

praktische kennis direct toepasbaar



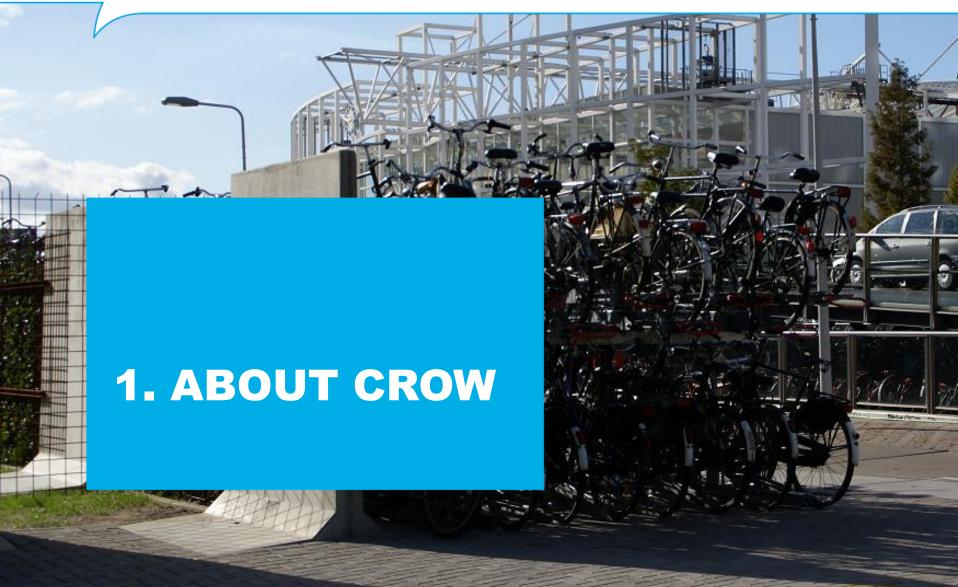


#### CONTENT

- 1. A few words about my organisation: CROW
- 2. History
- 3. Decentralisation, competition & tendering: PT act 2000
- 4. OV-Klantenbarometer: the opinion of the travellers/customers
- 5. Focus on sustainability
- 6. Aspects and examples of high quality PT

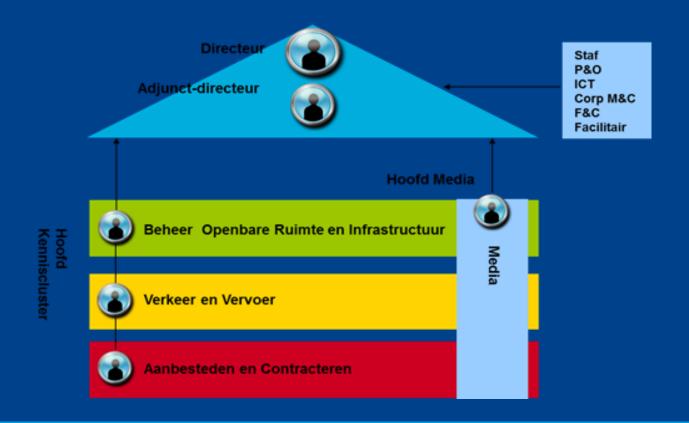


praktische kennis direct toepasbaar





#### **ORGANOGRAM**





#### **DEPARTMENT VERKEER EN VERVOER**

#### Four units:

- Road design (richtlijnen)
- Mobility (f.i. parking, road safety, sustainability, automatic cars)
- Public transport & mobility contracts for special groups
- Bicycle

Partly payed by subsidies and partly based on projects we do.



#### **PUBLIC TRANSPORT & CONTRACTS**

- Support PT authorities with f.i. tendering
- Data
- OV-Klantenbarometer = enquiry of satisfaction in PT
- Help to make concessions and contracts better
- Clean & sustainable PT
- Quality in PT
- New ways of transport in rural areas
- Organize meetings and congresses
- Newsletters and website



praktische kennis direct toepasbaar



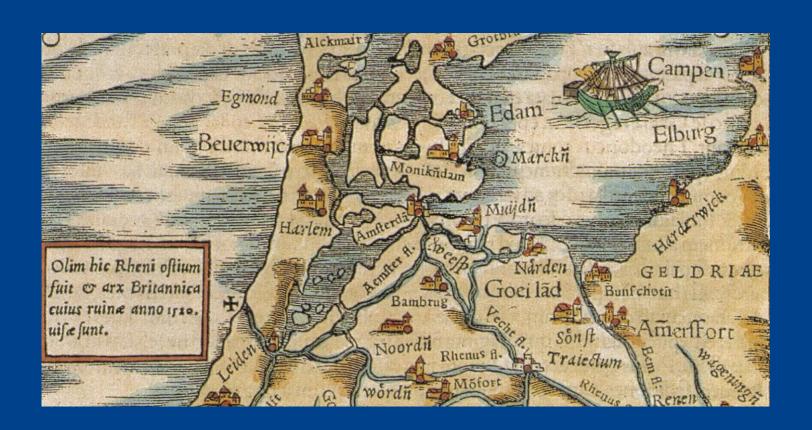


### PT STARTED WITH 'BEURTVAART'





#### **GEOGRAPHY AMSTERDAM 1550**





#### IN STEPS TO PT

- 1. Commercial transport with ships since 1400
- 2. Sailing vessels and skippers on fixed destinations: 'veren'
- 3. Regulation by cities: skippers depart by turns ('beurtschip')
- 4. Fixed prices for cargo and passengers
- 5. Time tables

