



# Cross border public transport commuting experiences in Greater Copenhagen

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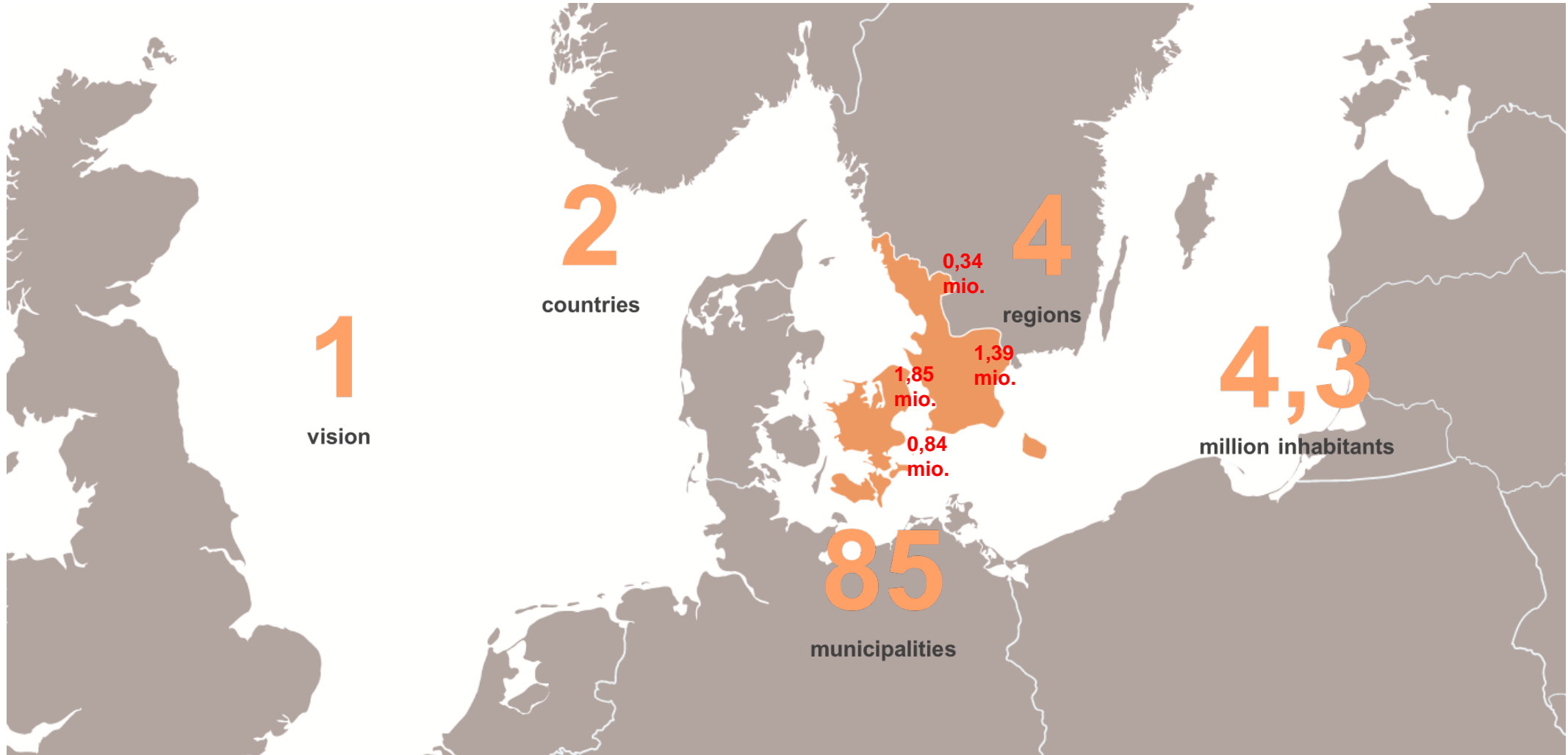
Capital Region of Denmark  
Centre for Regional Development

