

# Public Transport in Milan and Lombardy

The passengers' issues and our work

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# **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



- x Old infrastructure and rolling stock
- x **Very slow speeds for buses and trams**
- x Loose ticket inspection; poor surveillance and customer assistance
- x **Lack of information (maps, journey times...)**
- x Tickets not sold on buses and trams; ticket machines only in metro/rail stations
- x **Stop-and-go in planning, financing, building and upgrading infrastructure**
- x 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)

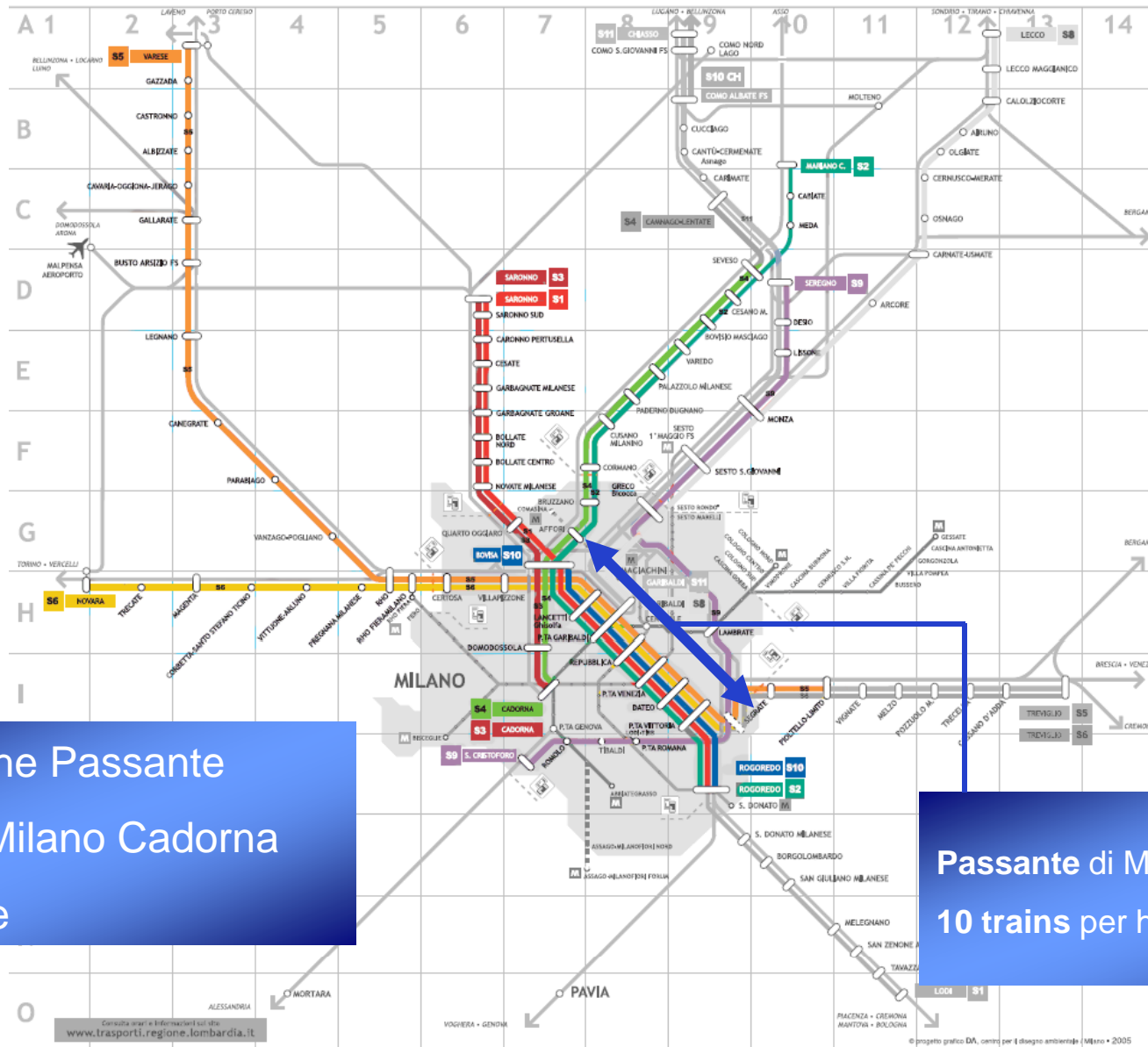
# Public transport in Lombardy:

