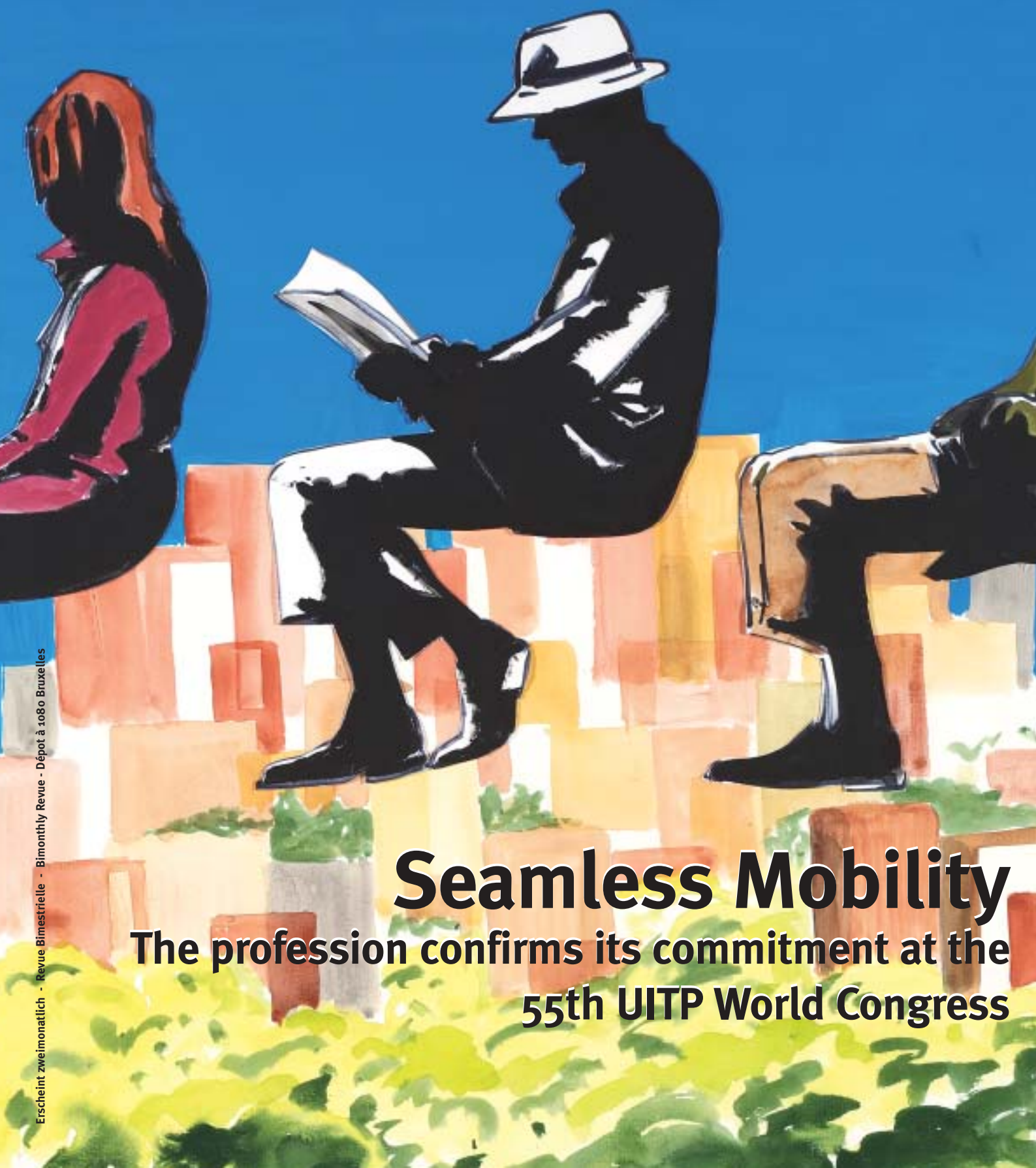




# Public Transport International

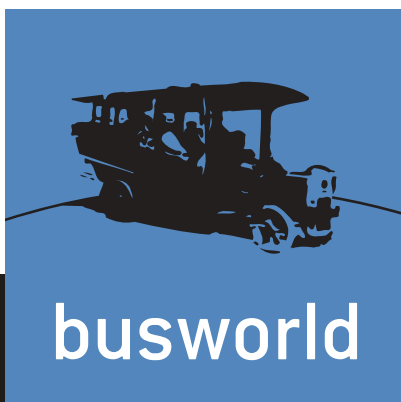
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## Seamless Mobility

The profession confirms its commitment at the  
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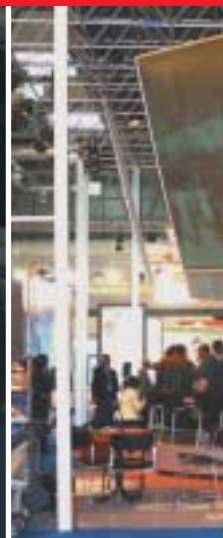
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Hans Rat  
UITP Secretary General

Dear readers,

Freeze-frame on the image of the modern city: swarming with cars, people rushing about, noise from car horns and engines, fumes, shouting, etc. A city on the move, but not necessary one that is actually moving.

Improving mobility, as we know, not only means giving people the opportunity to travel: it also means giving them the means to travel and to achieve their goals – in short, the means to live.

Viewed from this angle, one way of restoring a proper sense of living is to restore the "sense of travel" so that people know how to get along and remain in touch with their surroundings. To do so, however, requires know-how and, above all, an iron political will and the re-education of people about acceptable social behaviour. Without these three elements, mobility is doomed to failure.

The Madrid Congress once again underlined the wealth of know-how PT companies actually possess. It also revealed how political will has paid dividends for mobility in numerous cities, starting with Madrid itself, but also in places like Bogotá, to name just one other example. Very recently, the introduction of the congestion charge in London has produced quick results, with traffic in the charge zone falling by 16%. Members of the population, however, are still reluctant about changing their behaviour.

Faced with this observation, it is up to all the actors within public transport to raise public awareness about the issue of mobility and, beyond it, sustainable development. This is a massive challenge for PT companies, PT operators, PT authorities and the PT industry, all of whom need to participate in this collective heightening of awareness and win over decision-makers.

Happy reading!

## UITP broadens its horizons...

A fact confirmed at the Madrid General Assembly by the creation of two new regional divisions and the adoption of a 4th official language.

Véronique Delhalle, Policy and Executive Board Officer, UITP, Belgium

*The launch of the African and Latin American divisions, plus the re-election of Wolfgang Meyer for a further term as president, were three of the important decisions taken at the UITP General Assembly on 4 May 2003 in Madrid.*



From left to right: Manfred Novy, Henk Waling, Hans Rat, Holger Albert, Per Als, Raymond Hue, Wolfgang Meyer, Herbert Felz, Hugo Van Wesemael, Jean-Claude Degand

From left to right: Enrico Mingardi, Peter Höflinger, Jürg Zehnder, Ulrich Sinzig, Ted Hesketh, Henri Schwebel, Hans Rat, Wolfgang Meyer, Helga Severyns, Johannes Sloth, Ton Kaper, Albert Tortajada, Caetano Jannini Netto, Philippe Attey

The General Assembly took place following an extraordinary meeting of the UITP Policy Board held on 4 May 2003 in Madrid, at which the five vice-presidents stepping down from the Exec-

utive Board and the 13 outgoing committee and commission presidents were honoured.

UITP's members voted almost unanimously in support of the creation of the two new divisions, which marks a great stride towards the globalisation of UITP. Firstly, there is a new division for Africa, which will be represented by the African Union of Public Transport (UATP). The new association came into being on 15 November 2002 in Lomé (Togo). Philippe Attey, Managing Director of the PT operating company in Abidjan (SOTRA), was appointed as association president. "The association will aim to re-launch the transport sector in Africa as a vital component in the process of reducing poverty," he declared.

The second new division, launched officially on 4 May, is the division for Latin America, presented by Caetano Jannini Netto of the Companhia do Metropolitano de São Paulo and UITP regional vice-president for several years. This division will be chaired by Jurandir Fernandes, who is also president of Brazil's national public transport association (ANPT) as well as Metropolitan Transport Secretary of the São Paulo State Government. One of the aims of the division will be to consolidate the position of the various transport actors in Latin America at the world level, something that will be greatly facilitated by the inauguration of Spanish at the same General Assembly, as UITP's fourth official language.

An equally resounding vote was cast in favour of the re-election of Wolfgang Meyer, head of Cologne's main public transport operating company, for a second term as UITP's president. As UITP's secretary general, Hans Rat, stated, "Under Dr. Meyer's presidency, UITP has gone from strength to strength, reconfirming its position as the global defender of all actors involved in public transport. By appointing Dr. Meyer for a second term, UITP's members have marked their appreciation for his outstanding contribution to the development of their Association."

*Translated from original French text*



## UATP – the African Union of Public Transport

**Its mission? To create profitable organised urban public transport in order to battle against poverty**

Sylvie Cappaert, Editor-in-Chief, *Public Transport International*, UITP, Belgium



The African Union of Public Transport (UATP), which was founded on 15 November 2002 in Lomé as the African Division of UITP and confirmed by the General Assembly at the UITP Congress in Madrid, is a grouping of the main actors

from the sector, including private and public operators, regional and cross-regional companies as well as public authorities and the public transport industry. UATP represents a 'first' in Africa, where public transport was the only sector not represented by any association.

At a time when most African cities do not have organised transport and urban sprawl is stretching the distances between home and work, it is imperative that the regulatory and economic conditions be proposed for the creation of well-organised transport companies. Indeed, according to Philippe Attey, president of UATP and director general of the SOTRA public transport company in Abidjan, *"Public transport represents a key element in the process for reducing poverty in Africa. PT provides access not just to sources of income in the form of access opportunities to the job market, but equally to urban services such as healthcare, education, nutrition programmes and social services."*

Thus, the new association will be intervening in several fields, including the promotion of mobility for passengers and freight as well as better access to urban zones. The association also aims to speak with a single voice by creating a network of professionals within public transport and providing them with arguments in favour of PT. Another aim is to heighten awareness among politicians by allowing governments in Africa to pinpoint urban transport problems more clearly through the publication of focus papers and brochures such as *"Better Mobility in Urban Areas"*, which refer specifically to the context in Africa.

The concrete measures proposed by UATP are: re-establishing regular services at affordable fares; winning greater support from decision-makers; restructuring and introducing more appropriate systems of taxation; optimising technical, financial and operational management methods; and applying a staff training policy.

Finally, the association will also enable public transport actors in Africa to make their voice heard internationally through the publication and dissemination of focus papers. Moreover, the new association has already been given a positive welcome by the World Bank as well as other sectors active within urban and regional development in Africa.

*Translated from original French text*

## Wolfgang Meyer re-elected as UITP President

Hans Rat, UITP Secretary General, Belgium

Originally elected as UITP President in May 2001 at the 54th UITP Congress in London, Dr. Wolfgang Meyer, Chairman of Kölner Verkehrsbetriebe, has been re-elected for a second term.

With his attachment to promoting public transport as the solution to the issue of sustainable mobility throughout the world, Wolfgang Meyer has re-affirmed UITP's commitment as a world association to the host of challenges facing the public transport sector.

*"Healthy, social, ecological and economic development in the future is only possible if a successful solution is found to the dramatically increasing traffic problems around the world. To achieve this, it is necessary to structure personal mobility, an essential component of personal freedom, while taking into account its complex impact along sustained lines designed to ensure that our world remains a place worth living in for future generations. UITP, as the world forum and, at the same time, the spearhead of public transport around the world, has made this its most important objective. Over the next couple of years, I will be doing everything in my power to ensure that we don't just talk about it, but also make significant progress in reality towards this goal at the local, regional and global levels."*

The creation of two new divisions (see articles) fleshes out this desire to match words with deeds and reinforce public transport's position on every continent.

With a membership that covers all mobility actors, including authorities, operators and industry, UITP will make it possible for everyone to unite and prepare themselves to face the mobility challenges while pursuing its actions through official position papers, lobbying, research projects, publications, and initiatives such as the launch of its charter for sustainable mobility.

Exchanges of information and good practices are vital for professionals who share a common sector, but who are also separated



in terms of distance. The forging of professional ties, and even friendships, has borne fruit on many occasions. With this in mind, and driven by a desire to do more to reinforce exchanges of know-how and good practices between colleagues and UITP members, Wolfgang Meyer has given his enthusiastic backing to, among other initiatives, the launch of a training programme aimed at managers within public transport companies.