#### First PT around 1600:

- Amsterdam Rotterdam (1597)
- Amsterdam Utrecht (1598)





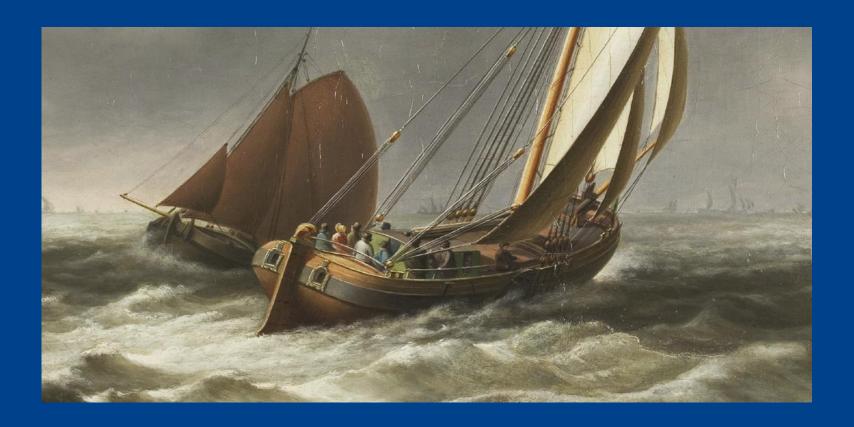
#### **NETWORK OF AMSTERDAM 1765**

800 departures in week, 85 different destinations



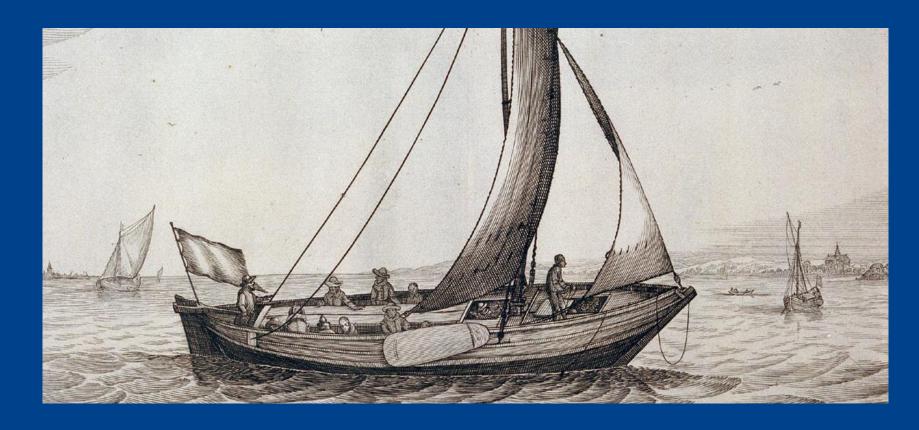


### AMSTERDAM – LEMMER (3X P/W)



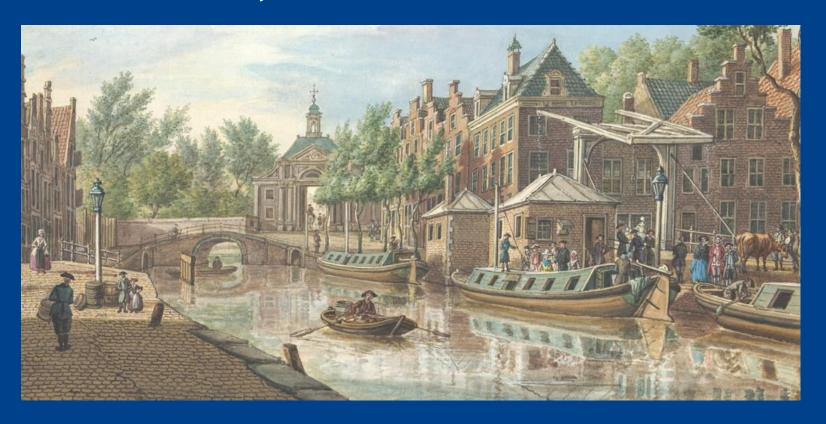


### **AMSTERDAM – LEIDEN (10X PER DAY)**





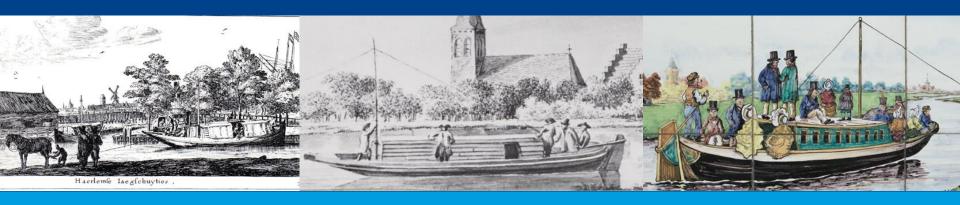
# HORSE DRAWN *BARGES* PROVIDED IC-SYSTEM, SINCE 1632





#### **CHARACTERISTICS 'TREKSCHUIT'**

- Special appearance of a beurtveer (monopolies of skippers)
- Barges pulled by horses
- Passenger transport, no goods / cargo
- First PT on dedicated infrastructure
- Reliable and cheap
- Intercity transport in western en northern provinces





