modal choice from the consuming theory models and therefore we had to model also fiscal measures. One fiscal measure was the access fee. The other very important which Zolt DENKE mentioned in his presentation, is that with the appearance of a new common product, a pass for Budapest where you can use beside of the local operator BKV, also the services of the Hungarian rail and bus. That means that there is no separation anymore. The people view this site in an

other way than before. Therefore fiscal measures and the cost component have to be considered also. It was important that we have different development packages and you will be surprised that the road infrastructure development was more efficient than the public transport investment. Why? Because we had a lack in the road network system; failing ring roads and bridges. The public transport service: the network is relatively dense. The time saving in public transport is not so high that it could be in the case of the road network development.

That is a topic for consideration also for you; we made a proposal to use different evaluation factors for road and for public transport developments. You can do that if you use different discount factors. That means that the road traffic saving is evaluated more than the public transport saving. This is the uncertainty regarding the next generations. We are not so sure that our models are right in the description of the damages caused by air pollution or noise. That is very important as I mentioned earlier; not only all the transport models are necessary but also impact calculations and evaluation methods. It is important that you have a clear picture about travel patterns. That was a household survey led by TRANSMAN [see slide presentation at [http://www.emta.com/rubrique.php3?id\\_rubrique=59](http://www.emta.com/rubrique.php3?id_rubrique=59) in 2004 ordered by BKV, not by the municipality. 50 000 households have been interviewed; 40 000 inside of Budapest and 10 000 outside. It showed how the different user groups are using the system. Here you can see the people who have a driving license. These people have no driving license but they use car also as passengers. In blue is the usage or the proportion of public transport; yellow is biking and green is walking. Here are the pensioners. There are more than 80 user groups. That is only one indicator about the modal share. Here the integrated model, you can see here the interrelation between public transport and car traffic. In most of the cases the development of public transport can be shown or argued only by the lesser damages caused by the car traffic. This is the advantage of the public transport. Here is my last figure. It is a future example. We have not finished Metro Line 4 but my colleagues are already working or thinking on Metro Line 5. There could be a new metro line 5 with a combination of two suburban rails; HEV crossing the inner city on. Here you can see also the results from the other study which was about the S-BAHN usage meaning more utilization of the 11 rail lines coming to Budapest and we modelled here a ring which would allow a distribution of the coming trains from all sides along these ring roads. Air pollution is also a result of the models. You can also see the changes and so on.

## **Question**

Thank you very much for this synthesis. I wonder if we have not overlooked a little the new service that would be in favor of attracting more people in the public transport. I think that STIF has nice examples. I do not know if Sophie MOUGARD would like to share with us new services in Ile-de-France region?

## **Sophie MOUGARD**

The presentation I made was not the last version of it and I just had a nice picture to show you. If we want to have attractive public transport, we also have to spend money under rolling stock. We are working on two different; from the heaviest and the lightest. On the top of the photo you see the T-ZEN. We think that it is important among all the bus lines, to have an organization that will be readable by the people travelling. You have the local bus lines, you have regional bus lines. We called that Express lines and we want to develop among 100 regional lines which we call MOBILIEN or Express lines when they travel on the highways. In between the buses and the tramway, we did not have anything. We are asked

by local municipalities to develop more and more trams and we do not have the money for that. We do not have the money but we do not need the capacity of a tram. What we thought is that we need to develop BRT but what is new is that we want to sell it. To sell it, we need to show a new object mobile. That does not look like a bus. It is a bus but it should not look like a bus. It should look like a tram. We have to be very careful on the comfort for the users inside. We have to give it a name. Doing that we think we can divide by three the cost we have to pay for the infrastructure and also for the vehicle of course. So this is the T-ZEN and we want to develop from now to 2020, 15 to 20 lines of T-ZEN instead of trams. On the heaviest side, this is the railway we have new rolling stock. This is the FRANCILIEN and the first one was integrated last December. We will have 172 of those trains from now on until 2015, especially in the north and west of our network. I think it is important to find out that we also have to deal with comfort and with marketing. That was said by Jörg very well this morning. Thank you.

### **Mr. MONIGL**

I am really jealous to see these kinds of new vehicles.

### **Jörg LUNKENHEIMER**

I will be very short. I did not want but I know that I have to. We are talking a lot about measures and ideas like electronic ticketing and lanes, new vehicles and all of that is very important but it is part of one entire strategy. The mission that we have is to create sustainable regions; meaning to create and to ensure the future of our regions and the place where we live. The future means places to work, economic power and to support economic development and it means places to live in best quality: to have sport quality, to have cultural quality, to have social life quality. Our contribution is to combine the region, the people and bring people together. We have to be economic is efficient which means that we have to have long-terms stable financing plans and financing schemes. We have to finance infrastructure; we have to provide the infrastructure that is needed. We do not have to fight against other systems. We have to integrate other systems because we need as well individual devices and collective devices. We have to look at efficiency in an ecological way; the energy consumption of our systems. It is not worst running with a locomotive and three coaches for 20 people. We have to look for our emission that we provide. We have rolling stock running for 30 to 40 years. The rolling stock that we are running actually was planned during the 60s of the last century. They are not efficient, nor economical nor ecological. We are talking about electric mobility. We will be the last part that will have electric mobility in our system. We have of course trains and buses but we have diesel buses and the private cars are running a battery with electric motors because people run by 20 kilometers a day with their private car. You can make it with one battery but we are running 250 kilometers in one day with a bus and the bus never stops. We do not have the capacity of battery way to provide electric mobility in cities. With electric mobility, there is no emission. There is high efficiency in electric consumption. We have to work on that.

The last aspect is the social aspect. We have elderly people, we have handicapped people; they all need different kinds of information orientation devices infrastructure. We have a problem of security and safety. Violence against passengers, against our infrastructure, against bus drivers, is increasing. We have to focus on this. The only answer we have is to install video cameras and to bring people back to the system. We retrieved our staffs from the automatic system but now we bring back people to our system in order to look for more security and safety. We have increasing mobility costs in the future. Sustain mobility means

everyone who has the desire to be mobile can satisfy this desire. This has to do with mobile cost and in the same way energy cost and another costs will increase. We provide people a chance to enjoy the system. We have to find a social answer on this issue. We have many ideas, we have life style, we have individualization and we have to spread off the society. We have so many thing to do and we discussed today parts of them but I think we can go on the next EMTA meeting to discuss other things of sustainability. It is not a trend like shoes or shirts. It is a mega-trend and we have to find parts of the answer for our society. Thank you.

**Mr. MONIGL**

Thank you very much Jörg. I am not able to summarize this discussion but I would like to say one sentence. I think that transport authorities are very important entities in the metropolitan areas. They should be the main organizers in the future. They are responsible and the driver for efficiency, for quality as we heard and also for social sensitivity as Jörg mentioned. For the future, they are drivers for innovation and better solutions so that our sustainability for next generations could be kept. Thank you very much for your patience and audience.