## Putting the Latin American public transport sector on the world map

Cara McLaughlin, Head of Communications, UITP, Belgium



**T**he task of meeting the ever increasing demand for public transport in a region marked by the massive movement of people from rural to urban areas is one of the objectives of UITP's Latin American Division, which was officially launched during the 55th World Congress in May

The new Division will place Latin American public transport operators, industry and authorities firmly on the world map, providing a unique forum for the exchange of information and ideas. It establishes an official spokesperson for the region, providing public transport players with a certain gravitas in

exchanges with governments, multilateral agencies and the public in general.

Jurandir Fernandes, who is President of the National Association of Public Transport in Brazil as well as the Metropolitan Transport Secretary of the São Paulo State Government, has been named President of the new Division. He will be supported by Fernando Bustamante, who has been appointed Vice-President. Bustamante is a Vice-President of Latin American Association of Metros and Subways (ALAMYS) and Chairman of the Board of Directors of the Metro of Santiago de Chile.

### *The ever stronger pull of the city*

One of the greatest challenges facing the region is how to provide mobility in an efficient, equitable and sustainable manner for an ever-increasing urban population. According to a recent UN report, in the Caribbean and Latin American region in 1975, 197 million people lived in cities and 125 million in rural areas. By the year 2000, the rural population had increased only slightly to 128 million, while the urban population had shot up to 391 million. By the year 2015, the urban population is forecast to increase to 504 million, with the rural population falling to 127 million.

Fernando Bustamante described the demographic growth in large cities in the region as "explosive." He said the challenge of providing mobility within such a context, *"made it essential for us to join UITP, but without losing our own personality."* In this regard, Bustamante highlighted the important role played by ALAMYS, which groups together 30 organisations from 10 countries. The main objectives of ALAMYS are the optimisation of available resources, the modernisation of infrastructures and the improvement of rail transport services.

### *The economic issues at stake*

These demographic changes place further constraints on already limited resources in the region. There is a growing awareness at all levels of government worldwide of the need to exercise fiscal discipline in order for an administration to maintain its good standing with creditors and ensure continuing access to sources of funding at reasonable rates. *"We at UITP are very much aware of these resource constraints and of the need to offer solutions to the challenge of providing mobility for all in a manner that is cost-effective and sustainable,"* said Hans Rat, UITP Secretary General. *"In this respect, we firmly believe*

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## *Systematical Systems*

At the 55th UITP World Congress and Exhibition in Madrid RAIL CONSULT displayed projects like the Saarbahn and presented its activities in the SaarLorLux region. The response from numerous international visitors confirmed that ›Systematical Systems‹ is an ever more popular issue and that RAIL CONSULT's expertise is very well appreciated. Thank you for your encouraging interest and please stay in contact with us.



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that organised collective forms of transport can play a vital role, as a very attractive alternative or a necessary complement to private transport solutions."

As Brazil imports about 420,000 barrels of oil per day, the simple introduction of an efficient bus service could help greatly reduce oil imports and save valuable foreign currency earnings which could be put to better use elsewhere.

## Innovative approaches to mobility

A number of cities in Latin America have successfully implemented innovative approaches to mobility. Jurandir Fernandes cited as examples cities such as Porte Alegre in Brazil and Bogotá in Colombia that have put in place highly efficient bus networks running on exclusive rights-of-way. Plans are also afoot or are currently being implemented in several metropolitan areas in the region (such as Lima, Peru, and Salvador de Bahia, Brazil) to set up or extend conventional metro or light-rail systems.

Such ideas can be exported to other large urban areas in the region. According to Fernandes, there is no shortage of ideas or trained people to implement them. However, he said, "What we are missing is a more determined and lasting policy of financing and investment in public transport for the next 20 years at least." This he said will be a key role for the new division created by UITP, "To join efforts for a well-



Viva the Latin American Division!  
From left to right:  
Alvarez de Francisco, ALAMYS President; Hans Rat, UITP Secretary General; Jurandir Fernandes, ANTP President; Wolfgang Meyer, UITP President; Aurelio Rojo, ALAMYS Secretary General; Caetano Jannini Netto, Companhia do Metropolitano de São Paulo

defined policy for the various modes of public transport that best suit our cities." He finished by saying, "The UITP Latin American Division has indeed a lot to do."

## Peaceful co-existence

Both Bustamante and Fernandes agreed on the need for the "peaceful co-existence" of the public and private sectors when it comes to planning public transport. "We are immersed in a process aimed at finding flexible solutions where private companies take part, although we defend the important role the State plays in public transport, because it is important to have regulated transport," Fernandes said.

## A union of ideas

"UITP is a multinational organisation," explained Hans Rat, "but one that does not act like a multinational company. We look for friends and partners, but not with a view to absorbing them." The creation of this Division is an excellent opportunity to improve public transport in Latin America, while at the same time allowing other countries in the world to learn from its experience. "Latin America has some very important knowledge that is transferable to other countries in the world," he concluded.

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- **Pierre Vicedo**, Director Exploitation, Autoroute Blanche, Autoroutes et Tunnel du Mont Blanc (ATMB), France
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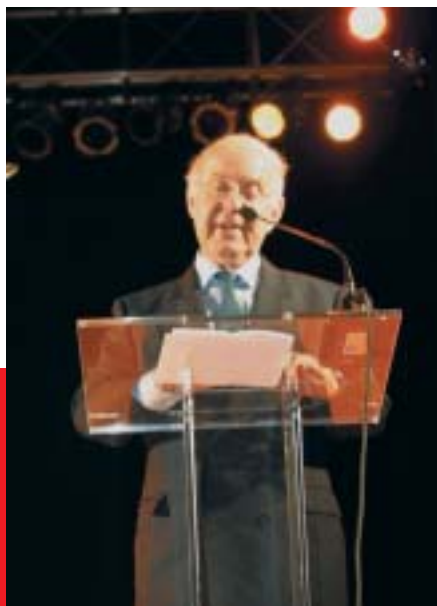
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## 55th UITP Congress or how to translate words into actions

Sylvie Cappaert, Editor-in-Chief, *Public Transport International*, UITP, Belgium

*During UITP Congresses, the opening and closing sessions, in addition to their ceremonial function, often provide an opportunity to remind the audience of UITP's raison d'être and very essence, present UITP achievements since the previous Congress and establish the aims for the current Congress and the Mobility & City Transport Exhibition. Of course, they are also a time for the local host to welcome its guests and help them become acquainted with the host city through its transport network. Finally, for the profession as a whole, the sessions are a time and a place for UITP to declare its deep-rooted commitment to mobility.*



Upper left: Hans Rat, UITP Secretary General  
Upper right: Wolfgang Meyer, UITP President,  
Lower: Alberto Ruiz Gallardón, President of the Madrid Region

The 55th UITP Congress, which took place in Madrid from 4 to 9 May 2003 as guests of the Consorcio de Transportes de Madrid, upheld these very traditions

### UITP's raison d'être

As a world association representing public transport, UITP's major role is to bring professionals together around a common objective, irrespective of the political context and international circumstances.

As Hans Rat emphasised during his Congress opening speech, "There is a real and permanent need for professionals within public transport to get together, share their know-how and experiences, broaden their horizons and, increasingly, do business together." The Congress and the Mobility & City Transport Exhibition bring these aims to fruition.

In addition to its role as a forum, UITP also has the aim of advancing the profession and taking it forward. For example, one of its short-term aims will be to establish a clear vision of public transport between now and the year 2020 and prepare a realistic strategy for its application in a way that makes allowance for regional objectives.

### From London to Madrid... via Latin America and Africa

A mere two years have passed since the 54th Congress held in London. In that short space of time, the association has expanded both in both geographical as well as issue-related terms and

consolidated its role as the promoter and defender of public transport, primarily through the creation of the Latin America and Africa divisions, which was approved at the General Assembly (see text boxes).

During his speech, Wolfgang Meyer reiterated these assorted developments: activities aimed at reinforcing the integration of European Union applicant countries and countries from Eurasia; the opening of a regional office in Moscow; an initiative aimed at reinforcing the integration of countries in the Middle East and North Africa; and multiple co-operation agreements with international organisations.

In issue-related terms, the Industry and Organising Authorities Divisions have significantly reinforced their presence and activities, while transport multinationals have set up their own platform for deliberations and discussions and an international forum has been created for education and research.

The sole aim of all these activities is to contribute to real and lasting mobility around the planet.

## For 'mobility', read 'integration'

In world terms, the issue of integration is undoubtedly one of the most important and pressing assignments for the development of public transport (PT). For that reason, it represents a major challenge for actors in the PT sector. What makes it all the more so is the fact that the issue of mobility is playing an important role as never before in public debates. Indeed, it is noticeable how mobility demand is increasing today, as is awareness about the quality of the environment and urban life. Therefore, in order to meet the new demands from citizens, it is



*Enrique Peñalosa Londoño, former mayor of Bogotá presenting Mobility policy*

vital for a mobility market, which is often fragmented and made up of a diverse range of protagonists, to launch co-operative actions by way of service partnerships and co-productions between the various public transport actors, be it public or private, supplier, decision-maker or operator.

## A Congress for public transport professionals in Madrid ... not a coincidence!

Delegates attending the Congress were able to see for themselves how Madrid offers an example of integration. As explained by Alberto Ruiz Gallardón, President of the Madrid Region, the creation of a regional transport authority known as the Consorcio de Transportes de Madrid brought about integration between the metro network - the true backbone of the transport network - and the bus and rail networks as well as a doubling in size from 1995 onward to reach 231 km, 40 km of which is MetroSur, the circular line linking southern districts of the city. Interchanges and bus tunnels as well as improvements to the bus fleet (air-conditioning, access for persons of reduced mobility) have made it possible to increase user numbers

by around 60% (see article, p.12). This integration is the result of genuine intent on the part of politicians. As Luis Eduardo Cortés Muñoz, Vice-President of the Community of Madrid and Director of Public Works, Urban Planning and Transport, reiterated: *"We'd promised 48km in eight years, we built 114!"* By way of comparison, it had taken 76 years beforehand to build roughly the same number of kilometres. This public transport policy has made it possible to re-establish the territorial balance across the region as a whole and, at the same time, stimulate its economic and social development.

## A genuine commitment to mobility and sustainable development

Where the presentation during the Congress provided testimonies to the commitment of professionals to mobility and, beyond that, sustainable development, the opening and closing sessions were a celebration of them.

## Bogotá: a further example of political will

First of all, experiences of Bogotá were presented by its former mayor, Enrique Peñalosa Londoño, now a visiting scholar at New York



## Inauguration of the UITP office in Moscow, on 9 April 2003

*Vasily Tikhonov, UITP Liaison Officer in Moscow; Wolfgang Meyer, UITP President; Dmitry Gaev, Head of Moscow Metro; Pavel Zlatin, General Manager, MOSGORTANS; Boris Khorovich, Deputy Director, Moscow Transport*



Left: Glenn Frommer, MTR Hong Kong, the first signatory of the Charter  
Right: the signatories of the Charter on Sustainable Development



University. During his presentation, he emphasised the fact that the overriding task facing society and the PT sector, in addition to creating cities that function properly, is to develop an environment in which citizens feel comfortable. Highlighting the paradoxes of society, he emphasised the fact that, although the environment has been a concern for several years, it seems as though the fate of gorillas and whales is more important than the happiness of children!

In his view, therefore, a genuine commitment to social justice, human dignity, a viable environment and economic growth must be reflected in a new concept for towns – one that is characterised by severe curbs on car use, pro-pedestrian development of urban spaces, denser city centres and the development of an efficient public transport system, with the latter being more of a matter of politics than technology.

During his three-year term as mayor of Bogotá, these principles were, therefore, applied through a raft of initiatives, examples of which are as follows:

- Hundreds of thousands of square metres of planted walkways, 45 km of walkways between affluent and poor districts, over 300 garden areas and 17 km of pedestrian zones were developed.
- Using a tag number plate system, 40% of all cars are kept off the city's roads during peak periods each day. This curb applies to every car two

days a week. This system has made it possible to reduce emission levels and cut journey times by some 21 minutes. At the same time, fuel consumption has been cut by 10.3%.