### 650 KM OF CANALS AND TOWPATHS

Construction of canals In period 1631-1665





# DELFT - LEIDEN (1752)





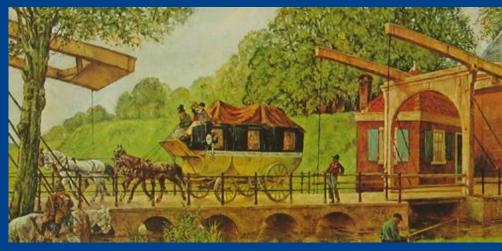
#### **HORSE DRAWN PT OVER LAND**

Postal coaches played a minor role in The Netherlands:

- To expensive
- Roads were bad
- Too many water barriers
- Low capacity
- Not frequent

#### Nevertheless:

- Development national network
- 1795 first national act for PT by road
- From 1800 on: *diligences* with springs on paved roads





### **STEAMSHIP SERVICES SINCE 1820**





#### **CHARACTERITICS STEAM SHIP LINES**

- Free market, no monopolies
- Approval by the king / provinces
- Stops on the way
- High capacity, fast and reliable
- Sometimes several lines per company
- In 1890: more than 200 lines

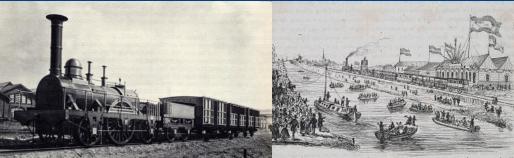




#### 11 RAILWAY COMPANIES IN 1890

- First train service Amsterdam Haarlem 1839
- Private companies: DBOM
- Approval by the central government (= King)
- 1860 Act on realization new railway infrastructure by the State
- 11 companies (3 major and 8 minor ones)
- 1937: ONE rail company: NS

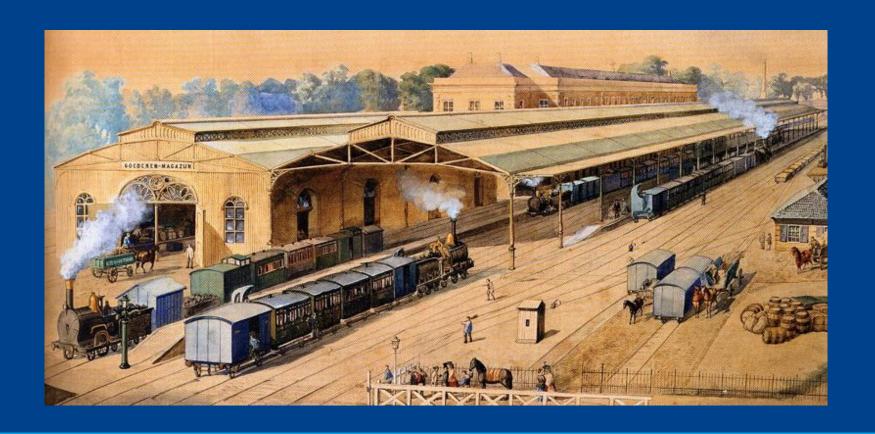








### **UTRECHT STATION IN 1866**



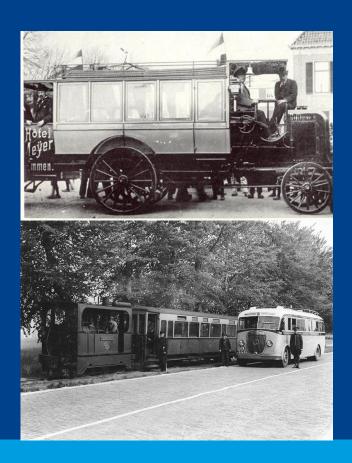


#### **CONCENTRATION IN THE BUSSECTOR**

- First bus operator in 1898, in a free market
- In 1926: 600 operators
- The government introduced a system of permits to protect tram and (regional) train companies
- In 1937 a government commission worked towards concentrations and scaling up in the bus sector
- NS bought a lot of bus companies up to 85 percent of the regional bus market in 1982
- In 1963: 121 bus companies
- In 2000: 6 big regional operators under 1 umbrella company (VSN) and
   9 local operators in cities.



### **IMPRESSIONS 1898-1960**







praktische kennis direct toepasbaar





#### **ACT ON PUBLIC TRANSPORT 2000**

#### Goals:

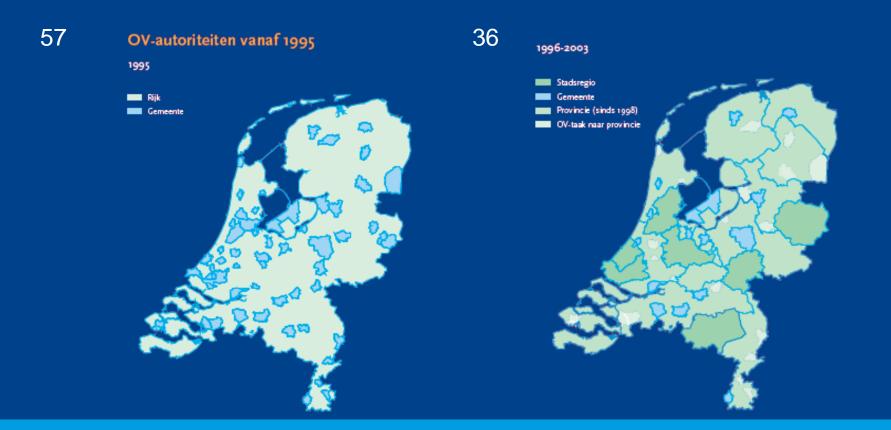
- PT must be more efficient; less subsidies (was 65-75%)
- PT must focus more on its clients, in order to become an alternative to the car.