June 10th 2022

**Slido #EPF2022**

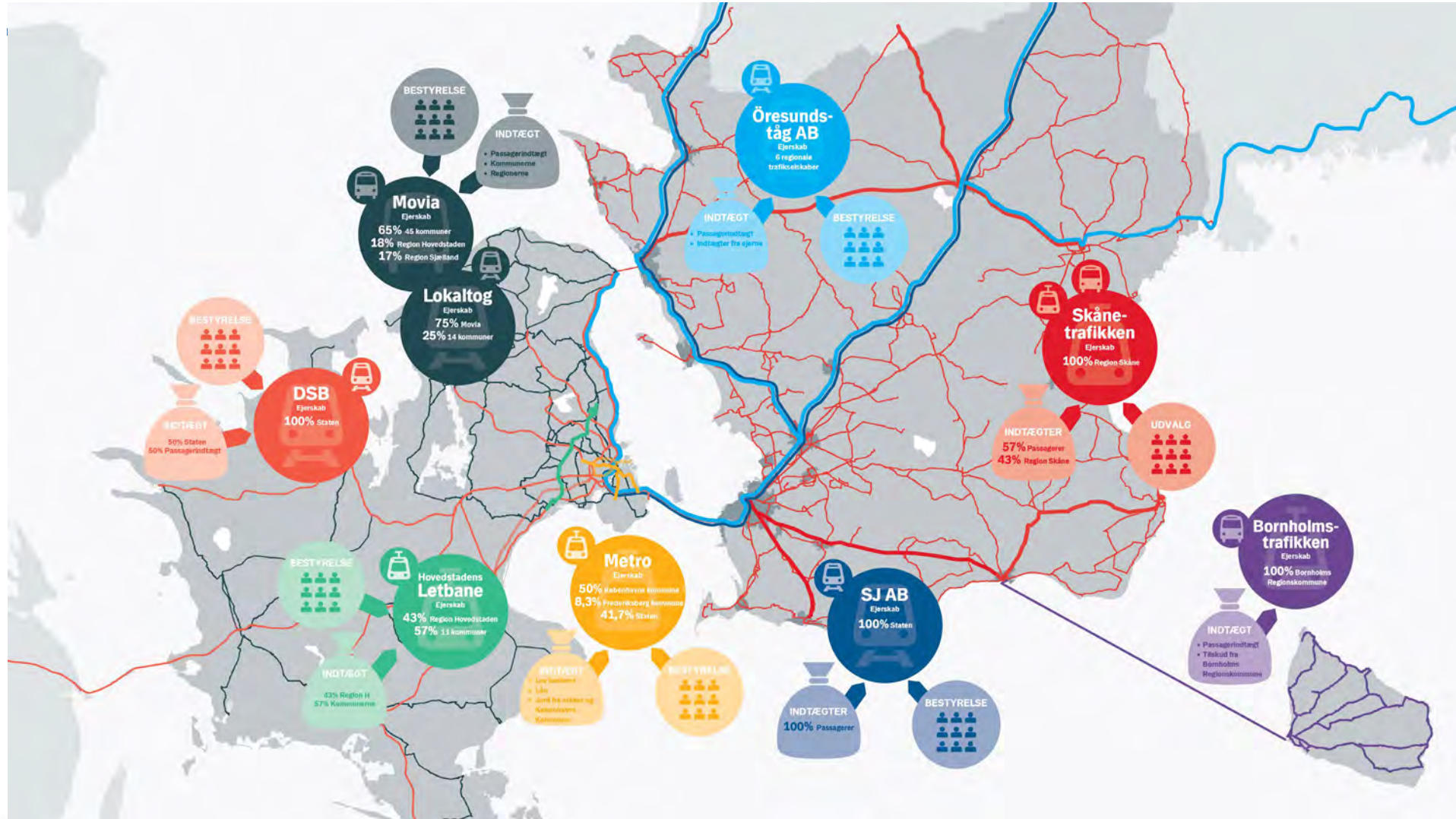
<https://www.sli.do/>