- The traditional CICLOVIA in Bogotá involves the closure of 120 km of main traffic thoroughfares for seven hours each Sunday in order to allow citizens to walk or cycle along them. One and a half million people take advantage of the street closures, creating a sense of belonging and community.
- The first Thursday of February has become "car-free day": 98% of the city's seven million or so inhabitants travelled to work or school without difficulty that day by bus, bicycle or taxi. (In actual fact, this experiment has more to do with social integration than with the environment and public transport.)
- 300 kilometres of protected cycle lanes have been built. People riding to work has increased from 0.3% to 4.4% of the city's total population.
- The TRANSMILENIO bus transit system was also introduced over a three-year period: inspired by Curitiba, the system operates like a rail transit system. Passengers are only able to board from stations built 1.5m above the ground. The system's 470 or so articulated buses and 235 feeder buses are now carrying 792,000 passengers each day on a network with 41km of dedicated right-of-way and 61 stations. The system is expected



Above: Luis Eduardo Cortés Muñoz, Vice President of the Community of Madrid and Director of Public Works, Urban Planning and Transport: "We'd promised 48km in 8 years; we built 114!"

Hans Rat and Wolfgang Meyer donating cheque from a portion of registration fees to Juan Belda Becerra, President of Aldeas Infantiles SOS, a Spanish charity



to be carrying 80% of the population between now and the year 2015. (see article in next issue of PTI)

"Nothing is impossible" could well be the watchword of Peñalosa, who also reiterated that, "... No city ever before had applied a system featuring such radical curbs on car use. By the same token, however, nobody enacted the French Revolution before it actually took place. Furthermore, the sources of inequality eradicated during the Revolution had been accepted without question for centuries."

#### Launch of the Charter for Sustainable Development

Wolfgang Meyer's comment was that, "Since public transport contributes extensively to sustainable development, it is vital for our sector to assume its responsibilities regarding the future of our planet in order to be able to anticipate the needs of present and future generations – all as part of a viable economic approach."

With the launch of the Charter for Sustainable Development - MTR Hong Kong was the first to sign in Madrid - UITP's members have affirmed that not only are they contributing to sustainable development through their mobility services, but that they are committed to including this issue in their strategic objectives and day-to-day running. This is why the signatories are signing up for the Charter's social, environmental and economic principles and are ready to take measurable action between 2003 and 2005 in time for the next UITP Congress. Additionally, a system is already in place under which signatories may report back regularly on their practical application of sustainable development principles. Today, the Charter has some 38 signatories representing 15 countries and four continents.

#### UITP Integration, Sustainable Development and International Co-operation Awards \*

As per tradition, UITP, for the third consecutive time since the 1999 Toronto Congress, awarded prizes in the categories of Integration, Sustainable Development and International Co-operation as a means of celebrating the commitment of prize-winners to public transport.



From left to right:  
Hans Rat, Peter Kellermann, HVV  
Olivier Colla, STIB  
Christiane Just, UITP  
Massimo Ferrari, ATM Milan  
Anders Bjorlinger, BEST

In the Integration Category, the prize was shared by two operators. One of them was **Hamburger Verkehrsverbund** (Germany), a transport authority that is now 38 years old. It brings together 26 operators within an area covering 5600m<sup>2</sup>, serves 3 million inhabitants and carried over 500 million passengers in 2002. The other was the **Société des Transports Intercommunaux de Bruxelles** (STIB, Belgium), which was honoured for its active role in creating the new JUMP ticket alongside Brussels's three other operators: TEC (bus services in Wallonia), SNCB (Belgian railways), and De Lijn (bus services in Flanders).

The award in the second category went to **ATM Milan**, (Italy) for its Good Samaritan Bus serving groups of people on the fringes of society, its electric buses and its receipt of ISO 14001 certification for the quality of its services.

Finally, the prize in the third category went to the **BEST** project (Benchmarking European Service of Public Transport) initiated by SL, the Stockholm transport authority, backed by Copenhagen,

Helsinki, Oslo, Barcelona, London, Manchester and Geneva. The aim of the project is to compile data on customer needs and conduct systematic benchmarking in order to improve perceptions of expectations and produce better-quality services.

#### "On with the show"

Another tradition was observed at the Congress's close with the official handing over of the UITP flag to the host of the next Congress. Giuseppe Mannino, Rome Regional Councillor, while announcing the staging of the next UITP Congress in his city in 2005, underlined the importance of creating synergies between authorities and operators within UITP and the need for them to work on future solutions together.

The countdown has therefore already begun ... see you again in Italy's capital city in the spring of 2005!

\*The next edition of PTI will be dedicated to sustainable development.

Translated from original French text

Handing flag over for next congress. From left to right: Hans Rat, Luis Eduardo Cortés Muñoz, Roberto Cavallieri, Giuseppe Mannino, Mauro Calamante, ATAC President, & Wolfgang Meyer



*Madrid has experienced an unprecedented development of public transport during the last fifteen years. Following the creation of a unique regional transport authority, the Consorcio Regional de Transportes de Madrid (CTM), the use of public transport increased by 56% between 1986 and 2000. José Ignacio Iturbe López, the CTM Managing Director, underlined how public transport is used in the region of Madrid as a social tool to create equal opportunities for all citizens and in bringing the community closer together. In order to provide an efficient system that matches the needs of customers, public transport needs to be integrated from the administrative, ticketing and pricing point of view as well as physically - as far as this is technically possible.*



## The success of public transport in the Madrid Region

Andrea Soehnchen, Manager, Programmes and Studies Department, UITP, Belgium

Madrid has built in the last eight years over 114 km of metro, doubling the length of its network, which constitutes the backbone of an integrated transport system. The newly built Avenida de América interchange, as well as airline check-in facilities at the Nuevos Ministerios interchange and fast Metro link to Barajas International Airport are a few of the examples of the huge effort the region has made in integrating modes of transport and enhancing mobility.

The recently opened MetroSur underground ring connects the southern suburbs of the region with each other and with the rest of the Metro network. This development affords people in the southern part of Madrid greatly improved access to job, commercial and entertainment centres, thereby enhancing the quality of their lives. Such

investment, it was highlighted, is crucial to the long-term success of public transport as an economically more sustainable option than private motorised transport.

Madrid has also greatly improved its suburban light rail system to take on board demographic changes in the region. In order to meet the changing pattern in mobility demand, substantial investments have been made in infrastructure and vehicles in order to bring the greater metropolitan area within reasonable travelling time with the city of Madrid. The network has succeeded in improving its accessibility for those with reduced physical mobility as well as its attractiveness by incorporating vehicles with user-friendly designs.

Close collaboration between vehicle manufacturers and public transport operators led to better understand operators needs and customer expectations, as well as to increase operators'

awareness of the latest state of the art applications available. As part of its key role in enhancing the environmental performance of public transport in the region, the Madrid Metropolitan Transport Company (EMT) has been exploring alternative, cleaner fuels for local buses, including the use of natural gas and hydrogen fuel cells.

Also, information technology has an important role to play in public transport systems in the Madrid region. There has been growing interest in electronic ticketing systems, however, the range of IT solutions goes far beyond this. Modern technologies, for example, can also facilitate fleet management as well as meet other operational needs.



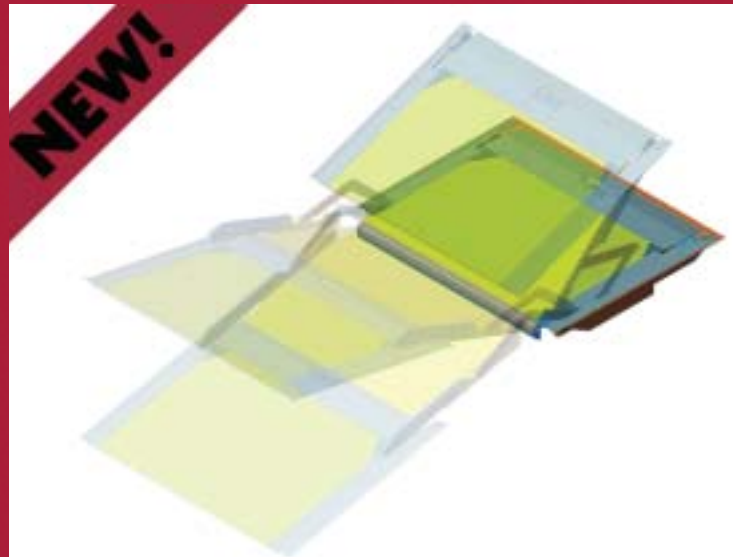


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## Turning Multimodality into Seamless Mobility: The Challenges of Integration

Laurent Dauby, Tony Dufays, Line Jussiant, Mohamed Mezghani, Jérôme Pourbaix, and Cécile Sadoux,  
Programmes and Studies Department, UITP, Belgium

*Faced with increasing and more diversified journey demands from citizens, public transport has to offer global, complementary mobility solutions. The only way to achieve these is through the integration of urban and mobility policies and by co-ordinating the various modes; the ultimate goal being to facilitate public transport use.*

### Integration and relations between public transport actors

The public transport sector is currently undergoing major institutional change linked to the opening-up of markets and the liberalisation of the world market. This development is resulting in the emergence of new world actors, a redistribution of roles between operators, authorities and manufacturers, and far-reaching changes to the relations between these actors.

The Congress, therefore, provided an opportunity to bring all the actors together in order to draw up an inventory of these changes and new trends.

Although the contractualisation of relations between operators and authorities has become generalised over the last twenty or so years, the current trend is towards ensuring a better balance between the shouldering of risk and the margin for initiative. The primary aim is to develop public transport by ensuring more rational use of financial resources and more efficient control.

More and more often, this development is being accompanied by the contractualisation of quality, enabling economic performance to be reconciled with user satisfaction. The

Helsinki region offers a convincing example of the contractual definition of quality objectives and indicators accompanied by financial-incentive mechanisms.

*Integrated bus lanes, like in Quito, Ecuador, should be a part of future urban planning*



Integration lies at the heart of these new relations of greater co-operation between the actors, which is consolidated on occasion by the participation of user associations, trade unions and other bodies, as witnessed by the mobility pacts introduced in Germany.

### The necessity of having a policy that integrates urban planning and mobility

There is general agreement in declaring that public transport is a major component in the quality of life within our towns and cities. Nevertheless, in order to ensure public transport's success, it is important for it to be integrated within an overall and consistent approach to urban planning.

In Paris, the local authority has defined its urban development plan for the next decade. The plan sets out synergies between the various facets of the city such as housing, the environment, public spaces, mobility, and so on. Within the framework of this plan and the mobility blueprint for the Ile-de-France region, the Paris journey blueprint has been designed to enable a new way of sharing public space that favours non-mechanised modes and public transport. This is also true in a large number of other cities, including Quito, Melbourne, Stuttgart, Tunis, Mexico, and Kunming, in each of which the re-allocation of public space for use by dedicated rights-of-way for bus and tramway has prompted a substantial rise in public transport passenger numbers.

The Copenhagen region also faces numerous challenges relating to mobility and regional development. In order to ensure integrated development within its territorial boundaries, the region has provided itself with a unitary regional structure that offers the basic outline for transport choices in support of urban-planning policy.

Lastly, the example of Manchester shows how integration is also possible within a deregulated context like the one found in Great Britain. "It's all a matter of political will," emphasised Chris Mulligan, Director General of the Greater Manchester Public Transport Executive.

### Public-private partnerships: an additional trump card in favour of integration

Economic globalisation and liberalisation have also left their mark on the public transport sector. A major consequence of this has been the involvement of the private sector: not just by funding investment, but also by operating public transport.

In Leipzig, for example, a number of public-private partnerships have been set up for the purpose of reconciling the respective advantages of the two sectors. *"Efficiency is not about ownership, but about the size of the company"*, specified Wilhelm Georg Hanss, Chairman and Director General of LVB, the local operator. One example is the LVB-Siemens joint maintenance company. Hanss explained, *"Risk-sharing is split 50/50 so as to prevent either partner having any permanent advantage over the other."* (See article in PTI 03/2003, p.20)

In recent years, joint companies have flourished in the public transport sector. In Spain, for instance, five such operating franchises were awarded recently to urban rail projects. Meanwhile, Egypt has introduced a legal procedure designed to bring transport within the scope of this concept, which was already present in the oil and gas sectors. Public-private partnerships might be created in order to develop and upgrade rail links in Alexandria and Cairo.

Lastly, it would appear that the joint company model can be applied particularly well to rail services at airports. The international body known as Air-Fer has conducted a detailed study of the various possibilities for financing such links from the point of view of the beneficiary: the customer, the rail operator and/or airport authority, the infrastructure supplier, and outside investors.

The possibilities for financing public transport are numerous. Nevertheless, it is vital that they be adapted to suit local methods.