#### Instruments:

- Decentralization
- Organizes PT in concessies
- Competition by periodical tendering of concessions (monopolies for a short period of time)



### WHO IS RESPONSIBLE ? (1)





# WHO IS RESPONSIBLE ? (2)



















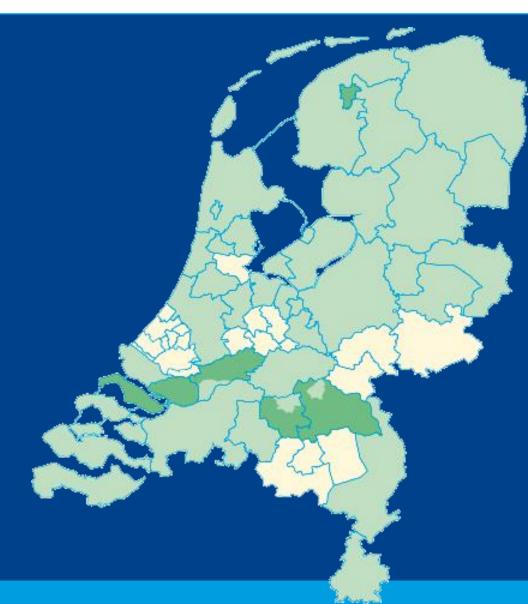






































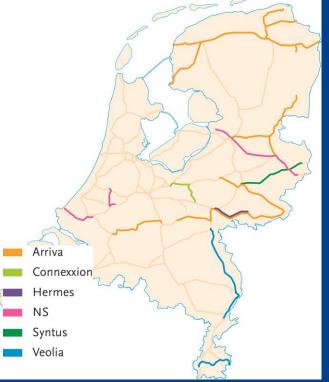






# **OPERATORS IN 2015**









# **CONCESSIONS (CONTRACTS)**

#### Bus, tram, metro, regional train & ferry

- 2001-2015: from 85 concessies in 2001 to 50 in 2015: larger scale
- Maximum duration of contact from 6 via 8 to 10 years.
- But with rail in it: maximum of 15 years.
- Tendering is not obliged in local PT in the 4 biggest cities
- Since 2001: 105 tenders are completed succesfully

#### **National train**

- NS-concession of the Main Railways Network is NOT tendered.
- New concession for period 2015 2025.



#### **RESULTS OF TENDERING**

- 20% more PT (or 20% cheaper)
- Better performance / reliablility
- Modern vehicles (clean, wifi, airco, actual travel info on sceens)
- Travellers are much more satisfied in 2015
- Operators have much smaller and more efficient staf units.



#### **FINANCE**

#### Bus, tram, metro, regional train & ferry

- 45% are subsidies by the Provinces and the City regions.
- 25% is a large user contract between Ministery of Education for travels by students (290 miljoen euro)
- 35% by selling of tickets / travel products

#### **National train**

- No subsidies by the State
- Don't know the proportion of student contract (485 miljoen euro) and tickets / products



praktische kennis direct toepasbaar





#### WHAT IS OV-KLANTENBAROMETER?

- Large scale customer satisfaction survey
- In all the local and regional public transport in the Netherlands...
  .... IN THE VEHICLES: bus, tram, metro, regional trains and ferries
- Held yearly by CROW since 2001
- National railways are not yet included; next year !!
- About several subjects
  - such als: accessibility, tidiness, fare, information, friendliness, noise, social safety
  - overall report marks



## THE ENQUIRY OF 2014

- Held for the 14<sup>th</sup> time
- 73 analysis areas (concessions; modalities are separated)
- Per area; random samples out of the time tables
- Enquiry with paper forms on 6.477 rides (100 per concession)
- 91.868 printed forms were filled in in 2014
- 38 different reports and a webtool





weet niet

weet niet

comfortabel

n.v.t.