## 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)

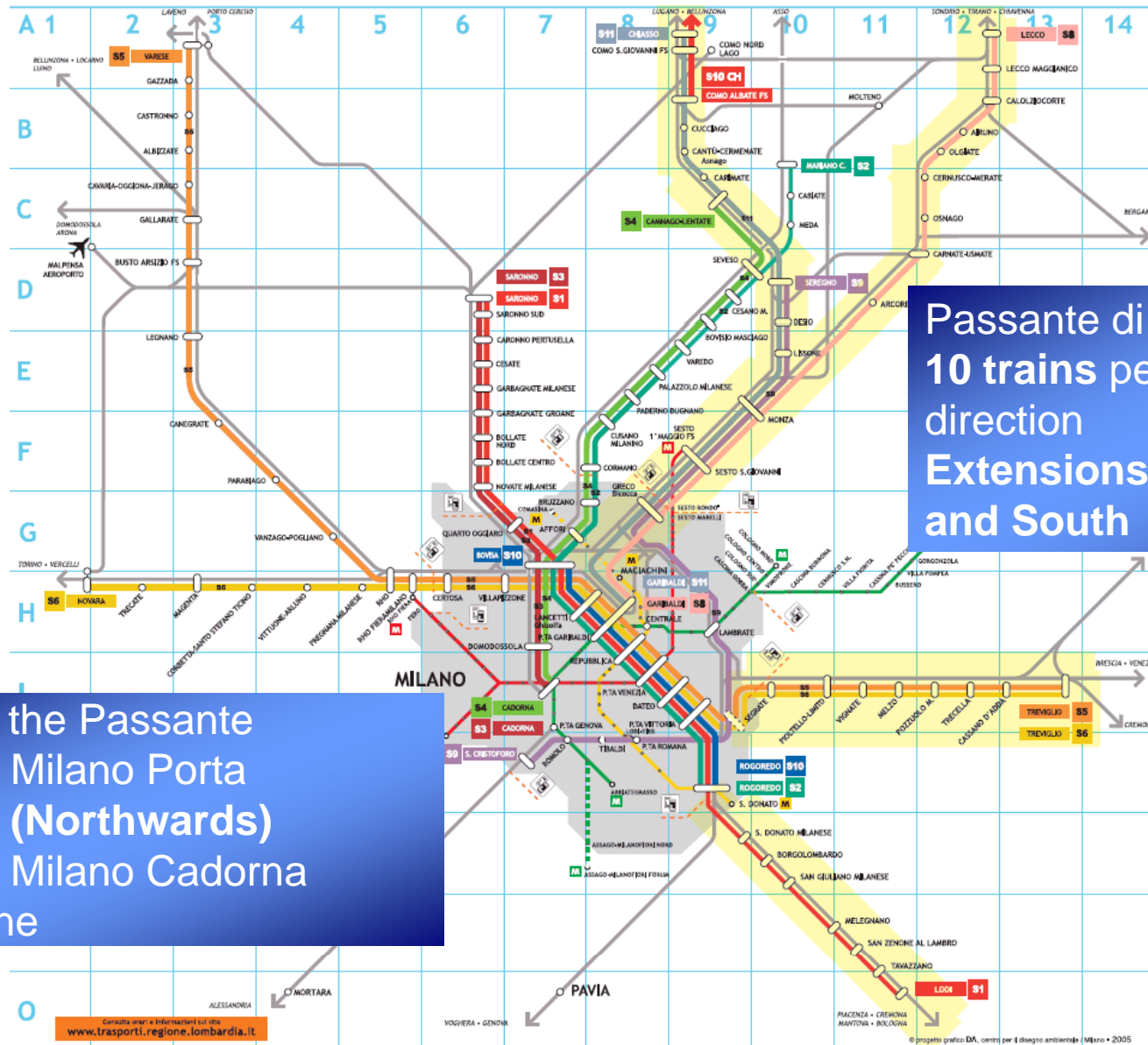
# Milan S-Bahn System - 2004



5 lines in the Passante  
2 lines to Milano Cadorna  
1 "belt" line

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

# Milan S-Bahn System - 2009

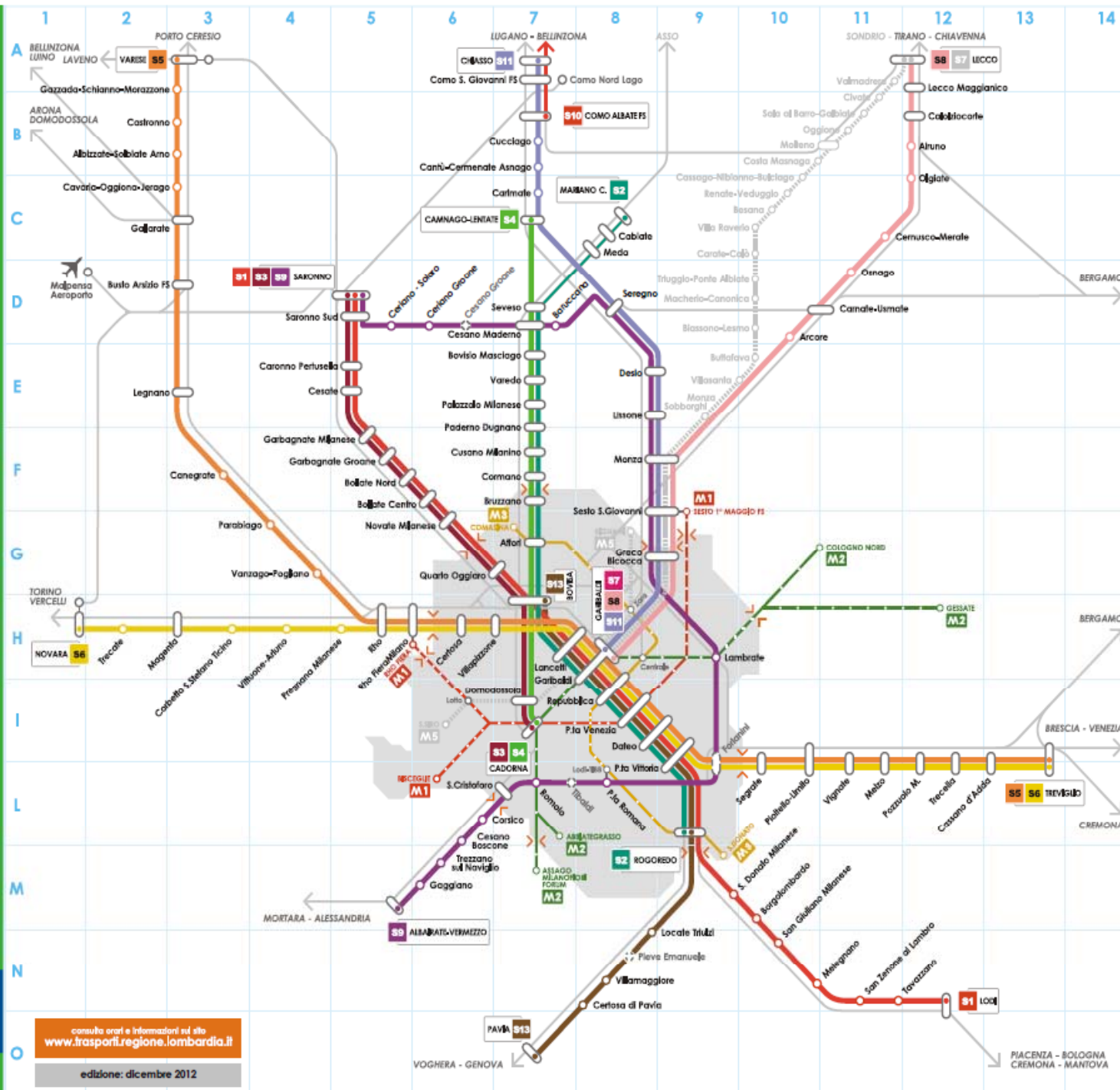


Passante di Milano:  
10 trains per hour per  
direction  
Extensions towards East  
and South

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



# Servizio Ferroviario Suburbano



consulta orari e informazioni sul sito  
[www.trasporti.regione.lombardia.it](http://www.trasporti.regione.lombardia.it)

edizione: dicembre 2012



Regione Lombardia

Linee



Servizio  
Ferroviario  
Suburbano

Pianta chiave



Legenda

- Servizio Ferroviario Suburbano
- Servizio Ferroviario Regionale
- Stazioni Ferroviarie
- Stazioni Ferroviarie di futura apertura
- Collegamenti pedonali fra stazioni
- Capolinea e numero Linea S
- Linea di prossima attivazione
- Linee tratte urbane
- Metropolitane Linea 1
- Metropolitane Linea 2
- Metropolitane Linea 3
- Stazione della Metropolitana