## Finding new synergies for door-to-door transport

The geographical extension of metropolitan areas is generating service needs of mounting complexity. Moreover, the changes to the pace of urban living are producing increased transport demand for longer periods of the day. Within this context, public transport's capacity to adapt is being severely tested. This is the reason behind the appearance of promising trials which, over and above the familiar concepts of modal and fare integration, are enabling conventional services to be augmented from a door-to-door mobility angle.

The demand-responsive transport service introduced on the outskirts of Bologna back in 2001 has made it possible not only to increase network passenger numbers, but also to reduce operating costs. A trial conducted by the Transdev operator (France) in this same sphere has illustrated the variety of possible applications, of which



*It appears that the joint company model can be applied particularly well to rail services at airports, here at Kuala Lumpur - KLIA Ekspres*

services to and from airports and high-speed train stations and the carriage of persons of reduced mobility are just two examples.

For its part, car-sharing empowers individuals to use a vehicle without necessarily having to own one. Boasting a fleet of 100 vehicles spread across 36 stations, the car-sharing service in Bremen can be accessed at any time courtesy of efficient reservation and user procedures. The partnership with public transport has been translated into reciprocal promotional campaigns and the development of a single chip card for access to either service. (See PTI 06/2002)

Lastly, an impromptu 'ride' service introduced in a rural part of Switzerland has made it possible to supplement public transport for the journey 'over the final kilometre.' Terminals located near public transport stations display the destinations desired by the people waiting. This system has revitalised the practice of hitch-hiking by increasing the feeling of security and reducing wait times to seven minutes on average.

Although other initiatives, such as park & ride facilities and the promotion of bicycles, were also cited, the success of door-to-door mobility clearly rests upon the integration of these tools as part of an organised and optimised journey chain.

*Left: Demand-responsive service as seen on ATC website, Bologna, Italy*

*Right: Demand-responsive PT adapted to people with reduced mobility in Nantes, France*





*TransMilenio's Bus  
Rapid Transit in  
Bogotá, Colombia*

## Plurality of cultures, diversity of approaches

Integration is a key factor in public transport's appeal on every continent. Whatever the political, economic and social context, the priority shared by public transport actors is to improve service quality in order to respond better to the expectations of the population.

Dubai (United Arab Emirates), Aveiro (Portugal), Bogotá (Colombia) and Switzerland offer the perfect panorama of current developments across the world. Although their contexts differ enormously, the challenge remains the same: to promote unrestricted mobility and increase public transport quality in order to improve urban life.

The performance of these transport systems stems from a global strategy spanning improved infrastructures, the construction of reserved lanes for buses, modernised services, more comfortable vehicles and information systems catering more effectively for the needs of passengers, and the development of staff training. Although the efforts put in place have been monumental, the fact remains that any decline on private transport's modal share in favour of public transport can come about only when there is a strong political will and a global mobility strategy followed up with radical measures in terms of financial investment, the coordination of urban policies relating to town and country planning, road management and restrictions

*Control-Command  
systems allow for an  
optimisation of the  
rail network capacity*



©Bombardiertransportation

on car use. Another lesson to be remembered is that progress and quality are possible in the short term: all the projects executed cover a timeframe vary between two and twelve years.

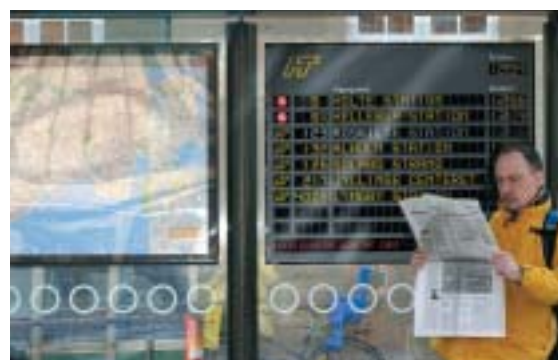
## Industry innovations serving the operator and the customer

Within this evolving context, the industry is striving to enhance public transport's appeal by developing new, modern and efficient vehicles for both road and rail.

The UGTMS (Urban Guided Transport Management System) project, a joint venture involving manufacturers and operators, is defining operational specifications and shared interfaces for urban rail systems. A supra-national approach such as this to standardisation and regulation will facilitate sub-system and component interchangeability, leading to lower costs.

Within the same scheme of things, the use of new technologies for control-command systems in combination with open architecture, commonly recognised protocols and interoperable interfaces are making it possible to optimise rail network capacity by reducing intervals between trains.

In the road transport sphere, the CITARO fuel-cell bus was the Congress's most notable innovation. Within



*Between now and 2006, Trafik-Info will provide comprehensive integrated information on buses, trains, and road traffic for Copenhagen, Denmark*

the framework of the CUTE project, the vehicle is due to be rolled out in 10 European cities. Available for trial runs during the Congress, it offers a conventional passenger compartment and ultra-quiet traction. This pioneering project, which is being supported by the European Union, is an important tool when it comes to improving know-how with regard to the use of hydrogen in public transport and, from there on in, mastering the technology.

Alongside vehicle innovations, new information and communication technologies are also making a substantial contribution to improving fleet operation and management and are facilitating PT use courtesy of the possibilities they can provide in terms of passenger information and automated payment.

Trafik-Info is a recently-created structure in Copenhagen whose aim is to integrate multimodal information intended for passengers from a variety of sources. Members associated with this structure are contributing to its funding. They retain ownership of their respective data and of the systems for its collection and management. A new application will be developed in order to centralise this information in its entirety so that, between now and 2006, Trafik-

Info will be able to provide passengers in the Copenhagen region with a comprehensive package of harmonised, integrated information about buses, trains, road traffic, etc.

The ever greater penetration of the mobile phone into our societies and its possibilities in terms of data transmission are arguments in favour of the use of telephones not just as payment media, but also as virtual tickets (supplied by a fixed server that can be controlled from mobile terminals) as well as an information and communication support medium. Knowing the customer's name and phone number as well as their journey habits, as gathered during payment, would enable information to be personalised according to their needs. First, however, such applications must comply with legal obligations in terms of respecting the private life of the individual. They must then also avoid bombarding the customer with a glut of information that might drive them away from public transport.

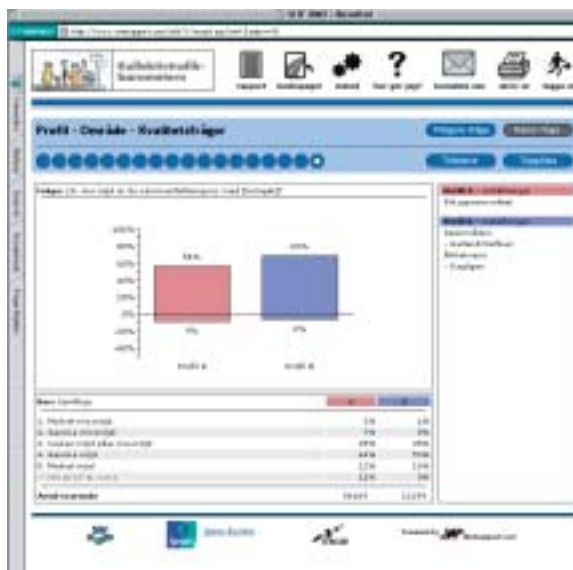
The public transport barometer in Sweden is a benchmarking tool accessible on the Internet and available to all members of Sweden's national public transport association, SLTF. The services of all operators are evaluated with the help of surveys conducted each month. Any member can compare their own performance with that of other operators around the country. This tool makes it possible to form an objective picture of service quality as evaluated and perceived by customers.

Since public transport in the Barcelona region is provided by 27 operating companies, many of them small, it is inconceivable for each operator to put in place their own systems to cover operational aid, fleet management, passenger information and radio communications with bus drivers. This is why Barcelona's metropolitan transport authority, ATM, has developed a joint application which integrates each of these functions for all operators. This facilitates the co-ordination of information supplied to passengers and the monitoring of vehicles around the network in real time.

### Public transport with a human face

The changes affecting the sector are also impacting on the missions of public transport companies. This is being reflected in the appearance of new functions, the development of new skills and the acquisition of new types of behaviour that are placing the emphasis on people as the base vector for the implementation of any public transport service. For instance, it has been demonstrated that the atmosphere in which staff work has a major bearing on the quality of service offered. In Stockholm, seemingly slight changes in the behaviour of public transport staff have led to a substantial improvement in service quality. In order to bring this about, objectives must be clear and measurable. *"Minimal, but regular changes in behaviour over time produce lasting quality improvements,"* declared Matt Kinane, Managing Director of Connex Sweden.

From this perspective, the enforcement of values such as respect and non-violence by public transport companies is essential for improving not just the daily lot of staff, but also and above all the feelings of security among users. To quote one example, RATP in Paris has introduced a 'dialogue' training course in order to provide thoughtful and personalised service for all customers, including ones who are very aggressive. The same network had also launched a campaign urging respect for fellow passengers and staff.



A screen-capture of the benchmarking tool used by SLTF, Sweden, and available on the Internet for all members, here regarding the levels of Swedish customer satisfaction

Demographic structures are constantly changing at present. As a result, public transport companies are being prompted to diversify their policies in order to promote access to the profession for ethnic minorities, women, young people and part-time workers, and to diversify modern-day training within companies. *"Creation and innovation skills produce value added for public transport,"* emphasised Renzo Brunetti, who chairs UITP's design and culture platform.

### From public transport to integrated mobility

Creating a genuine alternative to the private car requires that the entire mobility system, and not just each individual component, be efficient. For this to happen, consistency within urban policies, co-ordination between modes, customer services, and dialogue between the parties involved, are essential. This is the very meaning of integration, which remains the vital staging post on the road to sustainable mobility. Integration will also provide the means for public transport to succeed in its revolution and become a service offering global, complementary mobility solutions and one that is no longer confined to the role of mass transit carrier.

Translated from original French text

Public Transport with a human touch - a little something that makes a big difference



© Hans Ekstrand, photographer

## UITP initiatives and projects At the heart of public transport news

| Programmes and Studies Department, UITP, Belgium

*As the defenders of public transport, UITP and its members are keeping a close eye on developments in the sector and conducting a large number of studies and initiatives aimed at offering mobility professionals the tools and references with which to facilitate decision-making.*

The Commission on Transport Management has produced a vademecum on total quality management along with a position paper on the issue. This demonstrates clearly how the arguments put forward by the detractors of the quality approach (expensive, difficult to implement, etc.) are without foundation in practice. Quality action has to place the customer at the heart of company concerns. It must provide the cornerstone of a company's organisation, from the board down to staff in the field, through the definition of clear-cut indicators and regular monitoring. Quality is not an end in itself, but a continual round of self-improvement. Ultimately, contracts between operators and authorities provide an effective tool for the implementation of total quality management.

The working group on **integration** has produced a brochure setting out arguments in favour of an integrated mobility approach. This brochure addresses the various dimensions of integration (administrative, physical, and fares) and means of involvement (voluntary undertakings, contracts, etc.) depending on the institutional context. Generally speaking, all the parties involved favour an integrated approach. Nevertheless, obstacles do crop up during implementation. One of the crucial issues involves



identifying the organisation in charge of integration (the dominant authority or operator). Integration is no easy task, but the challenge must be taken up since it represents the sole means for public transport to increase its market share.

**SORT (Standardised On-Road Test Cycles)** is the name of a project being conducted jointly by UITP's Bus and Industry Committees. It involves production of a methodology for measuring bus fuel consumption. In order to facilitate test procedures, manufacturers and their customers perceived the benefit of

designing a clear and indisputable reference tool for measuring consumption. As a result, a set of representative and universal trials, which are comparable and easy to reproduce independent of the measurement location, have been made available. UITP now has the job of developing a strategy for the implementation of these trials.

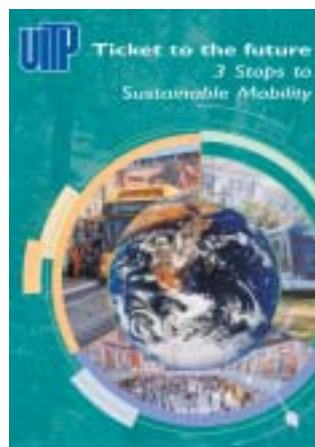
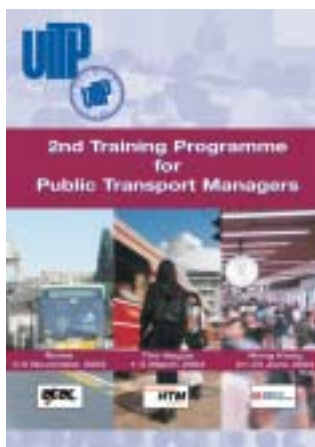


The working group on **sustainable mobility** has produced a brochure and launched a charter whose signatories are committed to introducing firm principles of sustainable development within their respective organisations and within the framework of their activities. The brochure, entitled *A Ticket for the Future*, describes how public transport contributes to the three dimensions of sustainable development: social, economic, and environmental. It also makes a number of related recommendations, which are illustrated using examples of good practice.