## **HET ONDERZOEK 2014**

Vandaag uw mening Ministerie van Infrastructuur en Milieu voor het openbaar Vandaag uw mening Het ministerie van Infrastructuur en Milieu, de opdrachtgevende overheid en het vervoerbedrijf willen weten wat u als voor het openbaar gebruiker vindt van deze rit. Geef door het invullen van deze enquête aan wat u als gebruiker vindt van deze rit. vervoer van morgen. Hartelijk dank voor uw medewerking vervoer van morgen... Kon u moeilijk of makkelijk een zitplaats vinden toen u instapte? Wat vindt u van de netheld van het voertuig? zeer klantonvriendelijk 📗 📗 📗 📗 📗 📗 zeer klantvriendelijk 📗 weet niet Wat vindt u van de klantvriendelijkheid van het personeel? zeer vervelend \_\_\_\_\_\_ zeer prettig Wat vindt u van het geluid in het voertuig? Kon u moeilijk of makkelijk instappen? (instaphoogte, afstand tot perron) zeer moeilijk 📗 📗 📗 📗 zeer makkelijk Hoe vond u de informatie op uw instaphalte? (o.a. vertrektijden, prijs, route) zeer slecht | | | | | | | | | zeer goed Hoe wordt u geïnformeerd bij vertragingen of andere problemen? zeer slecht 🗌 📗 📗 📗 📗 🗎 zeer goed weet niet zeer moeilijk 🔲 📗 🔲 🔲 🔲 🔲 zeer makkelijk Vond u het moeilijk of makkelijk om uw vervoerbewijs te kopen / uw reissaldo te laden: zeer duur weet niet 10. Wat vindt u van de prijs van deze rit? Wat vond u van de stiptheid (op tijd rijden) van het voertuig bij de vertrekhalte? zeer slecht Wat vindt u van de reissnelheid van deze rit? (omrijden, directheid) zeer slecht \_\_\_\_\_ zeer goed weet niet n.v.t. Wat vindt u van het aantal vertrekmogelijkheden vanaf uw instaphalte? zeer slecht 📗 📗 📗 📗 📗 zeer goed n.v.t. zeer slecht | | | | | | | | | | zeer goed n.v.t. 14. Wat is uw oordeel over de totale rit in het algemeen? weet niet 15. Welk aspect van deze rit dient volgens u als eerste verbeterd te worden? (slechts één antwoord mogelijk) kans op een zitplaats rijstijl van de bestuurder stiptheid van deze rit netheid van het voertuig informatie bij vertragingen anders, namelijk: geluid van dit voertuig reissnelheid van deze rit weet niet 27. Kunt u aangeven hoe u deze rit beleeft? a. ongezellig weet niet b. kil c. druk weet niet