# Introduction – Greater Copenhagen

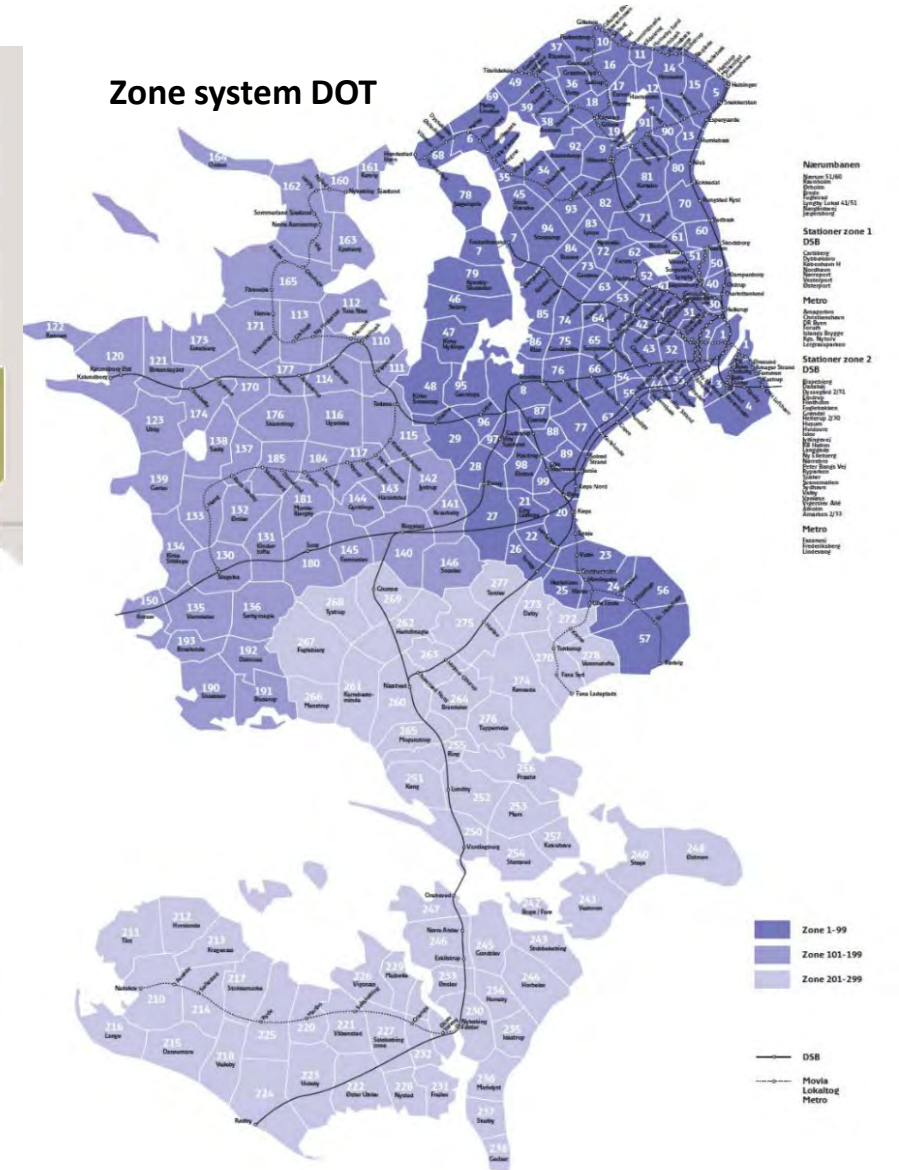
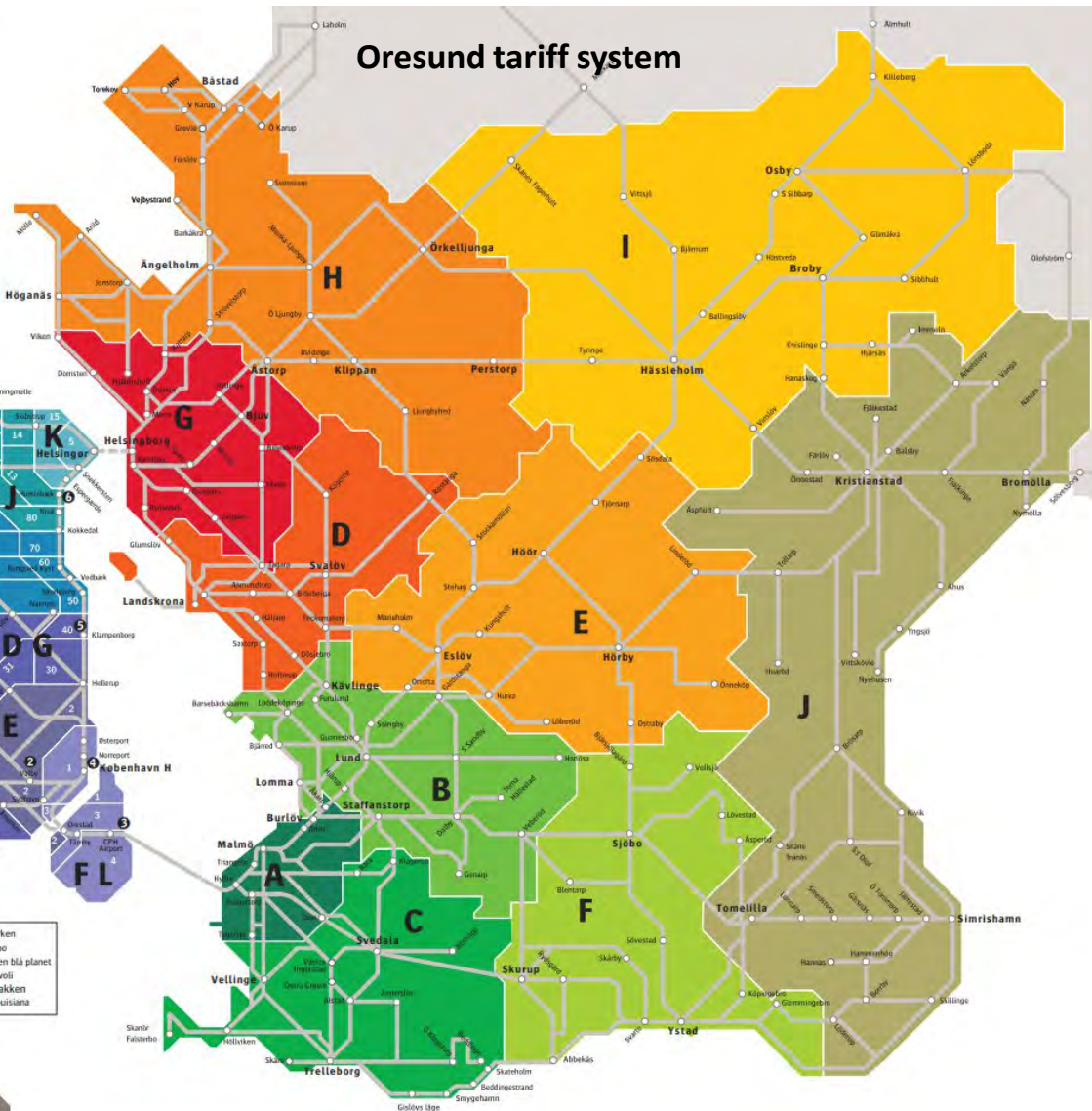