The Metro Committee has published a report on **preventing and combating fires within metro networks**. Based on a survey conducted in 25 networks, the report issues a set of recommendations along with a checklist of actions to be implemented in order to prevent and combat fires in stations, tunnels and at other underground locations within metro networks. Case studies relative to past fires have been used in order to illustrate the report.

Lastly, UITP took the opportunity in Madrid to unveil the programme for its second **training cycle** for UITP members and their public transport managers. This programme, which is scheduled to continue on through Rome (October 2003), The Hague (March 2004) and Hong Kong (June 2004), will examine the main issues related to urban mobility management and public transport organisation and operation.

*Translated from original French text*



# Valuing diversity in the public transport profession

## The UITP Diversity Initiative Network

Heather Allen, Issue Management, UITP, Belgium

*Nearly 30 delegates interested in learning more about diversity joined the Diversity Initiative Networking lunch on 7th May 2003. Several different aspects of diversity were discussed informally by the participants who came from all over the world and it was an opportunity for the UITP Diversity Initiative to introduce its new co-chairs Elaine Seagriffe, Transport for London, and Sylviane Delmas, RATP.*

Recognising diversity is an essential business response to demographic changes. It aims to gain advantage by creating an environment that maximises the potential of all employees and possible employees without anyone being disadvantaged. Managing diversity is about acknowledging, understanding and appreciating differences in people, whether customers or employees.

Firstly, the discussions established that the diversity initiative should not be limited by a focus on gender equality and a male/female divide but rather on introducing new working methods and the merits of additional skill-sets in an increasingly diverse workforce. In this context, recognising diversity is increasingly bringing value to public transport companies. However, there are still problems in understanding how best to integrate it into the working culture of companies and in some countries the actual term is understood in different ways.

However, it was widely accepted that recognising diversity certainly added value and helped unlock the potential of existing employees by

creating a more inter-disciplinary and customer-oriented approach, ultimately increasing quality customer services and employee satisfaction and loyalty. Additionally, board level support is crucial for successful implementation as the processes involved can deeply affect and alter the traditional structures in the industry.

The animated and interesting exchanges at the lunch proved that there is a need for more opportunities for exchange of non-technical information between traditional and new actors and the successful introduction of these policies. A convincing business case is the foundation of introducing strong diversity policies and examples of the direct cost benefits in retaining good employees, attracting new ones, training to increase tolerance for differing cultural, ethnic, or religious backgrounds and for differing ages, genders and skills can now be demonstrated and shared.

Different diversity programmes were discussed. For example, mentoring in place for several years at New York City Transit has already brought benefits. Research is being done in the

world-wide engineering firm Parsons Brinkerhoff to help middle managers overcome the barrier of "the glass ceiling" and the practical aspect of recognising diversity was explained by Tony Deplege. Arriva's Passenger Services found they were losing women bus drivers but no follow up was being done as to why they were leaving the company. This identified the need to understand and respond to their needs as the cost of recruiting and training new bus drivers (male or female) could have been avoided, if the company had better understood what the problem was in the first place.

In general, trade unions are in favour of diversification of workforces but this sentiment may not be reflected by the employees themselves, who may be reluctant to change strong work cultures. Successfully overcoming this challenge would provide practical support to members. Understanding different cultures also helps public transport operators provide a better adapted service to multi-ethnic societies, increasing patronage on difficult or disadvantaged routes as has been done in London and Paris.

UITP certainly has a role to play in this and the group will be preparing an active working programme for the next two years. The human factors of integration are a deeply underplayed factor in the contribution public transport brings to our lives and enjoyment of moving around cities.



### APPOINTMENT

DUBAI MUNICIPALITY INVITES APPLICATIONS FOR THE FOLLOWING VACANCY:

<b>Job Title</b>	<b>TRANSPORT PLANNER</b>
<b>Ref. No</b>	<b>PTR 14/04/2003</b>
<b>Qualification</b>	Masters Degree in Transportation Engineering or Bachelors Degree in Civil Engineering
<b>Experience</b>	10 years experience in a medium to large passenger bus undertaking or with a reputable Consultancy in the following: Evaluation of passenger demand / Travel demand modeling using EMM2, Visum or similar softwares / Construction of bus routes / Rationalization of bus network / Bus service integration with higher order transit like LRT, metro, etc. / Service costing / Bus priority measures / Multi-modal transfer stations / Transit service standards & benchmarking / GIS and GPS applications

Please forward your CVs, quoting on the envelope the job title & reference number, along with: 1. Typed CV including details of address 2. The Educational & Experience certificates 3. Passport copy

**Human Resources Planning & Recruitment Section**  
**P.O. Box. 9040 - Dubai, U.A.E.**

OR, send to : [personnel@dm.gov.ae](mailto:personnel@dm.gov.ae)



### APPOINTMENT

DUBAI MUNICIPALITY INVITES APPLICATIONS FOR THE FOLLOWING VACANCY:

<b>Job Title</b>	<b>HEAD OF TRAFFIC UNIT</b>
<b>Ref. No</b>	<b>PTR 24/04/2003</b>
<b>Purpose</b>	Initiate and implement the municipality's policies, regulations, directives and procedures pertaining to the bus operation on the designated routes, in addition to timetables and traffic flow.  Monitor the bus operation at the bus stations to ensure smooth operation and high schedule adherence by initiating and efficiently implementing bus control programs and procedures.
<b>Qualification</b>	Bachelor Degree in Business Administration/
<b>Experience</b>	Industrial Management, 7 years experience in relevant areas.

Please forward your CVs, quoting on the envelope the job title & reference number, along with: 1. Typed CV including details of address 2. The Educational & Experience certificates 3. Passport copy 4. No objection letter from present employer (must)

**Human Resources Planning & Recruitment Section**  
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OR, send to : [personnel@dm.gov.ae](mailto:personnel@dm.gov.ae)  
Within Two weeks.

## Happy 10<sup>th</sup> birthday to the Industry Committee!

| Ann Delmiche, Personal Assistant to the Senior Directors, & Sylvie Cappaert,  
| Editor-in-Chief, *Public Transport International*, UITP, Belgium

*The UITP Industry Committee, founded in 1993 under its original name of 'Industry Liaison Committee', celebrated its 10<sup>th</sup> birthday during the third Industry Assembly held on Wednesday 7 May. This event provided an opportunity to thank this committee's founders, Robert W. Huber, Transit Media, currently Executive Vice-President of the Industry Committee, and Helga Severyns, Senior Director of UITP. The latter was also commended by all the members for her support, expertise and personal commitment, all of which have helped elevate the industry to the position it enjoys within UITP today.*



Upper left:  
Elios Pascual,  
former CEO of  
Irisbus, France  
Upper right:  
Roberto Cavalieri,  
General Director ATAC  
and President of UITP  
European Union  
Committee  
Lower: Helga  
Severyns and  
Robert W. Huber,  
founders of the  
Industry Committee



**W**e are proud of the fact that Industry has held equal status alongside UITP's other members since the London Congress two years ago. Our aim is to contribute as best we can to UITP's success. The presentations we have listened to here in Madrid on the challenges of turning multimodalism into unrestricted mobility undoubtedly emphasise the importance of our partnership." So said Robert W. Hubert during his address to an audience of over one hundred members, among them assorted VIPs, representing the 500 or so members of the Industry division. In turn, Jürg Zehnder urged the members to contribute to the development of sustainable mobility by moving away from the status of "mere supplier." The Industry committee's president, Klaus Milz, added, "Solutions may only be found through cooperation between all public transport actors.

*This is why the industry's activities have all been incorporated within the association's working programme."*

### A complex situation calling for emergency action

This newly-won place for Industry is not without significance. Indeed, as emphasised by the former CEO of Irisbus (France), Elios Pascual, bus constructors are facing a contrasting situation: at a time when customer demands are becoming more and more stringent (lower running costs, purchase costs, maintenance costs, life-cycle costs, etc.), companies are recording losses on their urban product range, a situation already deemed unacceptable by shareholders. He saw the historic trend towards the transfer of costs and responsibilities to constructors as nothing more than an illusion, which he added, "Making someone else pay the bill does nothing to reduce the bill's size." Within such a vicious circle, there are major risks concerning a possible halt to product innovation and improvements, or even poorer products culminating in the disappearance of key actors in the bus industry. Elios Pascual states, "We would face a 'lose-lose' situation." Several responses were being considered, but not all of them were actually conceivable: greater market concentration, cooperation between constructors, public funding for research and development, even transfers of production to countries in which costs are lower. The real solution, however, in the eyes of Elios Pascual, is "solidarity throughout the length of the production chain." This was the background to the creation in September 2002 of UITP's "Building a Sound Future for the Bus Business" initiative. This comprises three working groups that are examining commercial aspects, technical aspects and, lastly, visions of a future business model between operators and constructors. Time is certainly of the essence in order to avoid asking the question, "For whom the bell tolls?", at the next Assembly.

### Mobility also means Industry

At a time when the European market governed by European regulations is being characterised by service privatisation, competition between operators and the definition of service standards, all of which marks the change from a monopoly position to a regulated market, industry must also find its place. As outlined by Roberto Cavalieri, general manager of ATAC and president of UITP's European Union Committee, Industry is able to offer synergies and services that provide value added for the mobility sector: as a customer by answering calls for tenders for rolling stock; but also as a partner by offering services, products and technology.

*Translated from original French text*

# trans-**it**-vision

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**visibility** and **transparency**  
across the business

better **control cost** and **optimise operations**

**benchmark performance**

increase **accountability** and **automate**  
**request for funding**

**regulatory** reporting **compliance**

improve **mobility**

**improve service quality**

**attract more passengers**



## The Mobility & City Transport Exhibition A “must” for the mobility actors

*Inaugurated on Monday 5 May 2003 by Jos Chabert, Minister for Publics Works and Transport of the Brussels Region, Alannah MacTienan, Minister for Planning and Infrastructure, Western Australia, Wolfgang Meyer, President of UITP, and Hans Rat, Secretary General of UITP (see photo), the Exhibition, according to the exhibitors, was a big success.*

*Around 20,000 visitors turned up to the exhibition facilities at the Parque Ferial Juan Carlos I, a significant increase compared to the earlier exhibitions. If the sold surface (net 17.000 m<sup>2</sup>) decreased, reflecting the general economic downturn climate, the number of exhibitors was higher compared to 2001 (335, +7). Most of two large halls were devoted to an excellent display of all the latest products and services in the public transport industry.*

### Longer and cleaner buses

| Doug Jack, Journalist, Great Britain

There was a wide variety of sizes and types of city and suburban buses from eleven different European countries. Most manufacturers had made substantial changes to their model ranges to coincide with the introduction of EURO III emission limits in October 2001, therefore, with the one major exception of fuel cell buses, there was little that was completely new. However, that did not detract from the quality of the exhibition.

The main themes were accessibility and mobility, alternative fuels, and filling in model ranges, particularly to take advantage of legislation permitting two axle buses to be longer than 12.0 metres. There were also a number of interesting technical developments.

### Fuel-Cell Buses are popular

Wolfgang Diez, Head of DaimlerChrysler's Worldwide Bus Operations, handed over the first of three fuel cell buses to Maria Tardón Olmos, Deputy Mayor of Madrid. Loyola de Palacio, the European Commission Vice President for Transport and Energy, also took part in the ceremony. The European Commission has provided 21 million euros within the framework of the Clean Urban Transport for Europe and Ecological City Transport Systems projects. Over the next few months,



the cities of Amsterdam, Barcelona, Hamburg, London, Luxembourg, Madrid, Porto, Reykjavik, Stockholm and Stuttgart will each take delivery of three similar Mercedes-Benz fuel cell buses for extended trials.

*The fuel cell and hydrogen tanks are very neatly packaged on the Mercedes-Benz bus*



*From left to right: Wolfgang Meyer, UITP President; Maria Tardón Olmos, Deputy Mayor of Madrid; Loyola de Palacio, European Commission Vice President for Transport and Energy; and Wolfgang Diez, Head of Daimler Chrysler's Worldwide Bus Operations*



At the hand-over, Thomas Weber, the DaimlerChrysler board member with responsibility for Research and Technology said, “Passengers will be quite taken by the low noise levels and high comfort of this bus as it cruises through the city, and it is completely emission-free in operation. City bus operation is the ideal proving ground for testing the fuel cell as a vehicle propulsion system for the future under real-world conditions. I am happy about the fact that the European Commission support the public transport operators in this, because the project is all about testing both the vehicles’ engineering and the required infrastructure. This is a crucial condition for helping fuel cell drive on to its breakthrough.”