Lombardia in movimento

cartografia: www.italianrail.com milano

# Milan S-Bahn System - 2012

- |            |   |
|------------|---|
| <b>S1</b>  | <b>Saronno – Mi Passante – Lodi</b>   |
| <b>S2</b>  | <b>Mariano C. – Mi Passante</b>   |
| <b>S3</b>  | <b>Saronno – Mi Cadorna</b>   |
| <b>S4</b>  | <b>Camnago – Mi Cadorna</b>   |
| <b>S5</b>  | <b>Varese – Mi Passante – Treviglio</b>   |
| <b>S6</b>  | <b>Novara – Mi Passante – Treviglio</b>   |
| <b>S7</b>  | <b>Lecco – Besana – Monza – Mi Garibaldi</b> (planned)  |
| <b>S8</b>  | <b>Lecco – Carnate – Monza – Mi Garibaldi</b>   |
| <b>S9</b>  | <b>Albairate – Milano – Monza – Seregno – Saronno</b>   |
| <b>S10</b> | <i>Albate – Chiasso – Bellinzona – Biasca</i>  |
| <b>S11</b> | <b>Chiasso – Monza – Mi Garibaldi</b>   |
| <b>S12</b> | <b>Varedo – Mi Passante - Melegnano</b> (planned)   |
| <b>S13</b> | <b>Mi Passante – Pavia</b>  |

## ...and the bad ones



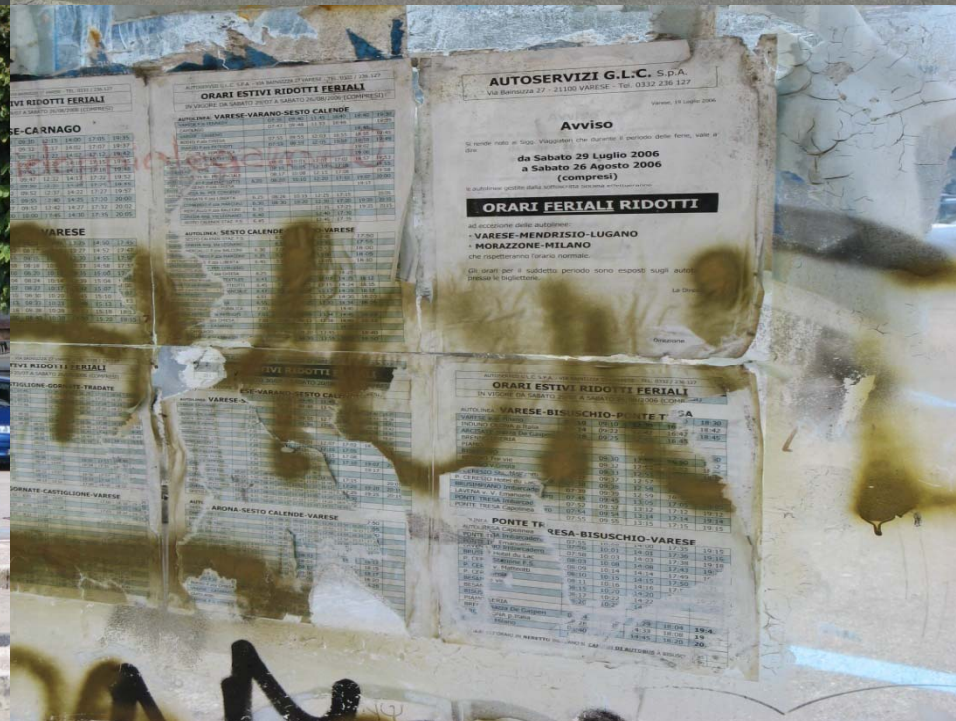
- x **Infrastructural problems - bottlenecks, operational constraints (signalling, dispatching... ), no bus lanes...**
- x **Run-down stops and stations**
- x **Lack of user-friendly interchanges – lack of connections**
- x **Buying a ticket is often a problem – loose fare control**

## ...and the bad ones



- x Fare integration at local level incomplete and with complicated rules
- x **Slow buses on circuitous routes**
- x Bus services often only student-oriented
- x **Lack of information and service promotion**
- x 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**