d. inefficiënt

e. oncomfortabel

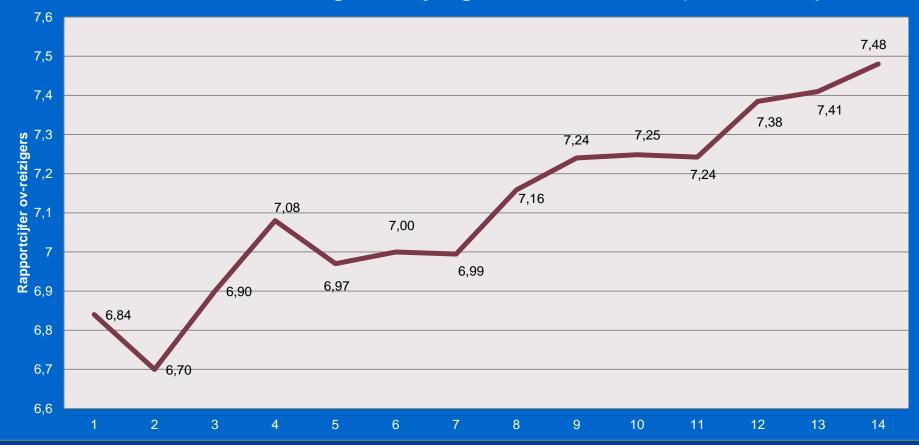


# **HOW IT WORKS**



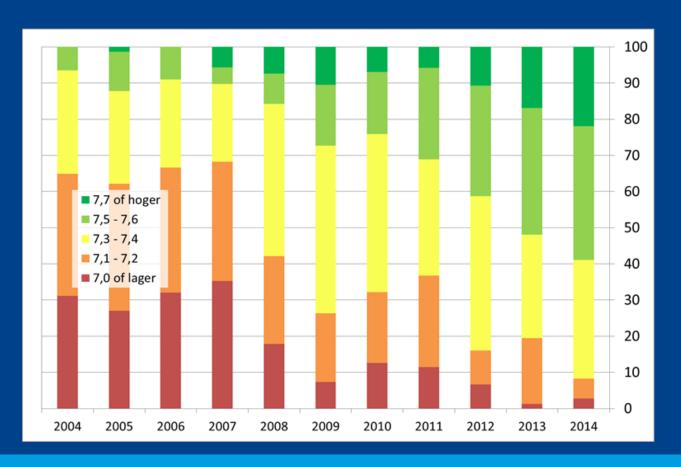


#### Satisfaction scores 'general judgement of the ride' (2001 - 2014)





### **ONTWIKKELING ALGEMEEN OORDEEL**





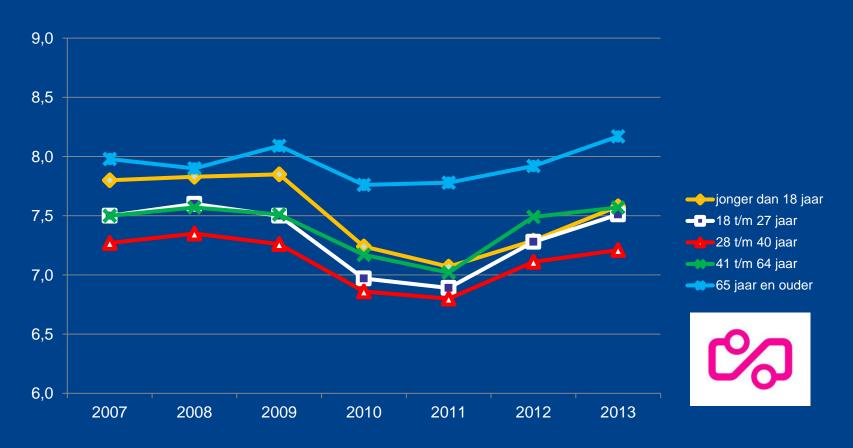
# **OV-CHIPKAART**







## SATISFACTION OV-CHIPKAART





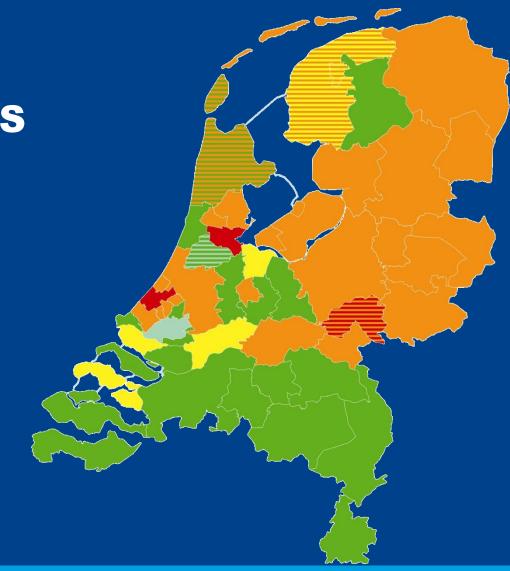
praktische kennis direct toepasbaar



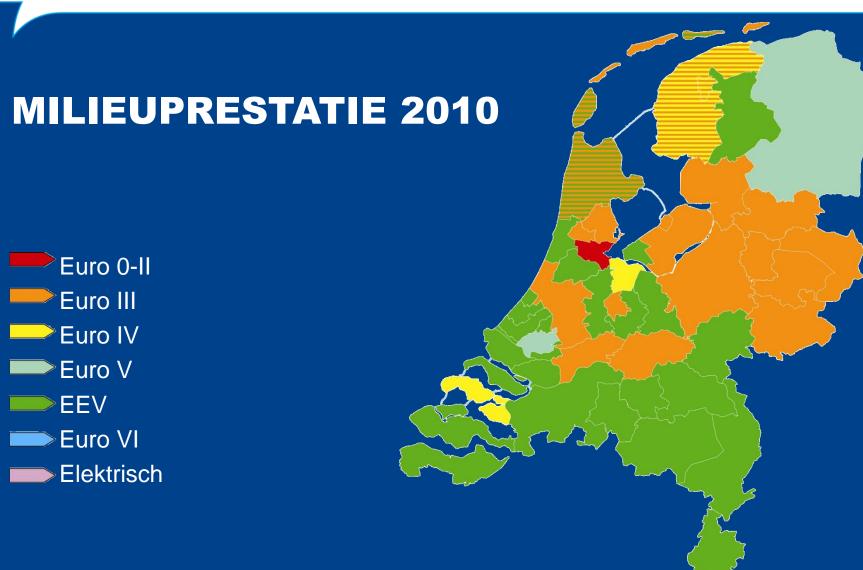


# 2009 BUSES EURO STANDARDS

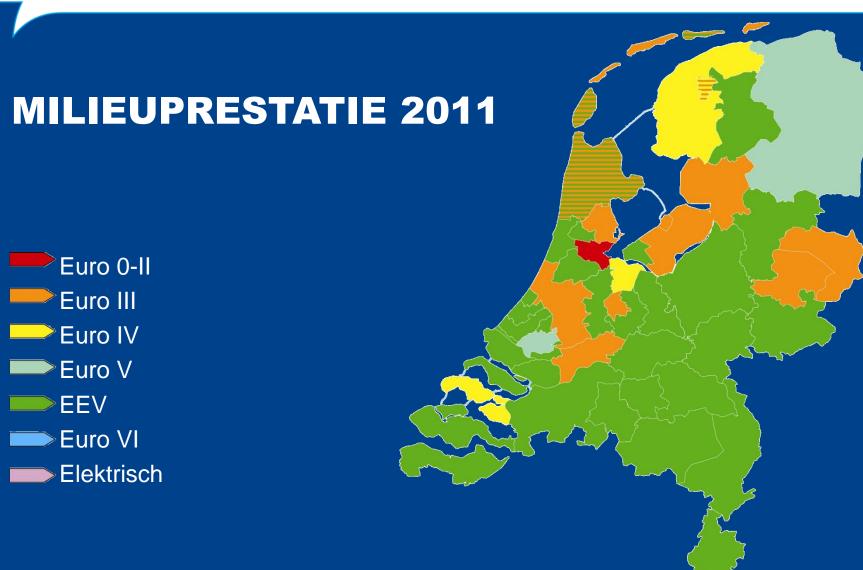
- Euro 0-II
- Euro III
- Euro IV
- Euro V
- EEV
- Euro VI
- **Elektrisch**