A brief ride around the exhibition grounds confirmed all the claims. As the bus moved off from a standing start, a puff of steam came out of the roof mounted exhaust pipe. Internally,



*Irisbus also has a fuel cell project with the city of Madrid, and borrowed back this bus for the exhibition*



*The compact United Technologies Company fuel cell in the rear of the Irisbus vehicle*

the ride was exceptionally smooth and silent, with the only really perceptible noise coming from the tyres.

There are still many unanswered questions about fuel cell technology. Some manufacturers believe that it will be eight to ten years before they become a practical alternative to diesel. The scale of the DaimlerChrysler project is impressive and should provide many answers. Hydrogen is being produced by various different methods in the trial cities. There are wide variations in climate and operating terrain. Once the technology has been proved in practical operating conditions,

the challenge will be to raise production levels so that unit costs become competitive.

Irisbus also showed a fuel cell bus, having borrowed back a vehicle previously handed over to EMT, Madrid. This had a different drive system, with the fuel cell providing power to a series of batteries, similar to a hybrid drive system. It was a particularly neat and compact installation, largely located in a full width compartment at the rear of the bus.

## Trolley-buses are back

Alternative fuel systems were one of the main themes of the exhibition. Surprisingly, there were three trolleybuses on show, but two came from Eastern Europe, where greater numbers of trolley-buses are in service. The most dramatic was a version of the Irisbus CIVIS vehicle, with centrally mounted driving compartment and optional guidance system. This follows two intermittent parallel white lines painted on the road surface and enables the vehicle to be parked within 40mm of a kerb, compatible in height with the floor of the vehicle. The second and third axles of the articulated vehicle are driven by hub motors, mounted inside super single wheels and tyres. This ingenious arrangement helps to maximise the area of low floor available for the circulation of passengers.

Ganz Transelektro of Budapest provided the electrical equipment for a low-floor trolleybus for the Hungarian city of Debrecen. The vehicle itself was built in Poland by Solaris, which also showed a low floor articulated diesel bus for the city of Dresden. It is good to see cities from Eastern Europe investing in environmentally friendly and accessible vehicles.



*It was a surprise to find three trolley-buses in the exhibition. This was an articulated version of the Irisbus CIVIS, complete with its optical guidance system*



*Solaris of Poland built this low-floor trolley-bus for the Hungarian city of Debrecen. Ganz Transelektro of Budapest supplied the electrical equipment*



*CNG-fuelled buses were also represented. This was an MAN with bodywork by Castrosua, the largest city bus bodybuilder in Spain*

*By far the longest bus in the show was this bi-articulated vehicle from Van Hool, one of a fleet supplied to the Dutch city of Utrecht. It had two articulated trailer sections*



Even so, it was good to see Russian manufacturers in the exhibition. Trans-Alfa of Vologda has been building buses and trolley-buses since 1992 and showed the first low floor trolley-bus built in Russia. Alexandre Kaledine, General Director of the company, reckoned that there were over 20,000 trolley-buses in service in Russia and many of them were in urgent need of replacement. He was confident that the market was starting to recover and that it was the right time to introduce low floor technology. His company had already delivered several similar vehicles to Moscow.

## CNG-fuelled and Diesel-powered buses

Hispano, one of the principal bodybuilders in Spain, showed its first CNG-fuelled bus, built on a Volvo chassis. The stylish vehicle was due to go on demonstration in Athens, which has the largest fleet of CNG-fuelled buses in Europe. Irisbus also showed its latest CNG technology.

There is still plenty of demand for conventional diesel-powered buses. When EURO III engines are used with ultra low sulphur diesel, exhaust emission levels are very low. They can be reduced even further by after-treatment systems like filters. Volvo, for example, has refined this technology to such an extent that the filter only needs to be completely cleaned once a year.

## Long buses for comfort and high capacity

The longest bus in the show was a 24 metre bi-articulated model on the Van Hool stand: one of a fleet delivered to the Dutch City of Utrecht. As on all Van Hool articulated models, the engine is mounted vertically on the offside in the front section of the vehicle, driving rearward into the second axle. This makes it relatively easy to add not one, but two, trailer sections, giving very high capacity, like a tram, but without



*A 12,8 metre inter-urban coach by Irizar, the largest bodybuilder in Spain mounted on a Scania chassis*

the high infrastructure costs. The side-engine layout also facilitates a large platform at the rear of the vehicle, one step above the ground. It is particularly suitable for carrying standing passengers at peak periods.

Van Hool won the coveted "European Bus of the Year" award last year with its stylish A300 city bus and has taken several significant orders, including a contract for 134 solo and 57 articulated buses from AC Transit of Oakland, California. Three of these are to be powered by fuel cells.

TransBus International showed another solution for high capacity public transport, in the shape of a double decker bus for Kowloon Motor Bus of Hong Kong, the largest privately owned bus company in the world. KMB engineers have worked with Cummins and ZF on a project which promises to save substantial amounts of fuel each year. They installed a ZF 6-speed automatic gearbox, originally developed for the interurban and coach industry, then reduced the maximum engine speed and altered the rear axle ratio. Depending on the route, up to 8-10% saving in consumption can be achieved.

On a similar theme, Arvin Meritor was promoting drive axles which use super-single wheels and tyres. They reckon that the arrangement saves weight and reduces rolling resistance, compared with twin tyres on a drive axle, therefore, there is a saving in fuel consumption. There is the added benefit of greater width in the gangway above the axle.

*TransBus International showed this low entry chassis, also designed for just over 14 tonnes gross. Vehicles of this type can be fitted with smaller wheels and tyres which intrude much less into the passenger compartment*



*TransBus International showed this 12 metre air conditioned double decker for Kowloon Motor Bus of Hong Kong. The use of a ZF 6-speed fully automatic gearbox has achieved considerable savings in fuel economy*



*Arvin Meritor showed this portal axle for low-floor buses. By using super single wheels and tyres, there is not only a saving in weight, but also increased width in the gangway, between the wheels*

Castrosua is the largest builder of city bus bodywork in Spain. The company had three exhibits, including a CNG-fuelled bus for Valladolid. The interiors of all three vehicles were to a high standard. Among the thoughtful features on one bus were priority seats in a different colour from all the other seats on board the vehicle.

Most of Europe now accepts rigid vehicles over 12.0 metres long. Mercedes-Benz showed a new version of its popular Citaro bus range, built to 13.0 metres on two axles. Nearby, Irizar, the largest bodybuilder in Spain, showed an interurban coach, built to 12.8 metres on a Scania chassis, again on two axles. Some operators are not using the greater length to increase capacity, but to give higher levels of comfort. That is a welcome move in encouraging people to use public transport.

Temsa of Turkey showed one of 63 interurban coaches, currently being delivered to the Austrian postal authorities. Although it has a higher floor line, the step spacing and handrail arrangements were very user friendly.

## Diesel has cleaned up its act, but not its image

Despite all the innovation, there are many pressures on operators to maximise their efficiency and minimise their costs. Diesel is likely to be the main fuel for buses for years to come. Diesel has cleaned up its act, but not its image. The public and political perception of it is still not favourable.

Operators of gas and other alternatively-fuelled buses almost invariably paint them in eye-catching schemes that promote the virtues of environmental friendliness. Why do manufacturers and operators not similarly promote the virtues of the latest diesel technology and fuel, and start trying to change public perception?

## The rail sector focus on the modular platform products

Laurent Dauby, Division Manager, Programmes and Studies Department, UITP, Belgium

On the rail supply side, the striking aspect of the Madrid event was the relatively low number of vehicles or full-size mock-ups exhibited, whilst computer screens literally invaded the exhibition floors. This loss of "eye-catching attractions" was well compensated by the fact that companies can present in details their product and service ranges and production processes.

All manufacturers were present, along with major subsystem suppliers. For all system integrator, except Stadler (as part of a deliberate niche and tailor-style strategy), the clear motto was modular platform products.

To pay a tribute to the host country, CAF will be looked at first. The company is growing (10.7% increase of order books in 2002) and clearly internationalising its business (66% of

*The front section of the CAF diesel multiple unit for Dublin, Ireland*



*Pierre Lortie welcomes Wolfgang Meyer to Bombardier stand with FICAS® car body construction in the background. This is the first metro car built using this principle for Stockholm*

turnover outside Spain). It benefited from three-fold exposures. All delegates could experience trips on-board the newest metro trainsets of the series S/8000 with full inter-circulation, which run between the city centre and the congress centre. On the stand itself, a mock up of the first 2 modules (driver cab + passenger saloon) of the low-floor, 2.4 metres-wide LRV for Euskotren (Bilbao, Spain), as well as a unit of the suburban DMU (series 2900) for Dublin, Ireland, were presented. Finally, the new accessible Civia modular concept of suburban train was exhibited on the stand of Cercanias.

The Canadian giant, Bombardier, decided to focus most its display on the new FICAS carbody construction technology, under the caption "discover space". This modular sandwich construction with stainless steel skins bonded to rigid foam allows to reduce tare weight (and thus energy consumption) and increase interior width by 210 mm, i.e. a 10% increase of



Alstom presented its full range of products and services  
Siemens mainly exhibited its components and sub-systems



floor space for standees, whilst keeping unchanged exterior dimension and kinematic envelope. The first metro cars built along this principle will be operated in Stockholm (SL- series C20) from June 2003 on; two cars were exhibited in Madrid.

Alstom, France, presented its complete product, systems and service range via models, interactive computer presentation displays and in a "picture gallery". The French supplier seemed to put some focus on its maintenance and refurbishment programmes for metros, light rail and suburban trains.

Siemens, Germany, showed no vehicle and presented its complete service range, with decidedly a strong focus on its



Ansaldo Sirio LRV for Milan (ATM- Design)

components and sub-systems rather than rolling stock or turnkey systems. The energy supply featured interesting novelties. After successful pilot experimentation in Madrid and Dresden, Siemens has now gained confidence in its Sitrans side-track energy storage device. Based on efficient double-layer capacitors, this systems can be used as a buffer to recover braking energy or as a voltage stabiliser between substations. As a World premiere, Siemens presented its Stray Current Monitoring System (SMS) designed for operators to check continuously in real-time any electrical power leakage on the line. This allows for early diagnosis and intervention before damages are caused to underground utilities.

Italian AnsaldoBreda presented a low-floor Sirio LRV in the ATM Milano. The fully low-floor modular product from Napoli already found customers in Milan, Bergamo, Sassari, Firenze, Napoli, but also abroad in Gothenburg and Athens. A motorised Sirio wheelset was also exhibited.

Swiss Stadler was hosted in the Swiss Rail Section, which is a sort of "village" presenting the overall Swiss rail know-how and expertise. The humble Swiss manufacturer enjoys a niche in the "individual solution offer" in specific market segments (cog railways and regional railways). The growing needs and decreasing willingness of the dominant suppliers to provide tailor-made solutions suggests that those niches are getting more attractive. Interestingly, Stadler also proposed a modular approach for Multiple-units of regional railways (GTW series) but do not publicise for it explicitly.

## Information Technologies: innovation and integration

Tony Dufays, Manager, Programmes and Studies Department, UITP, Belgium

*From traditional travel information devices till the latest flat screens*



The development of new information and communication technologies is benefiting public transport in that it facilitates management for operators and eases use for customers. For this field, the federative theme of the congress could not have been chosen better. A general trend that could be observed while walking around the exhibition was the integration of information technology systems. Most exhibitors no longer only sell individual devices for electronic ticketing, driver or operational management, but systems that integrate these different functions. It can still be worthwhile implementing stand-alone applications, but the real extra value of new technologies comes from their combination.

### Comprehensive and comparable data for better targeted project developments...

Decision-making today can be increasingly based on facts. Integrating the different systems and applications of a company, or



*Integration of different IT applications in public transport  
Travel information devices*



*Security solutions*



even different actors in a region, ensures that all operational data is not just collected and analysed, but also compared. Different types of tools modelling transport demand have been on the market for a few years now, but often take into account data from areas other than public transport, such as car traffic and urban development. Of course, these applications are much more valuable if they base their analysis on real operational data, like patronage (based on information from electronic ticketing), which is available in real-time through the integration of operational systems. Collecting such data is helpful as a basis for evaluating new projects and investments in the short and long term.

