Public Transport in Milan and Lombardy

The passengers’ issues and our work

Marco Gariboldi – Assoutenti-UTP
Assoutenti-UTP:  
Who we are and what we are doing

• National coverage
• Stronger presence in Milan and Lombardy
• Interacting with Institutions/Authorities and transport companies
  • In Milan: present in ATM’s Board (M.Ferrari)
  • In Lombardy: confronting and cooperating with the regional transport office
• Works and studies supported by the Region:
  ➢ Bus and train service surveys/monitorings
  ➢ Transport companies’ websites analysis
  ➢ Public transport accessibility to the mobility impaired
  ➢ Preparing and coordinating transport users’ representatives within the constituting Provincial Transport Authorities
Public transport in Milan: the good things...

- The densest and most extensive rail network in Italy (metro, tram and suburban rail)
- One of the 10 largest tram networks in Europe
- Metro and tram extensions under way
- Good frequency and coverage within the city
- Integrated ticketing within the city; smartcard technology with online payment
- Benefits from congestion charge
- Expanding bike- and car-sharing
- > 50 % of operating costs covered by ticket revenues
... and the bad ones

✓ Old infrastructure and rolling stock
✓ Very slow speeds for buses and trams
✓ Loose ticket inspection; poor surveillance and customer assistance
✓ Lack of information (maps, journey times...)
✓ Tickets not sold on buses and trams; ticket machines only in metro/rail stations
✓ Stop-and-go in planning, financing, building and upgrading infrastructure
✓ Reducing operating subsidies
Public transport in Lombardy: 
The good things...

✓ Expanding regional rail service (10 new S-Bahn lines from 2004)
✓ Well defined train categories (S-R-RE), clock-face and coordinated timetable, all day, every day
✓ New region-wide integrated fares (IoViaggio)
✓ New accessible bus fleet
✓ 105 new trains owned by the Region (plus 58 on order)
Public transport in Lombardy: The good things...

✓ > 40% of operating costs covered by ticket revenues

✓ Increased money spent on rail, despite cuts of government funds to local authorities

✓ Railways are the heart and the backbone of the transport system

✓ New tram/metro infrastructure (Milan, Bergamo and Brescia)
5 lines in the Passante
2 lines to Milano Cadorna
1 “belt” line

Passante di Milano from 2004:
10 trains per hour per direction

Source: Giorgio Stagni – www.miol.it/stagniweb
Milan S-Bahn System - 2009

Passante di Milano:
10 trains per hour per direction
Extensions towards East and South

5 lines in the Passante
2 lines to Milano Porta Garibaldi (Northwards)
2 lines to Milano Cadorna
1 “belt” line

Source: Giorgio Stagni – www.miol.it/stagniweb
<table>
<thead>
<tr>
<th>Route</th>
<th>Destination 1</th>
<th>Destination 2</th>
<th>Destination 3</th>
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<tbody>
<tr>
<td>S1</td>
<td>Saronno - Mi Passante - Lodi</td>
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<td>S2</td>
<td>Mariano C. - Mi Passante</td>
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<td>S3</td>
<td>Saronno - Mi Cadorna</td>
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<td>S4</td>
<td>Camnago - Mi Cadorna</td>
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<td>S5</td>
<td>Varese - Mi Passante - Treviglio</td>
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<td>Novara - Mi Passante - Treviglio</td>
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<td>S7</td>
<td>Lecco - Besana - Monza - Mi Garibaldi (planned)</td>
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<td>S8</td>
<td>Lecco - Carnate - Monza - Mi Garibaldi</td>
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<td>S10</td>
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<td>S11</td>
<td>Chiasso - Monza - Mi Garibaldi</td>
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<td>S12</td>
<td>Varedo - Mi Passante - Melegnano (planned)</td>
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<td>S13</td>
<td>Mi Passante - Pavia</td>
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Source: Giorgio Stagni – www.miol.it/stagniweb
...and the bad ones

- Infrastructural problems - bottlenecks, operational constraints (signalling, dispatching... ), no bus lanes...
- Run-down stops and stations
- Lack of user-friendly interchanges – lack of connections
- Buying a ticket is often a problem – loose fare control
...and the bad ones