# Putting together a fragmented network

**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

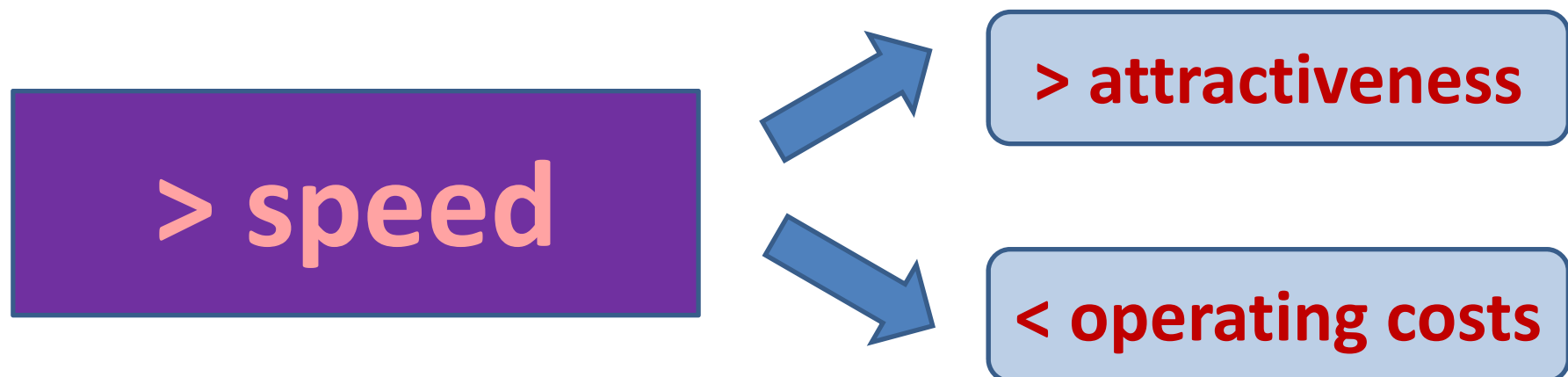
- **Assoutenti-UTP has been in charge of training users representatives willing to apply for participation in the agencies meetings**
- **The purpose is to have qualified people demanding a better and more attractive public transport which caters to the needs of the widest range of passengers, not just “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**



# Asking for competitive public transport

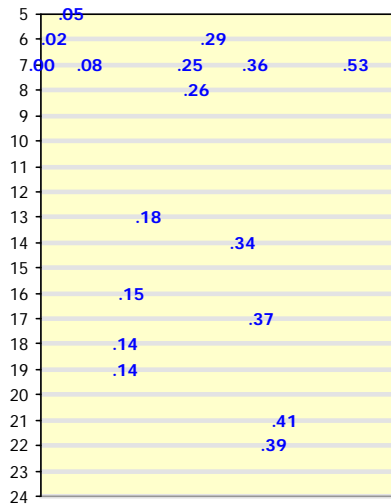
## 2 – Frequency

- **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...

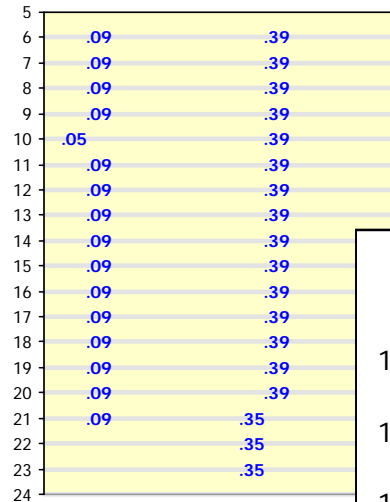
... that's how things work!

Melegnano - 23/10/2009  
(verso S. Giuliano Mil.)



2009

Melegnano - 24/10/2011  
(verso S. Giuliano Mil.)