## **... and a better operation management**

A lot of the current systems on the market even generate real-time data for day-to-day management and fast interventions. Tools for optimising driver management, vehicle operations or

*Cash and cashless ticketing systems*



timetables can be integrated to corporate management systems dealing with issues such as payrolls, sick leave, accounting, spare part management etc., (They were presented by INIT, Germany, Goal systems, Spain, et al) and evaluation of costs and benefits can be clearly made. One of the applications shown at the exhibition by G System Technologies, Russia integrated a health monitoring system for employees. In cities where it is implemented, not only is less absenteeism observed, but there are also fewer accidents.

Increased profitability can be reached not only by optimising the existing service, but also by finding new public transport solutions. New technology is a useful tool for developing efficient, demand responsive transport solutions and ride sharing. This is one of the market segments, which had better representation - e.g. on the exhibitors at the car sharing village, or software developers like Trapeze - compared to previous exhibitions, as several systems optimising the match between supply and demand were on show.

## **IT at the service of communication and information**

Along with applications and systems for planning and management, the latest in high performance devices for operations were also exhibited. Here there is an important trend in developing a communication infrastructure that enables the transfer of large amounts of data from vehicles to a central control centre. This technology could be seen at the American BBN stand. This creates new possibilities for security applications, real-time travel information, entertainment and so on.

## **The same goal for all: quality of service**

At the end of the day, it is important to remember that the developments mentioned should all improve the service for the traveller, and new technologies have an important role to play in this aspect by optimising the communication between transport service providers and customers. Here again, integration is important. Combining applications for travel information with those for operational management, for example, opens up the possibility of providing real-time information to the passenger about disturbances in the transport system.

Different types of applications were presented for different communication channels and devices, ranging from inter-modal road planners for the Internet, personal organisers and touch screens, to real-time information systems for mobile phones and multi-application smart cards. Some exhibitors even showed applications based on the latest developments in speech technology, for example those used in call centres, and others the latest in-vehicle devices such as those for ticketing and validation (eg EMTAL).

# EXHIBITION

In general, it can be said that many new technologies are now proven, and along with further developments this ensures that the systems are not only becoming more reliable, useful and user friendly, but more importantly, they can generate income.

From a technological point of view, the profile of exhibitors probably did not change that much as in previous years. From a geographical point of view, however, a much higher participation of companies from Eastern Europe was witnessed thanks to the Polish and the Eurasian mobility villages. Judging by information on implemented cases like (contactless) electronic applications, used by millions in Moscow, Warsaw, Poznan, among others, they have achieved high standards in the industry.



*Faster and safer automatic gates*



*On visit at the Exhibition: upper left: Hans Rat, Secretary General UITP; Wolfgang Meyer, UITP President; Dominique Bussereau, French Secretary of State for Transport; and Anne-Marie Idrac, RATP Chairperson and Managing Director with hosts from RATP. Upper right: Dominique Bussereau and Wolfgang Meyer touring stands. Lower left: Wolfgang Meyer, accompanied by Pierre Lortie, General Director Bombardier, visiting Bombardier stand. Lower right, from left to right, José Ignacio Iturbe López, Dieter Ludwig, Wolfgang Meyer, Hans Rat and Jürg Zehnder*

# EXHIBITION



*UITP Design and Culture stand*



*UITP Projects and Studies stand*



*Eurasia Village*



*UITP stand: bookshop, members and events*



*Car-sharing Village*



*Polish Mobility Village*



*Consorcio Regional Transportes de Madrid*



*ATAC stand, Rome, Italy*

*UITP President's Reception  
in the Palacio Cristal de la Arganzuela,  
with the kind support of INDRA*



*The opening ceremony was a pleasant mix of classical  
music and presentations of speakers by UITP staff*



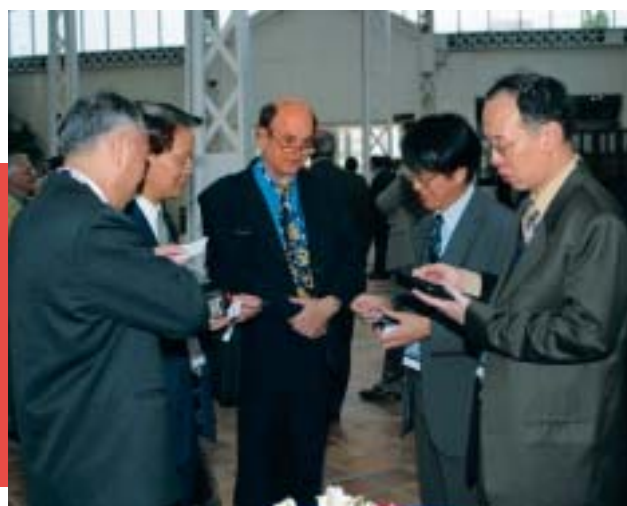
# SOCIAL PROGRAMME



*Local Host Reception held at the Real Casa de Correos, Madrid Regional Government Headquarters*



*The Industry Assembly was animated by a spirited performance by pianist Alfonso Mirabona*



*Cultural Evening, a concert at the Auditorio Nacional performed by the RTVE Orchestra, with the kind support of Clear Channel*

# SOCIAL PROGRAMME



*The closing ceremony was quite lively with interpretations by Italian opera vocalist Cecilia Gasdia and la compaña de flamenco de Rafaela Carrasco*



*Gala Dinner in the Palacio Municipal de Congresos, with the kind support of AnsaldoBreda*



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**Brussels, 1-2 December 2003**

The European Union Committee of UITP organises a



## **Conference on the future legislative framework for short distance public transport**



The conference will provide information on recent developments relating to the European legislative framework for the financing and award of short distance public transport services in Europe.

If you are interested and would like to receive more information on this event, please contact Ingrid Poncelet or Constantin Dellis at UITP-EuroTeam (Tel: +32 2 663 66 30 / 27 – Fax: +32 2 663 66 23) [ingrid.poncelet@uitp.com](mailto:ingrid.poncelet@uitp.com) or [constantin.dellis@uitp.com](mailto:constantin.dellis@uitp.com)

*With its ever increasing involvement as a representative association within assorted European research projects, UITP's European research mission traditionally used to be that of briefing its members on the contents of research programmes so that they could consult one another and respond in good time to calls for tender issued by the Commission. Since the mid 1990s, however, what has changed is the fact that UITP now also intervenes as the representative of urban and regional public transport through actual participation in the research projects themselves and by associating itself with certain European Commission initiatives that extend beyond Europe's multi-annual research programmes.*

## UITP and its members seek a stronger commitment to European research projects

Yves Amsler, EuroTeam Expert, Advisor to the UITP Secretary General on projects and developments, Belgium

### 5th and 6th European Framework Research and Development Programme (FRDP)

During FRDP 5 (1996-2001), UITP assumed the role of representative of the profession in the case of projects (hybrid buses and the ELTIS informa-

tion network) and thematic networks (see frames) like VOYAGER, Tr@nsITS and moes, and - in partnership with UNIFE, the Union of European Railway Industries – projects such as LibeRTiN, a thematic network project involving light rail. Under this, UITP is responsi-

ble for defining positions that express a viewpoint shared by all public transport actors.

ERRAC (European Rail Research Advisory Council) is a special case since the acronym refers to a perennial structure appointed to frame European rail research in the long term beyond FRDP 5 and 6. The rail associations have secured a European project, the "ERRAC Accompanying Measure" under FRDP 5 as part of assistance for ERRAC.

With regard to FRDP 6 (2002-2007), the opening calls for bids were launched in mid December 2002 and closed on 15 April 2003. As part of its involvement in the dissemination of good practices, UITP has become associated with a proposal for concerted action ("BESTUFS 2") concerning "urban freight", as prepared by a consortium already responsible for a proposal of the same type under FRDP 5. Above all, UITP has also associated itself with a proposed "network of excellence" project. Known as EUR\_EX, this project brings together some 70 European research bodies and three rail associations (UNIFE, UIC, UITP) with the aim of improving the organisation of European rail research, technology innovation and knowledge management. The results from these calls for bids will be announced officially in July 2003.

Forthcoming calls for bids of very direct interest to UITP and its members are expected by December 2003. It is already known that certain actions contained in the programme of the RTD DG will centre on "integrated projects" in the urban guided transport sphere. Such instruments provide funding worth roughly 50% of the cost of applied research projects involving several dozen million euros.

### LibeRTiN (Light Rail Thematic Network)

**DEFINITION:** LibeRTiN is a thematic network subsidised by the European Commission within the framework of FRDP 5 for sustainable development and growth

**START DATE:** September 2002

**DURATION:** 30 months

**PARTNERS:** UITP, UNIFE, Atkins, AEA Technology, Die Ingenieurwerkstatt, Semaly, TTK

**AIM:** To establish an internal market for light rail; promote LRT appeal and viability by lowering component costs, harmonising operating rules and procedures; and, at the same time, improve LRT performance and, ultimately, heighten its competitiveness compared to other modes. The aim being pursued by the Commission in entrusting the project to a consortium controlled by UITP and UNIFE is to produce recommendations on European harmonisation in the light rail sphere that are the object of a consensus between manufacturers and operators and may be reflected on a European scale through the adoption of common rules. The importance of this project has been emphasised not only by the Research Directorate-General (DG RTD), which selected this project, but also by the Transport and Energy Directorate-General (DG TREN) and by the Enterprise Directorate-General (DG ENTR).

**BENEFITS:** Reduction in the diversity of technical rules and standards, lowering of costs, improved reliability and availability, facilitation of tendering procedures.

**AS THINGS STAND:** The second wave of expert consultations, aimed at establishing a consensus, has begun.

**FOLLOW-UP:** Consensus recommendations are likely to be applied extensively throughout the sector.

**FOR FURTHER MORE INFORMATION:** [www.uitp.com](http://www.uitp.com); [www.libertin.info](http://www.libertin.info)

*Public Transport International*, Rail Special, October 2002.

**CONTACT:** [laurent.dauby@uitp.com](mailto:laurent.dauby@uitp.com)



Our sector has a strategic interest in being involved in European research projects that contribute to dialogue between our profession and the European Commission. The projects entrusted to UITP, and for which UITP requires its members' expertise, have the aim of producing a consensus vision of the future for our business, with the primary aims of reducing investment costs and completion periods for new routes, lowering transport network operating costs, and continually improving the services offered in order to heighten public transport competitiveness. Participation in such projects signifies being able to influence the Commission not just on research matters, but also as regards preparations of legislative and regulatory proposals at an early stage.

## moses

**DEFINITION:** research and demonstration project contributing to the implementation of the Key Action "City of Tomorrow and Cultural Heritage"

**START DATE:** Fifth Framework Programme, June 2001

**DURATION:** until December 2004

**PARTNERS:** City of Bremen - Der Senator fuer Bau und Umwelt, University of Bremen, Cambio car-sharing, Bremer Strassenbahn AG, London Borough of Southwark, London Borough of Sutton, Southwark Energy Agency, City of Palermo, ATM Turin, City of Genova, TECMAV

Région wallonne, Taxistop, City of Prague, City of Stockholm, MFO Stockholm, UITP

**AIM:** It is designed to explore the prospects for developing and expanding Car-Sharing in real-life locations across Europe: Italy (Genoa, Palermo, Turin), London (Southwark, Sutton), Stockholm, Bremen, Walloon Region (Namur, Louvain-la-Neuve, Dinant) and Bucharest. moses intends to contribute to a more sustainable future by achieving 12.000 Car-Sharing users by the end of 2004. moses sees an option for the replacement of 10% of private cars in the urban areas of Europe by innovative mobility services and supportive framework conditions within one decade. This would lead to an energy saving of around 6 to 8 million tons of CO<sub>2</sub>. Urban life will thus become more attractive as public space is won back for social use. The role of the UITP in the moses project is to disseminate information about the potentialities of car-sharing in order to increase the awareness of the public transport sector about the possibilities offered by the car-sharing systems.

**BENEFITS:** As flexibility has become the key concept of the 21st century, mobility has replaced transport – individual or public. Private and public transport should not be seen as competitors but should rather complement each other and act

as partners in order to answer the need of the citizens for a comprehensive mobility. In this context, operators should sell a broad mix of mobility products by building new alliances with actors like taxis and car-sharing. They would thus fulfil their main task of helping the customer to find his way around in an easy and stress-free manner.

Moses provides them with practical information and good practices on how to launch such a co-operation between Public Transport and Car-Sharing.