- Fare integration at local level incomplete and with complicated rules
- Slow buses on circuitous routes
- Bus services often only student-oriented
- Lack of information and service promotion
- Declining interregional and international services
Putting together a fragmented network

- Since 1997/8, competences for public transport have been decentralized to Municipalities (urban transport), Provinces (interurban buses) and Regions (trains) → aim: bringing decision-makers near to users

- Almost all services in Lombardy (except trains) have been put to tender, but incumbents nearly always won

1st Problem: in Lombardy we have several operators, both public and private, with networks and fares not integrated and often overlapping → Inefficient service and waste of money
2nd Problem: the local authorities, which are responsible for different parts of the network, do not cooperate → lack of integration between urban/interurban/railways

3rd Problem: local authorities’ lack of know-how means they are often not able to comply with their new planning, regulatory and control functions → transport planning and operation is practically left in the hands of the transport companies
Putting together a fragmented network

In order to solve these issues, Lombardy Regional government has recently passed a law which creates 5 transport agencies covering all the regional territory, with the following targets:

- Create **competent and specialized** authorities
- **Consolidate** the now fragmented responsibilities and thus **coordinate** transport planning, regulatory and control functions
- Achieve full fare and modal **integration**
- Manage tenderings and service contracts

A representative of the users associations will be allowed to participate at the agencies’ board meetings, albeit with no voting right
Preparing for the upcoming agencies

• Assoutenti-UTP has been in charge of training users representatives willing to apply for participation in the agencies meetings

• The purpose is to have qualified people demanding a better and more attractive public transport which caters to the needs of the widest range of passengers, not just “students and commuters”
Asking for competitive public transport
1 - Speed

Train > Bus > Car: public transport must arrive first

✓ Bus lanes – rights of way
✓ PT Priority at intersections
✓ Straight journeys (no long detours)
✓ Connections and easy interchanges

> speed

> attractiveness
< operating costs
Asking for competitive public transport
2 – Frequency

• A service for all
  - PT is not only for students and commuters
  - commuters do not travel only at peak hours

• An attractive service must be:
  - Frequent
  - **Always running** (also on Sundays and evenings)
  - Regular: clock-face schedules, systematic connections → wider network, no need of a timetable
Before and after the cure…

… that’s how things work!

Source: Giorgio Stagni – www.miol.it/stagniweb
Asking for competitive public transport
3 – Hierarchy and integration

A PT system must be a NETWORK

- Trunk routes (rail if possible) with feeder lines
- Local transport needs integration, not competition between subsidized services!
Asking for competitive public transport
4 – Simplicity and information

PT services must be easy to use and known to the general public

• That means:
  - Easy location of routes and stops
  - Timetable information
  - Simple and integrated fare system, easy-to-buy tickets
  - Simple and clear directions at interchanges
  - Integrated information, both online and on site
  - Promote services
Information at stations

Source: Giorgio Stagni – www.miol.it/stagniweb
Information on board

Source: Giorgio Stagni – www.miol.it/stagniweb
Asking for competitive public transport
5 – Comfort

• “Comfort” depends on the quality of service in its entirety, including:
  ▪ Stations and stops
  ▪ Rolling stock
  ▪ Station access and interchange
  ▪ Assistance and information
  ▪ Waiting times (frequencies and connections)
  ▪ Safety and security (at stations, on board, when going to a station or interchanging)

Comfort is not just buying new buses!
Asking for competitive public transport
6 – Fares

→ better to keep low fares but a worse service or maintain (or expand) services with higher fares?
→ what is the fair mix between fares level and service level?
→ “fares are low but service is poor”, “service is poor but fares are low” – how to break the vicious circle?
Asking for competitive transport

7 – Governance

All stakeholders must know who does what

AGENCIES

Planning, regulation, monitoring, promotion

TENDER

Select the operator(s)

OPERATORS

Run the services, following the agencies’ criteria
Asking for competitive public transport

8 – Times and urban development

• Efficiency and costs of a transport system depend also on the distribution of the school/working/office hours and on urban planning

• A better distribution of opening and closing times helps to relieve congestion at peak hours and better utilize existing capacity

• Containing urban sprawl and locating service buildings next to existing transport infrastructure reduce costs and increase PT share