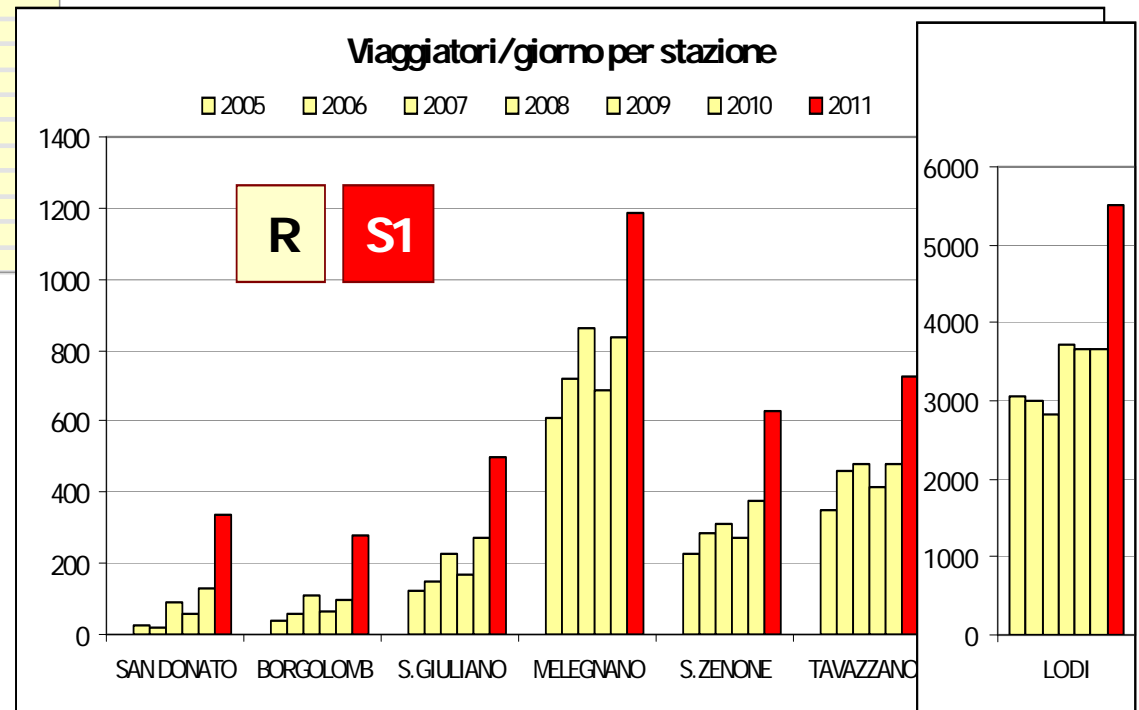


S1

2011

S1

Melegnano (MI)