**AS THINGS STAND:** Already available:

- A thematic CD-ROM
- Moses brochure (and update)
- UITP Bremen Paper
- Users needs report
- State of the Art report
- Supporting car-share clubs: a worldwide review
- PTI 6/2002 dedicated to car-sharing

**FOLLOW-UP:** A Guidebook for actors will be published at the end of the project (with recommendations on telematics, vehicles, urban integration, operating systems, ...).

Project Final Conference planned at the end of 2004, keep an eye on the UITP Events calendar on [www.uitp.com](http://www.uitp.com).

**FOR FURTHER INFORMATION:** [www.uitp.com](http://www.uitp.com); [www.moses-europe.org](http://www.moses-europe.org)

**CONTACT:** [line.jussiant@uitp.com](mailto:line.jussiant@uitp.com)



## VOYAGER

**DEFINITION:** A Thematic Network that responds to the issues identified in the Key Action "Sustainable Mobility and Intermodality", within the European Union 5th Framework Thematic "Programme Competitive and Sustainable Growth"

**START DATE:** September 2001

**DURATION:** 40 months

**PARTNERS:** The project is co-ordinated by UITP and includes an international team of networks, research centres, transport consultants including Polis, Socialdata, CERTU, TIS.PT, Rupprecht Consult, AMT Genoa, Babbie, and Euronet.

**AIM:** To consolidate current experience, to create a vision and make policy and research recommendations for the implementation of attractive, clean, safe, accessible, effective, efficient and financeable European local and regional public transport systems for the year 2020. In order to foster an integrated and common vision, the working group findings are consolidated along the lines of sustainability targets and validated in plenary sessions that gathers experts from a wider range of backgrounds.

**BENEFITS:** VOYAGER provides a direct link between the European Commission and UITP members. The expected input VOYAGER will develop for research and policy agendas allows to ensure that topics, UITP members consider to be urgent receive appropriate attention when new actions and programmes are designed.

**AS THINGS STAND:** The preliminary phase examines the state-of-the-art and identified key barriers and challenges to the implementation of competitive and attractive public transport systems. This also includes the compilation of good practice examples. In its second phase, VOYAGER also considers the global trends likely to impact the future of public transport. This is to facilitate the drafting of policy and RTD recommendations for all public transport stakeholders at local, regional, national and European level. It should also contribute to the sustainable development of public transport over the coming decades.

**FOR FURTHER INFORMATION:** [www.voyager-network.org](http://www.voyager-network.org); [www.uitp.com](http://www.uitp.com)

The ELTIS project, which is part of VOYAGER is the information portal of local and regional transport

[www.eltis.org](http://www.eltis.org)

**CONTACT:** [Andrea.soehnchen@uitp.com](mailto:Andrea.soehnchen@uitp.com)



## ERRAC (European Rail Research Advisory Council)

**DEFINITION:** Advisory body on European rail research

**START DATE:** November 2001

**DURATION:** No time limit

**PARTNERS:** European Commission, Member States, manufacturers, operators, representatives of users and researchers

**AIM:** ERRAC is a permanent body appointed to frame European rail research in the short, medium and long terms. In 2002, it produced a document entitled the "Strategic Rail Research Agenda" (SRRA), which, by aligning itself within the perspective opened up by the Commission's white paper on transport, set out an ambitious strategic vision of rail development over the next twenty years known as the 'Railway Business Scenario' (RBS). The recorded aim chiefly involves doubling rail's modal share and tripling passenger and freight traffic over long, medium and short distances. The SRRA has identified five research priorities over the long term in order to achieve the aims of the RBS.

**BENEFITS:** The expected benefits are better organisation of European rail research, greater dynamism and more investment in the long, medium and short-distance rail sectors.

**AS THINGS STAND:** Following official approval of the SRRA in December 2002, at the beginning of 2003 the European Commission entrusted the rail associations (UNIFE, UIC, CER, UITP, AEIF) with a two-year research project, the 'ERRAC Accompanying Measure', the intention of which is to provide ERRAC with assistance in updating the RBS and SRRA recommendations and convince the Member States of the benefits of common research efforts at the Community level and, at the same time, of the need for large-scale coordinated investment plans for rail infrastructure. To this end, three working groups were set up for experts from the sector.

The SRRA recommendations have provided and will continue to provide the basis for ambitious actions relating to the rail sector within FRDP 6.

**FOLLOW-UP:** The "ERRAC Accompanying Measure" project will produce an updated SRRA and an updated RBS. It represents an important stage in a process that involves valorising ERRAC and its recommendations.

**FOR FURTHER INFORMATION:** [www.uitp.com](http://www.uitp.com) ; [www.errac.org](http://www.errac.org)

**CONTACT:** [yves.amsler@uitp.com](mailto:yves.amsler@uitp.com)



## Tr@nsITS

**DEFINITION:** Thematic network of actors in the ITS sector defining future research axes and undertaking corresponding initiatives in order to establish a research work plan for an Intelligent Public Transport System (IPTs).

**START DATE:** 01/07/02

**DURATION:** 31/12/03

**PARTNERS:** COWI-Hungary (Hu), ETTS (Ir), FhG-IVI (De), Ministère d'Équipement, du transport et du logement (Fr), Tritel (Be)

**AIM:** To establish a representative ITS network of Europe's urban and regional public transport sector ; to draft a research work plan for consideration in the 6th EU Framework and subsequent programmes ; to launch new research projects.

**BENEFITS:** tr@nsITS-network provides a direct connection between the European commission and UITP and its members. The project will define future research axes for financing by the European Commission and initiate new research projects in ITS dedicated to public transport.

**AS THINGS STAND:** Three work packages have been set up on: the establishment of the state-of-the-art, the identification the future societal issues and technological develop-

ments and the identification of new axes for future research and the launch of new research initiatives

**FOLLOW-UP:** The deliverables of the projects will be used as a lobbying tool.

**FOR FURTHER INFORMATION:** [www.uitp.com/transits](http://www.uitp.com/transits)

**CONTACT:** [Tony.dufays@uitp.com](mailto:Tony.dufays@uitp.com)



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# The station and the city

## Main routes and plans for a regional express network: challenges and perspectives

Publication by the Foundation for the Urban Environment led by Pierre Laconte

Recent developments in research work and practices that combine urban and regional planning with mobility, have hinted at the necessity to concentrate the development of activities within conurbations in order to produce threshold effects conducive to economic and social activities. Such a concentration also avoids the costly dispersal of local public infrastructures and services for the population, increases in the numbers of individual motorised journeys, and the devouring of farmland and landscapes.

In this respect, the upgrading of several rail links serving Brussels and its airport, and the completion of a regional express network scheduled within the framework of the Belgian Government programme of investment through until 2012, provide an interesting opportunity for research and urban action ahead of the execution of these additional rail infrastructures.

The work describes initial data, in this case the contents of the Government programme and the political visions centred on it at the federal level and in Belgium's regions, which have sole responsibility for regional planning in the absence nowadays of national planning. Part two focuses on the prospects for greater mobility associated with sustainable mobility. Part three examines the diverse range of actual situations in a case-study zone, namely the area served by rail links from the city and its airport to the south.

For further information, please contact the UITP General Secretariat.



**UITP Events**  
**Mobility for all**

**InformNorden**



**City of Göteborg**  
Traffic & Public Transport Authority



Public Transport Authority of West Sweden

In coordination with the simultaneous  
national conferences and Exhibition of



## 3<sup>rd</sup> UITP Conference on Travel Information



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[www.informnorden.org](http://www.informnorden.org)

[www.persontrafik.info](http://www.persontrafik.info)

**Gothenburg**  
Sweden 17-19 September 2003

# OFP Omnibushandel GmbH



Madrid 2003 saw the first-ever Congress participation of the OFP company as a UITP member. OFP, whose headquarters are located near Frankfurt-am-Main in Germany, has been active for many years as a global importer and exporter of buses and coaches. OFP chiefly buys second-hand buses and, following repair and refurbishment work (engine, bodywork and interior fixtures and fittings), exports them all over the world to bus operators of all sizes. OFP has also converted buses for the purpose of providing passenger transit services on the airfields of several airline companies. Its responsibilities also include the supply of spare

parts to its domestic and foreign customers (e.g. engines, transmission systems, etc.). Over recent years, Framarz Gholipour, managing director of OFP, has notched up a host of successful business transactions and has been exporting an annual 100 buses since 2000. During the actual Congress, Mr Gholipour received two more orders.

OFP Omnibushandel GmbH  
Am Sandborn 30  
63500 Seligenstadt / Froschhausen  
OFP-Omnibus@t-online.de

## Ulrich Weber



A qualified geographer, Ulrich Weber (31 years old) recently joined the UITP-EuroTeam as representative of VDV (Association of German Transport Operators). Having spent four years at SSB (Stuttgarter Straßenbahnen AG) as an executive assistant, he will be addressing all European issues, in particular regional policy, European Union enlargement and urban planning, while representing the "European Union" Committee and the views of German operators in relations with the European institutions.

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Tel.: +32 2 663 66 33

## Arno Kerkhof



Aged 31, Arno Kerkhof recently joined UITP's Programmes and Studies Department in order to take over responsibility for UITP's 'Bus' and 'Industry' divisions. A civil engineer, he spent five years working as a safety engineer at TCAR (Transports en Commun de l'Agglomération Rouennaise, part of the Connex group), then as a special assistant on international relations, with the latter leading to his involvement in the work of the Light Rail Committee.

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Tel.: +32 2 788 01 121

## Jérôme Pourbaix



A sociologist specialising in the study of technical change, Jérôme Pourbaix (29 years old) was formerly responsible for communication, European projects, ELTIS and urban policy issues within the Polis network of cities. He recently joined UITP's Programmes and Studies Department in order to prepare its second edition of the Millennium Cities Database, now renamed the 'Mobility in Cities Database'.

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Tel.: +32 2 663 66 22

### The Dresden Combibond



The Dresden Combibond provides comfortable boarding for all passengers at busstops and stops of bus and tram. In connection with low-floor vehicles there left a gap of only 50 x 60 mm at the doors - without the use of ramps.

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Quality

The Hague

# UITP - EVENTS

## CONGRESSES

4th Asia-Pacific Congress  
+ Pre-Congress study Tour  
56th World Congress

Brisbane  
Singapore  
Rome

24-29 October 2004  
6-9 June 2005

## CONFERENCES

Making technology work for travellers' information  
Quality at work and quality of service  
*EU-Social partners Conference*  
Insecurity in public transport  
*EU-Social partners Conference*  
Marketing public transport (2nd Conf.)  
Conference on the future legislative framework  
for short distance public transport  
Automatic Fare Collection (7th Conf.)  
Light Rail (7th Conf.)  
Personal Security in public transport  
Buses - an attractive, clean and cost-effective transport system

Gothenburg  
Brussels

17-19 September 2003  
18-19 September 2003

Naples

October 2003 (tbc)

Paris  
Brussels

12-14 November 2003  
1-2 December 2003

Bologna  
Dresden

4-6 February 2004  
21-23 April 2004

Geneva

3-4 June 2004

Brisbane

24.-26. Oktober 2004

## WORKSHOPS AND SEMINARS

Travel demand management seminars

Brisbane  
Sydney  
Canberra  
Melbourne  
Adelaide  
Perth  
(tbc)

1 September  
3 September 2003  
5 September 2003  
8 September 2003  
10 September 2003  
12 September 2003  
December 2003 (tbc)

Creation of Organising Authorities (with Africities)  
Demand responsive transport services  
Personalised marketing & customer relationship management  
Corridors of transport  
Fare policy as a marketing tool  
Human resources management

Florence  
Lisbon (tbc)  
(tbc)  
Istanbul (tbc)  
Seville

5 December 2003  
18-19 March 2004  
April 2004 (tbc)  
14-15 October 2004  
Autumn 2004 (tbc)

## ASSEMBLIES

Latin American Division  
Regional Transport  
Latin American Division  
Light Rail Division  
Metropolitan Railways Division  
Bus Division

Seville  
Florence  
(tbc)  
Dresden  
Tehran  
Brisbane

November 2003  
5 December 2003  
April 2004 (tbc)  
21 April 2004  
3-5 May 2004  
24 October 2004

## TRAINING

Public Organisation & Economy  
Public Transport Management  
Implications of New Technologies  
Regional Training Asia Pacific

Rome  
The Hague  
Hong Kong  
Brisbane

3-5 November 2003  
1-3 March 2004  
21-23 June 2004  
29-31 October 2004

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