

# Passenger Experiences in Sweden

EPF Budapest 2015-03-20

Kurt Hultgren, Resenärsforum  
(Swedish Passengers Federation)

# 1. Competition in the rail sector early - process next to Britain

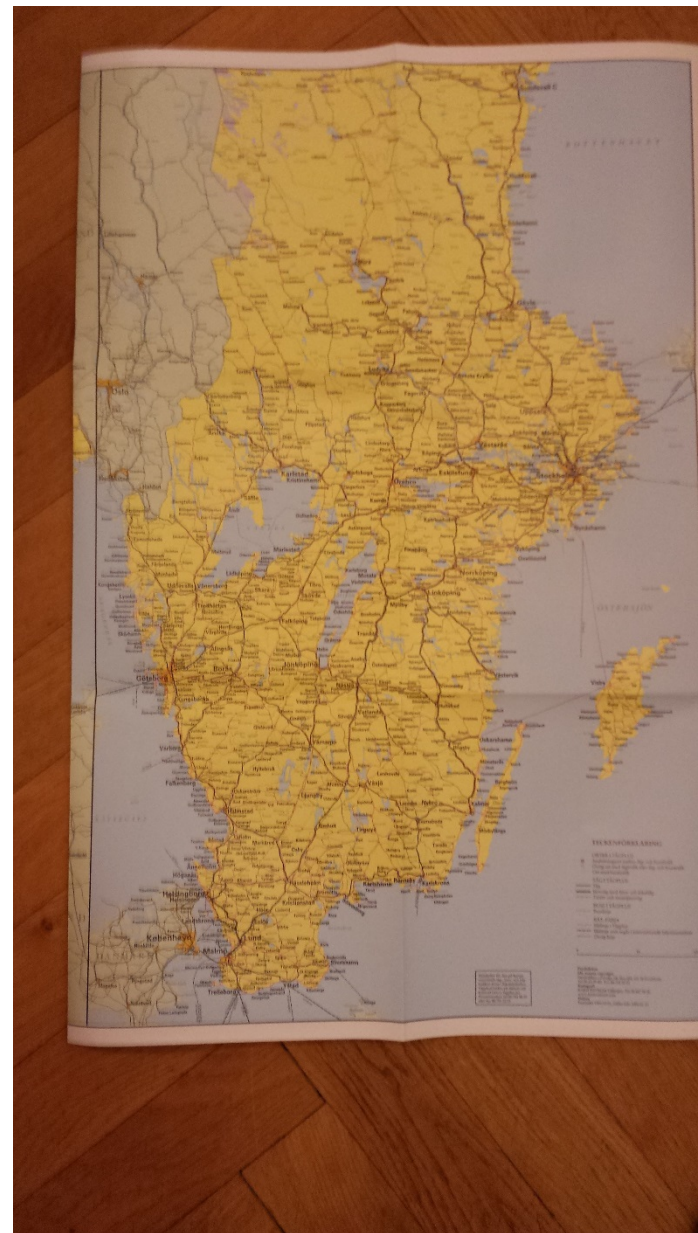
Track Authority separated 1988

- Regional railways deregulated since 1993, private operators start winning, Kiruna night trains 1999
- Other mainline night traffic 2007
- All railways open 2010
- Competition ON the rails, not ABOUT the rails (no concessions)

# Competition rail-air-bus

Stockholm –  
Malmö/Copenhagen  
600 km

Stockholm-Göteborg  
450 km



# Competition between long distance buses/ coaches and rail has proven successful

- More passengers travel bus+rail
- Prices reduced by competition
- Car users start going by bus
- Bus users change to train



**SJ X2000 high speed trains**

## Competition ON the rails means many companies offer parallel trains on the same line

- Stockholm-Göteborg SJ and Blue Train
- Stockholm-Malmö SJ and Veolia “Snälltåget”
- From March 2015 SJ and MTR Stockholm-Göteborg – recently produced high speed EMUs