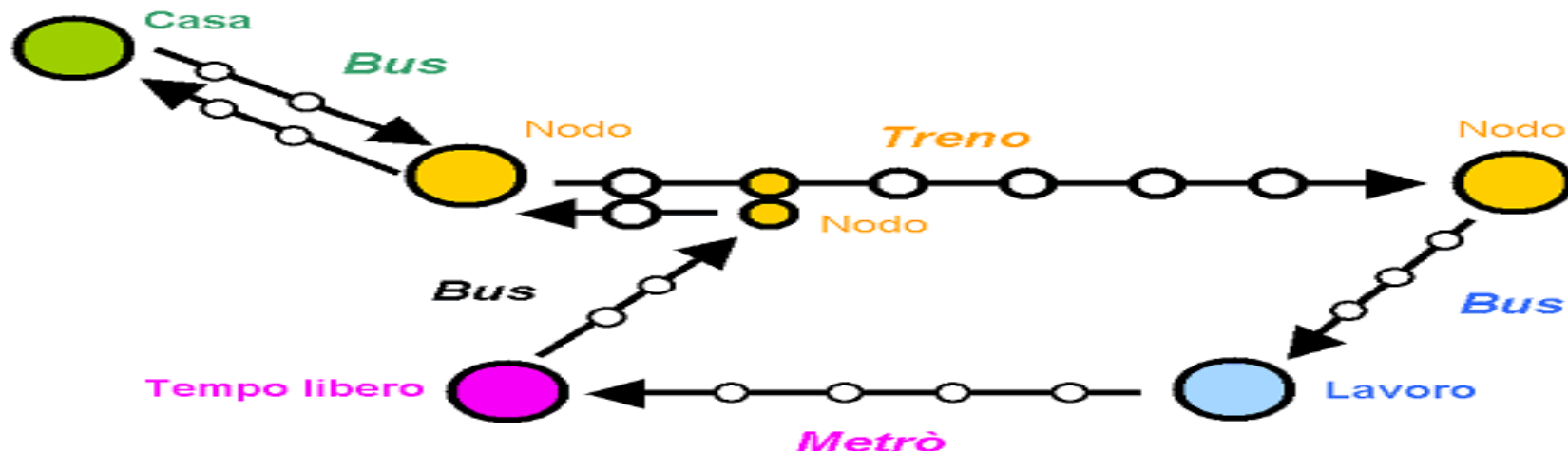


# Asking for competitive public transport

## 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



# BAD

# GOOD





# Information at stations

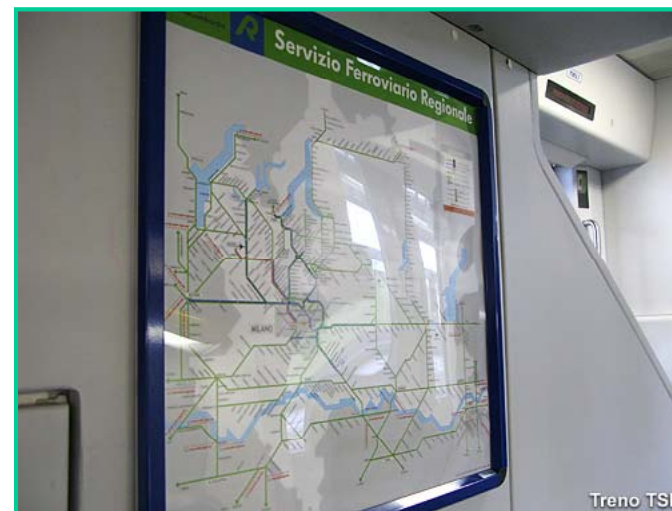
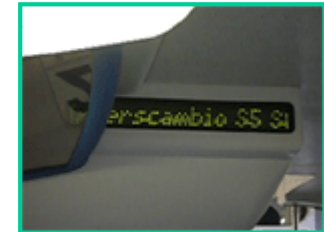


linea train	destinazione destination	orario time
R 10805	BERGAMO	07:21
R 23080	CARNATE USM.	07:25
R 5384	VARESE	07:30
R 20407	PIACENZA	07:30
S11 10842	CHIASSO	07:38
S8 10550	LECCO	07:49
R 10757	CARN.-BERG.	08:02
R 5129	MOLT.-LECCO	08:13

Milano P. Garibaldi, 1/2010 - E. Foresti



# Information on board



# 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!**

BAD



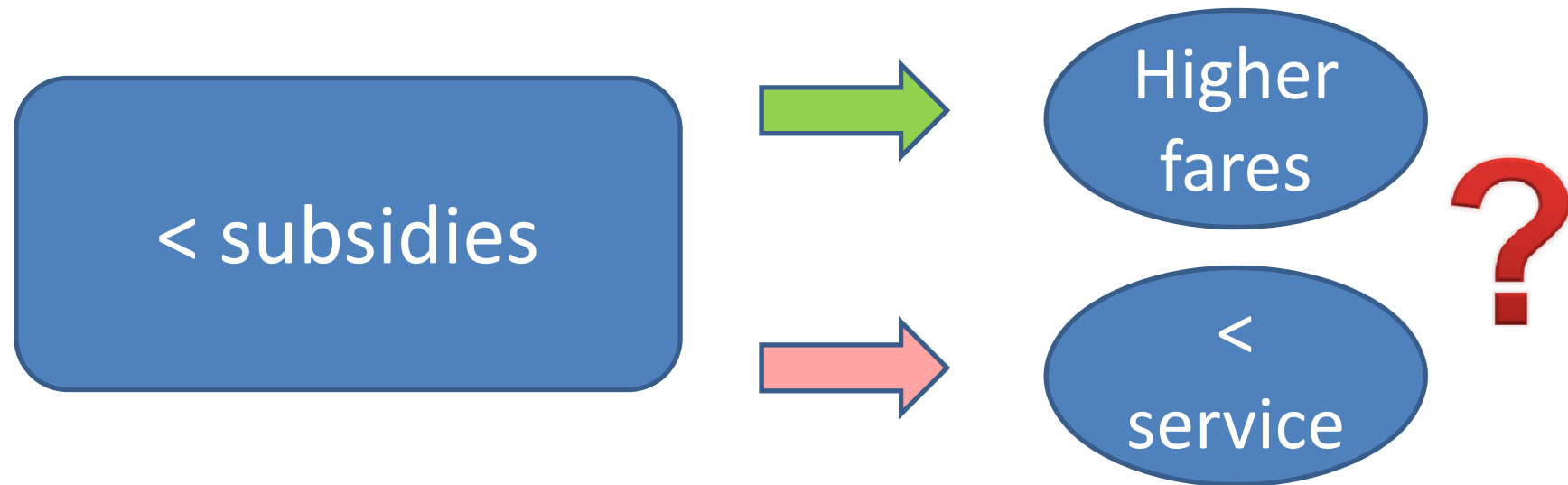
GOOD





# Asking for competitive public transport

## 6 – Fares



→ better to keep low fares but a worse service or maintain (or expand) services with higher fares?