# Complexity of public transport in Greater Copenhagen



# Tariff system in Greater Copenhagen



**Have you within the last year traveled cross-border with the public transport?**

0 2 3

Yes



No



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## What has been the purpose of your cross-border journey?

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0 3 2

Travel to the workplace or place of education



Travel in connection with work (eg for a meeting, conference)



Travel in your free time (eg experiences, visiting friends or family)

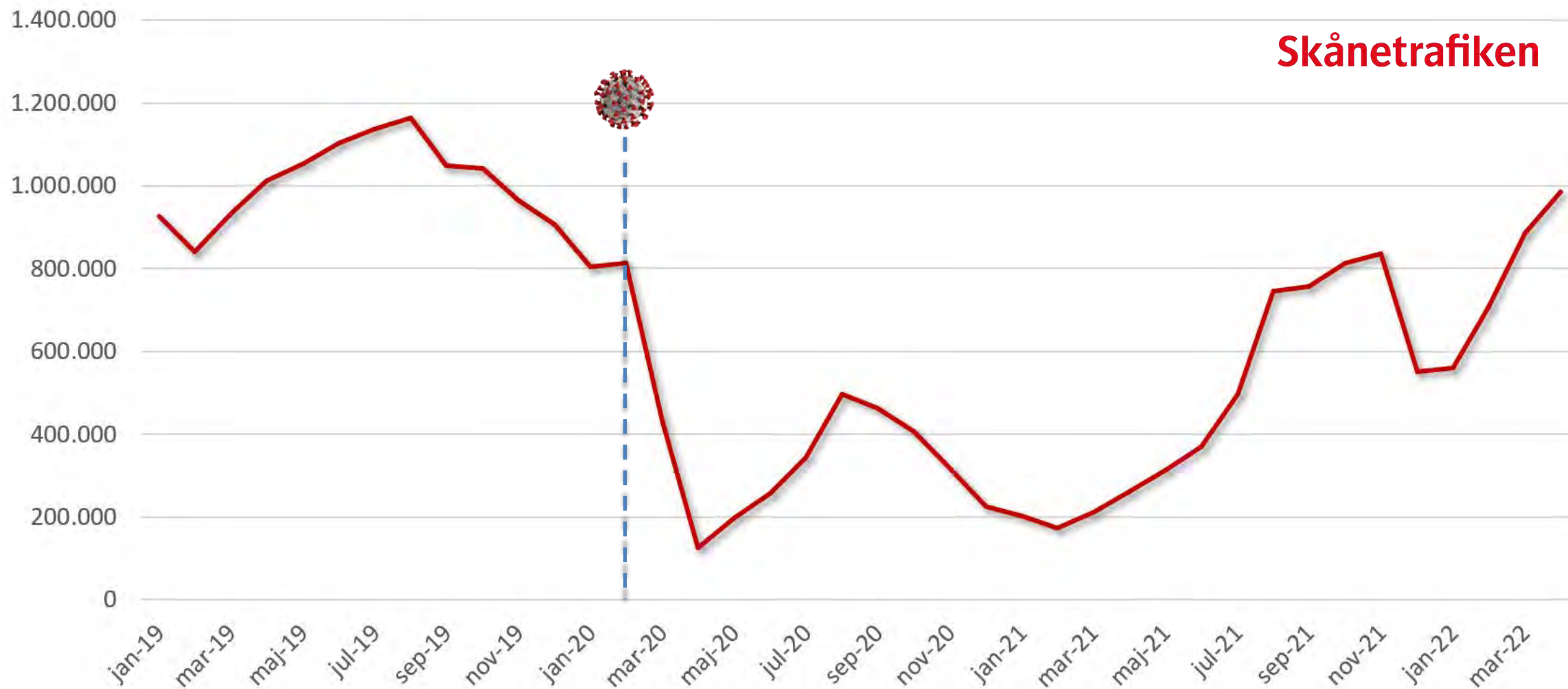


As transport to eg airport, ferry



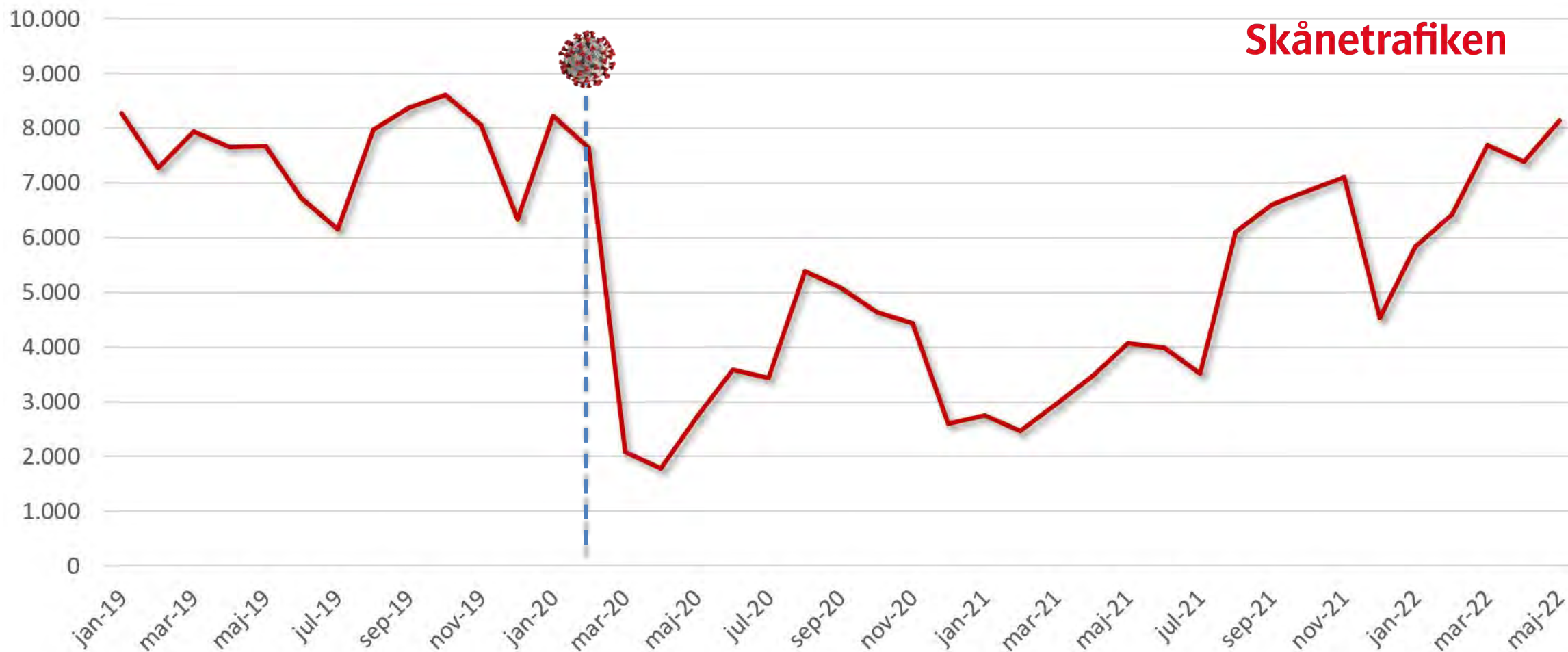
# Travelers across Oresund (total)

## 2019-2022





# Skånetrafiken Öresund commuter ticket sale 2019-2022





**How do you buy or where would you imagine buying your cross-border public transport ticket?**

036

Online/App?