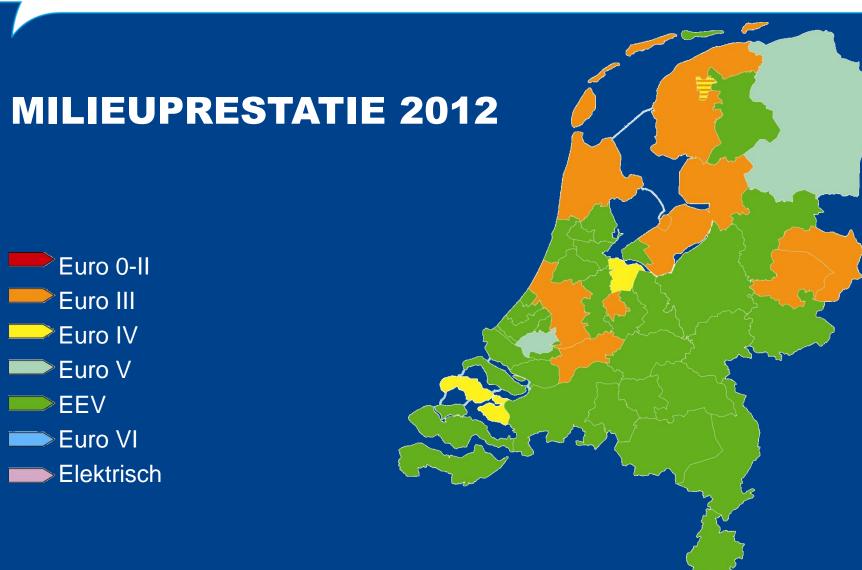




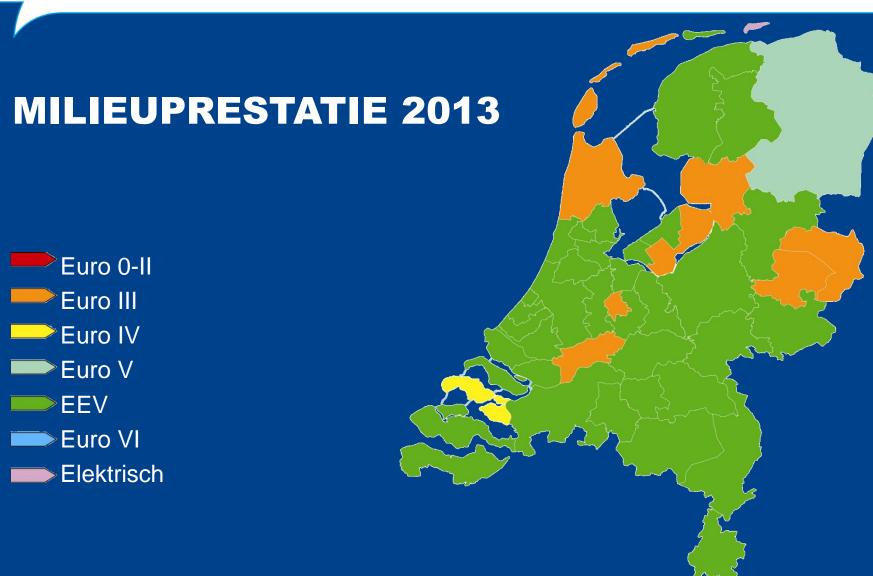




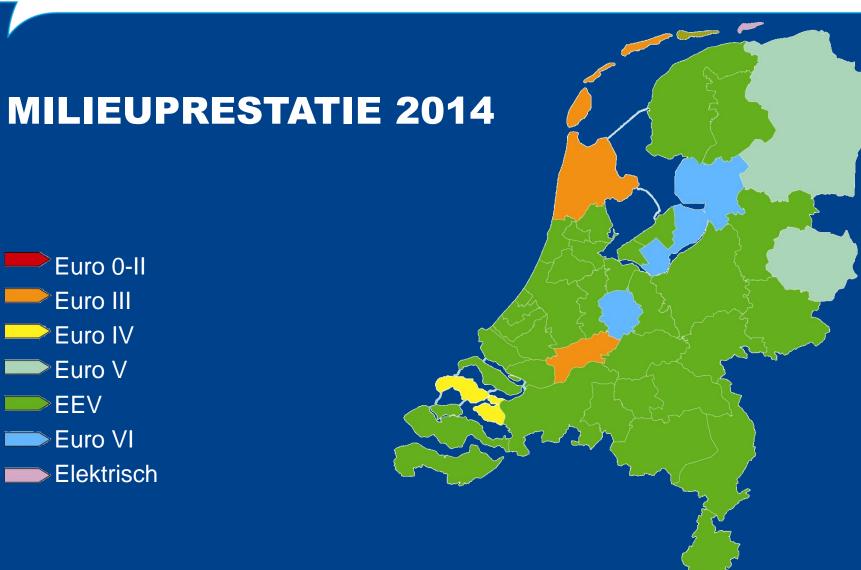




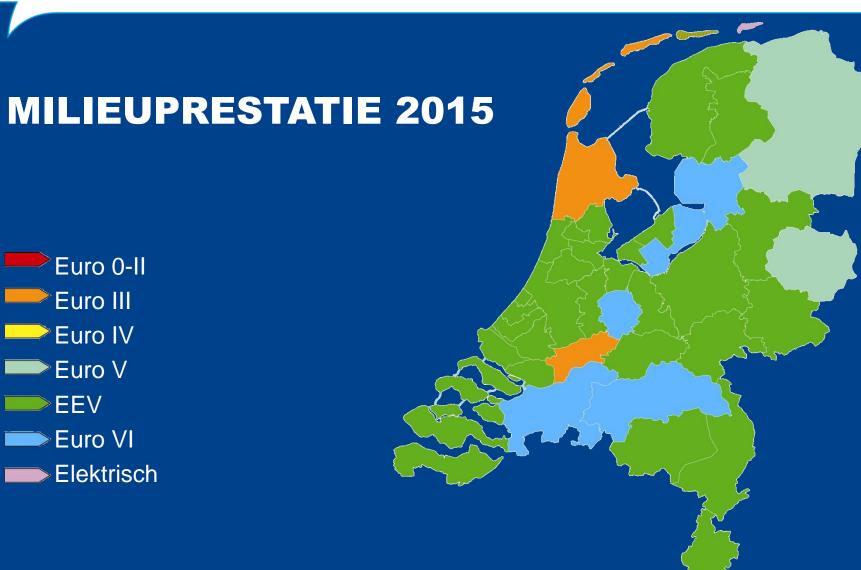














#### **CLIMATE ISSUE**

Until now focus on local air quality (Euro standards)