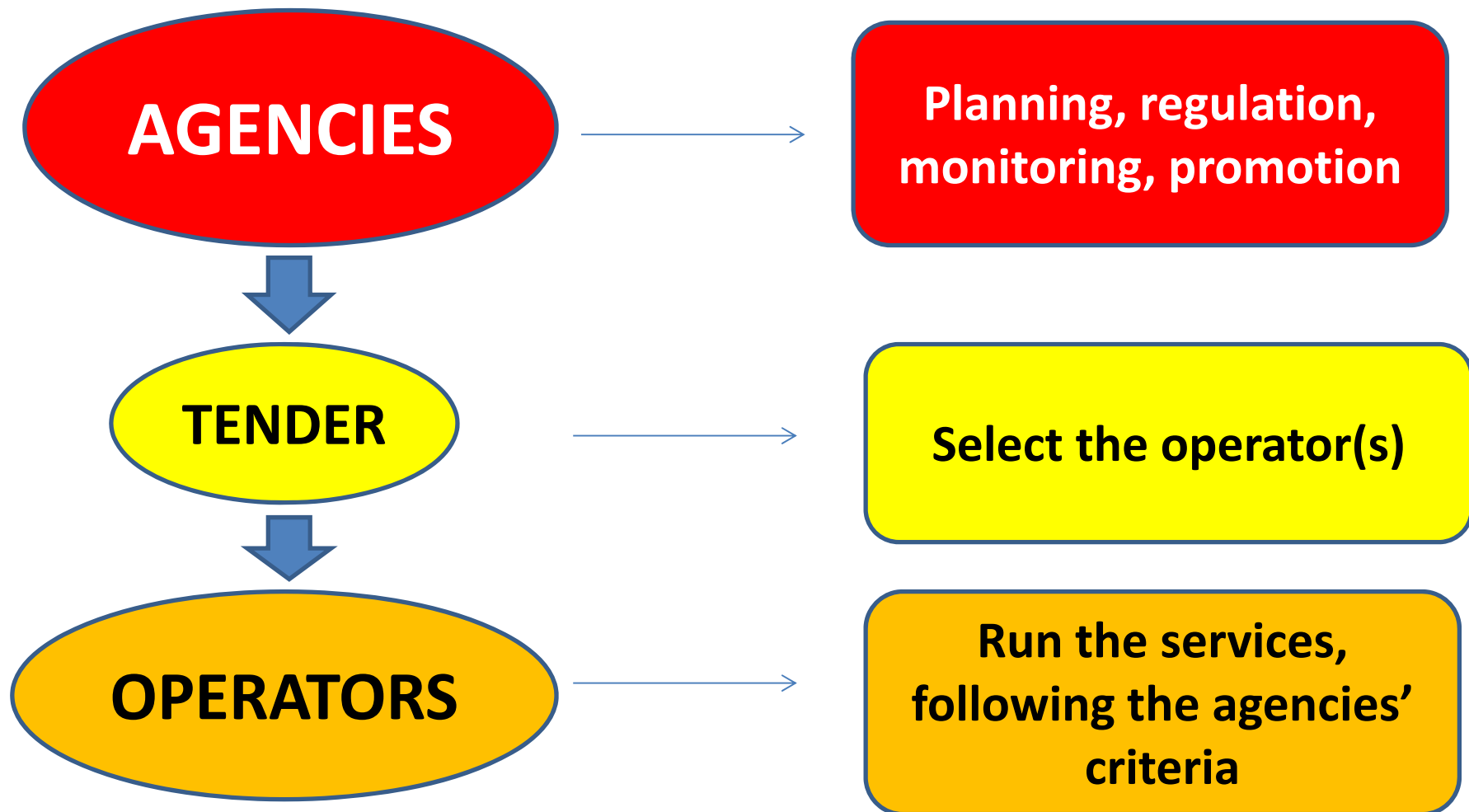
→ what is the fair mix between fares level and service level?

→ “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



# 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