Vending machines



Person operated ticket sales



Contact Customer service



Something else



**Where do or would you search for information in your cross-border travel?**

036

(1/2)

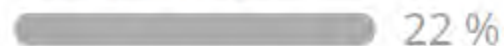
Website transport companies



App of traffic companies



Google maps



Ticket sales or vending machines at the station



Information screens at the station



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**Where do or would you search for information  
in your cross-border travel?**  
(2/2)

0 3 6

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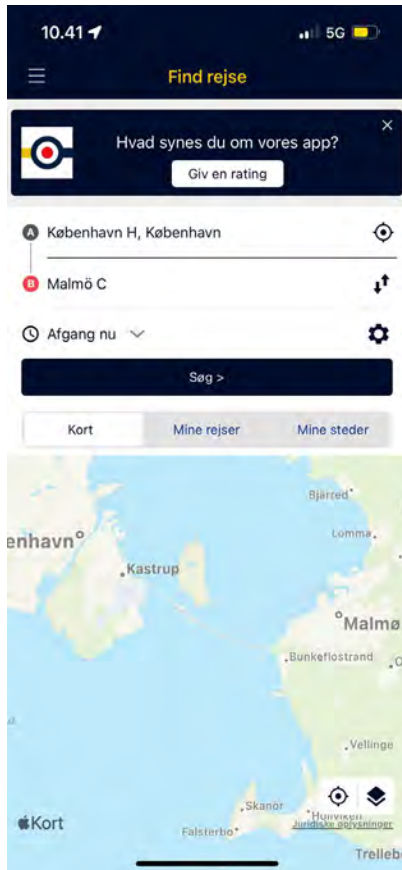
Other places

14 %

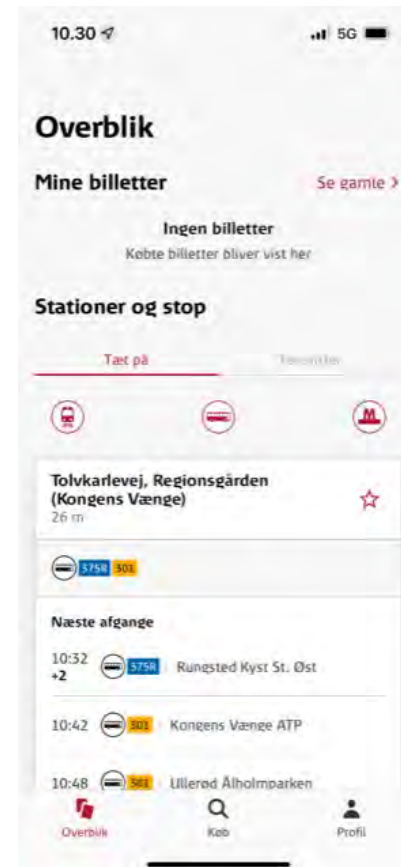
I never look for information before traveling

0 %

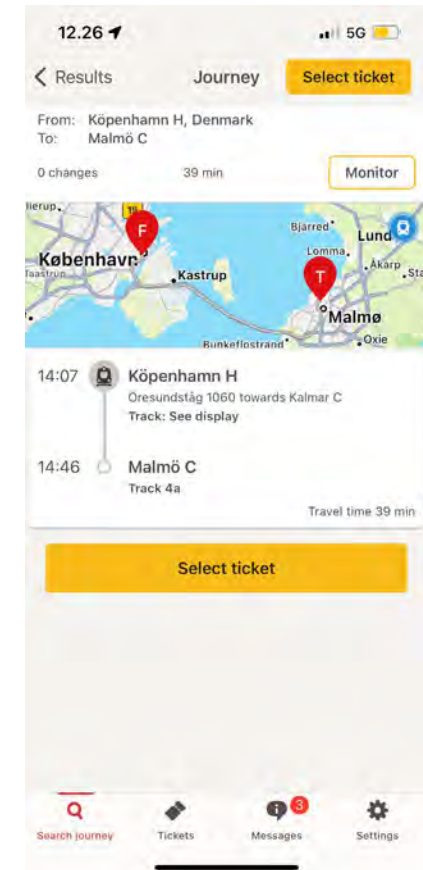
# › Apps for travelers in Greater Copenhagen