Now we want a transision to zero emission bus transport (no CO2 emission)



# **MONITORING CO2 PER RKM**

#### CO2 uitstoot per reizigerskilometer in 2013

		Totale CO2-uitstoot 2013 in kg			Reizigerskilometers 2013	CO2 uitstoot
Openbaar vervoer autoriteit		Tank-to-Wheel	Well-to-Tank	Totaal	in miljoenen	(gram per
		(zie ook bijlage B)			(zie ook bijage C)	reizigerskilometer)
1	OV-bureau Groningen Drenthe (OVBGD)	30.679.425	6.749.474	37.428.899	362,5	103
2	Provincie Fryslân	23.788.340	5.233.435	29.021.774	249,2	116
3	Provincie Overijssel	17.656.128	3.884.348	21.540.476	129,3	167
4	Regio Twente	12.138.588	2.670.489	14.809.077	111,0	133
5	Provincie Gelderland	24.244.227	5.333.730	29.577.957	253,3	117
6	Stadsregio Arnhem Nijmegen (SAN)	3.639.494	800.689	4.440.182	266,3	17
7	Provincie Flevoland	14.238.847	3.132.546	17.371.393	200,6	87
8	Provincie Utrecht	16.707.999	3.675.760	20.383.759	175,9	116
9	Bestuur Regio Utrecht (BRU)	33.784.891	7.432.676	41.217.567	296,6	139
10	Provincie Noord-Holland	24.476.806	5.384.897	29.861.703	307,7	97
11	Stadsregio Amsterdam (SRA)	69.061.209	15.193.466	84.254.675	889,0	95
12	Provincie Zuid-Holland	44.123.101	9.707.082	53.830.184	466,4	115
13	Stadsgewest Haaglanden (SGH)	24.994.143	5.498.711	30.492.854	172,0	177
14	Stadsregio Rotterdam (SRR)	29.384.600	6.464.612	35.849.212	224,3	160
15	Provincie Zeeland	7.289.546	1.603.700	8.893.246	95,9	93
16	Provincie Noord-Brabant	34.593.496	7.610.569	42.204.065	337,3	125
17	Samenwerkingsverband Regio Eindhoven (SRE)	17.149.825	3.772.962	20.922.787	174,8	120
18	Provincie Limburg	24.241.238	5.333.072	29.574.310	248,4	119
	TOTAAL	452.191.902	99.482.218	551.674.121	4.960,5	-



# SUSTAINABLE PT ON THE ISLE OF SCHIERMONNIKOOG





# ALSO SUNSTAINABLE (GREEN GAS)





praktische kennis direct toepasbaar





### **REGIONAL TRAIN**

17. Train service Zwolle - Emmen:











### **FERRY**

#### 3. (3) Veerdienst Dordrecht – Rotterdam







2013 2014

8,2 8,0



## **QLINK & QLINER GRONINGEN**

Qlink 7,5 en Qliners 7,7





## **BUS STATIONS: HEERLEN**

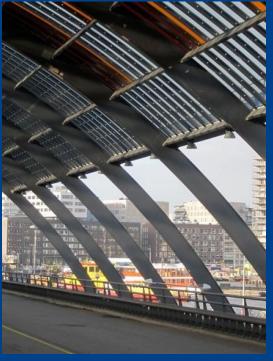




### **BUS STATIONS: AMSTERDAM CS**













## **BRT: ALMERE 62 KM BUSWAY**







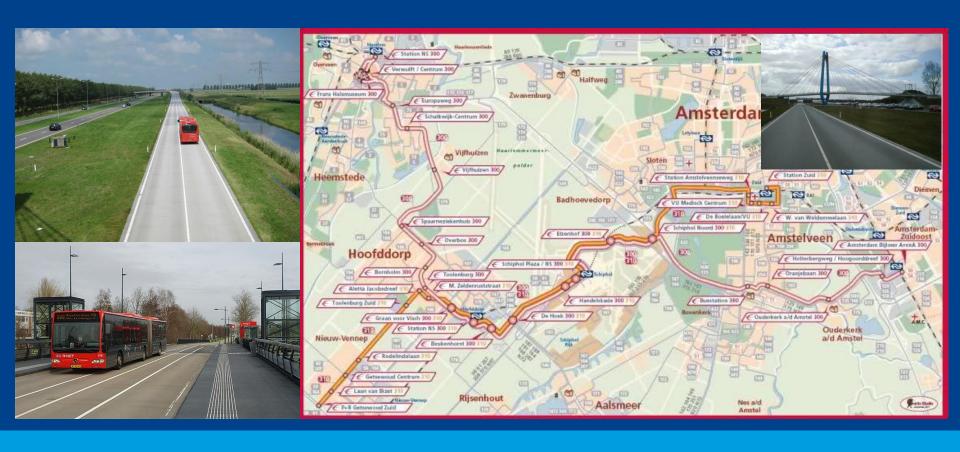


# **BUS SHELTER**





## **LONGEST DEDICATED BUS WAY**





# THE END