**”Blå Tåget” the blue train**  
**Uppsala-Stockholm-Göteborg**



**Old carriages, all blue, with restaurant and wide lounges**  
**- Veolia Stockholm-Malmö similar**



## 2.The new law on Public Transport 2012

Regulates that every region must have a PT plan supported by a dialogue with passengers

Private companies are invited to produce, but if they don't find it profitable the PT authority creates a public service network

Still private companies can start competing, and still they are able to vanish after 21 days

- The result is: mostly PS tendering according to plan

## Aim of the law :

### 1. Competition and 2. Regional Passengers' rights

#### Different conditions

- long distance public transport – totally free
- regional train services - tendering
- local public transport - public service dominant

„Garantees“ by the operators are singlesided,  
and give no passenger rights

# Competition only on the most profitable lines

## Lines with medium demand out of focus

- Infrastructure manager misunderstood the social task for competition
- Tried to suppress commuter services on main lines
- Strong protests in 2014
- Political clarification

# Congestion charges as a means of influencing passengers' choice

Stockholm from 2006

trial period – referendum positive – cars -20 % -  
will be increased, political almost consensus

Göteborg from 2012

started directly – populist propaganda – financing  
package questioned – referendum afterwards (neg)  
– deciding politicians keep their decision

### 3. Rail Passenger increase, doubling since 1990

#### Rail maintenance insufficient

- Railway infrastructure manager and National Road authority merged in 2010 (Banverket and Vägverket vanished)
- Trafikverket has a dominant road competence
- Problems are now under government's investigation
- Resenärsforum has a strong position

# Public Transport Investment projects in several major regions

**New metrolines in Stockholm**

**New tram systems Stockholm, Göteborg,**

**New tram systems planned Lund, Malmö,  
Uppsala, Helsingborg**

**”Bus rapid Transit” systems (lanes) proposed**

**But hardware is not enough**

**– ticketing? cooperation?**





**”Bus Rapid Transit” (=separate lanes)  
in Malmö for part of a line give a  
certain priority**

# Norrköping tramline extension

Slow national  
procedure made the  
city pay all costs with  
contribution from  
exploitation building  
companies



## **4. Problematic period next 5-10 years**

**Night trains Stockholm-Malmö continues**  
**Trains to the European Continent few and slow 4.**

- New regional train systems being planned
- New doubletrack line through Stockholm and Göteborg (in Malmö already in use)
- New high speed line Stockholm-Malmö/Copenhagen and /Göteborg
- New Danish high speed tunnel to Germany

## 5. Ticket buying problem

All regions hve their own “currency”

No cash – means discrimination to young persons

Visitors feel ‘not welcome’

No sms tickets any more

Trade union against cash risks – but on the contrary  
drivers are hit by angry passengers

# **Rail tickets only sold via internet or vending machines – and international train tickets difficult to buy**

- Only four ticket offices in Sweden
- Get your ordered ticket in a newspaper kiosk
- No international ticket sold by SJ
- International ticket in a charter travel agency

- **Ticket selling** has turned into a **production rationalization** obsession

**instead of a means of gaining money from satisfied passengers**

**Credit or cash cards without pin code** an option only used by few regions



# Ticket offic closed – use internet!



- o **Localities in the station to let for other shops**



# Differens sorts of vending machines



## 6. Public Transport gains political focus

- Ten years ago PT was a non-topic
- Resenärsforum and other actors have driven the PT challenges strongly
- In the election 2014 PT was a real factor
- Infrastructure collapse helped opening eyes

# **Demand for Passenger Dialogue**

## **- but difficulty to deliver, lack of resources**

- Passenger Focus and London Travelwatch are proposed solutions
- Danish Passagerpulsen a strong benchmark
- Resenärsforum tries to find a more permanent financing to cope with demand
- Infrastructure collaps helped opening eyes
- Our chairperson now elected president of Swedish Parliament's TransportCommittee(Trafikutskottet)