## DOT

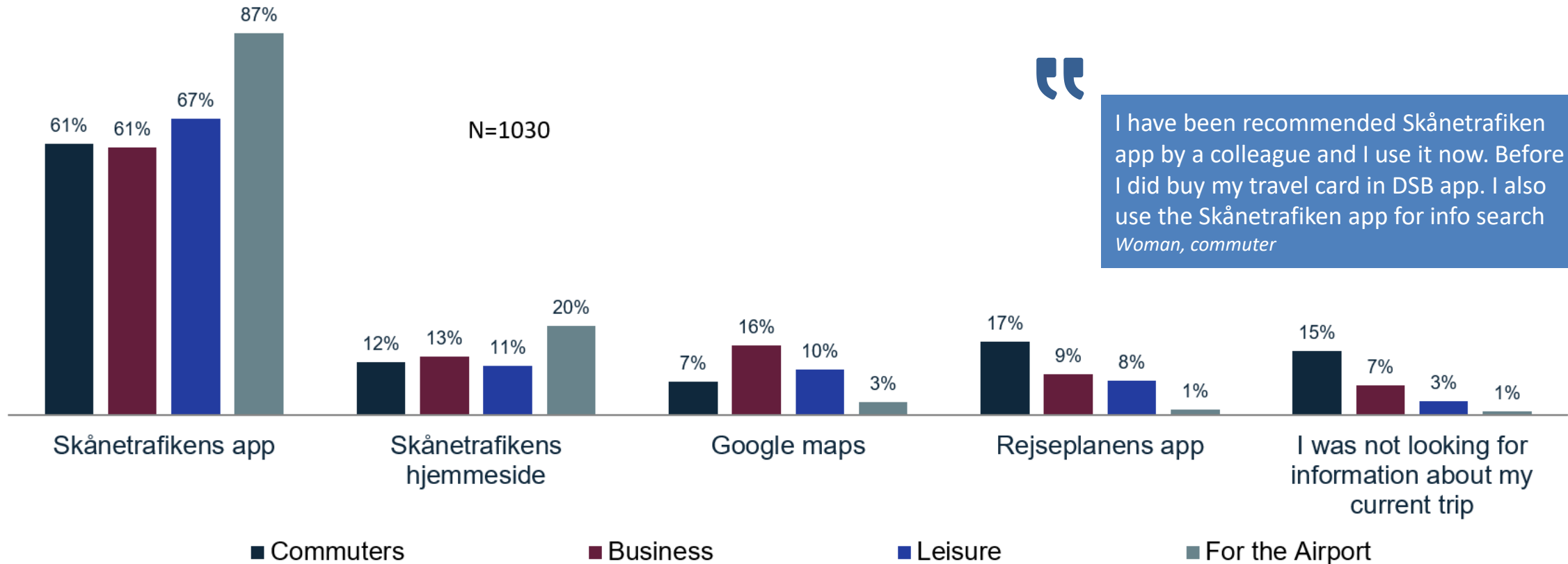


## Skånetrafiken



# Swedish and Danish commuters are happy about Skånetrafiken app – the Danes use other platforms as well

Where did you search for information about your current journey by public transport between Denmark and Sweden?  
Information search Top 3



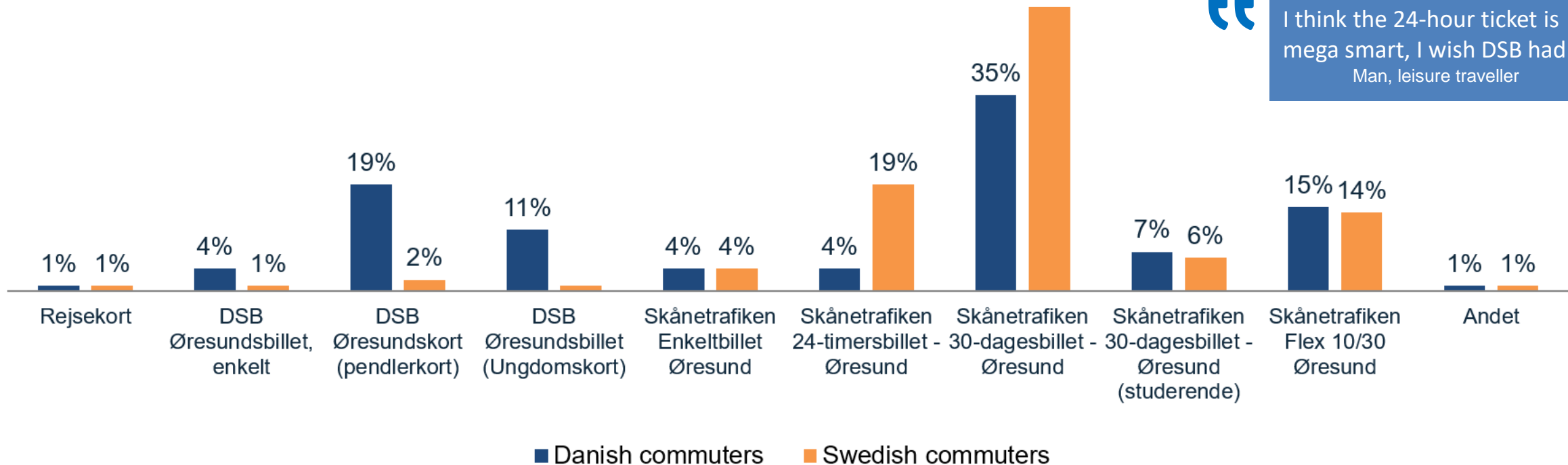
I have been recommended Skånetrafiken app by a colleague and I use it now. Before I did buy my travel card in DSB app. I also use the Skånetrafiken app for info search  
*Woman, commuter*

# › The Swedish commuters are only using Skånetrafik products while the Danish commuters are using a broad range of DSB and Skånetrafik products

What type of ticket do you use to cross the border on your current journey by public transport between Denmark and Sweden?



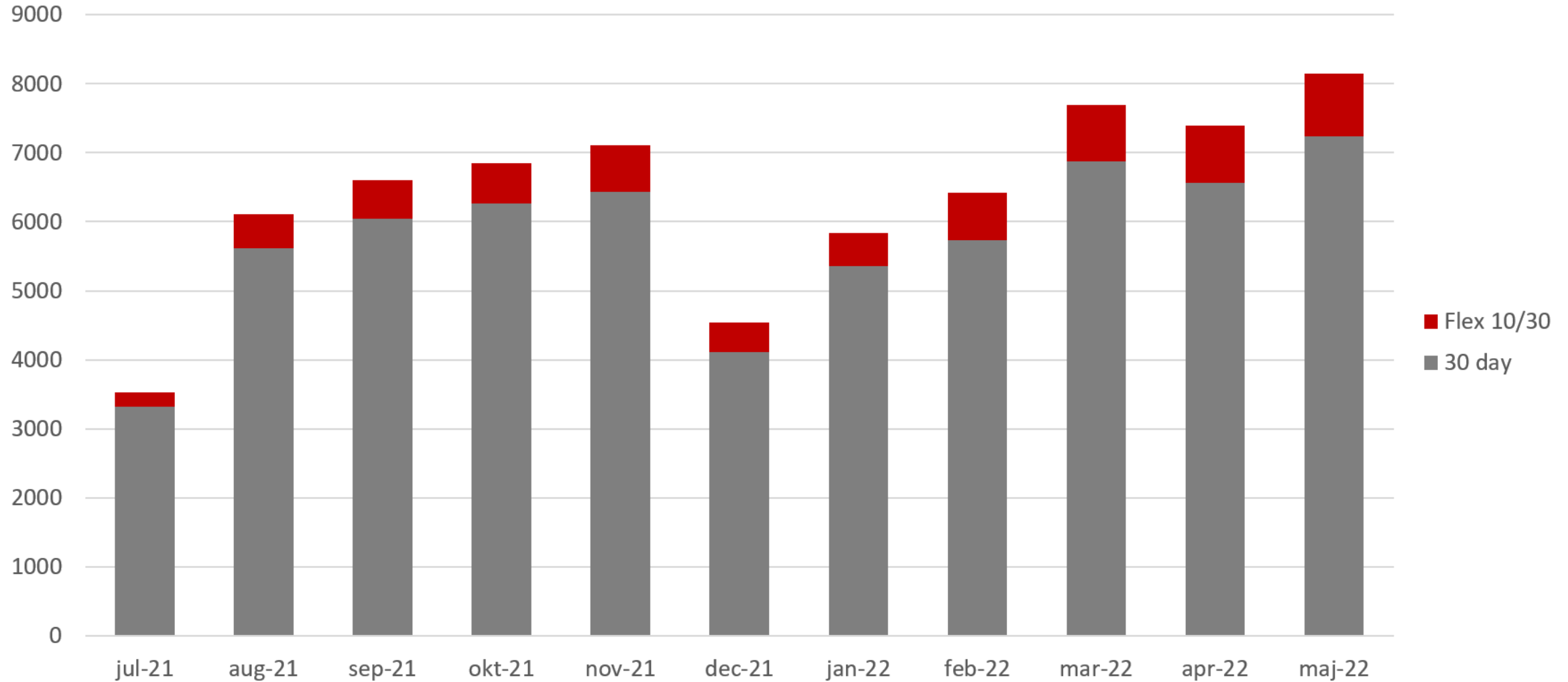
I think the 24-hour ticket is mega smart, I wish DSB had  
Man, leisure traveller





# Skånetrafiken period 30 and Flex 10/30

## Skånetrafiken



› The Swedish commuters are less satisfied with both "value for money" and on the question: "I get what you pay for on this trip"

Value for money on this trip?

	Average score	
	DK	SE
<b>Commuters</b>	6,1	<b>4,5</b>
Business	6,5	5,6
Leisure	6,5	6,4
Airport	-	6,3

N=1030, scale: 0 -10

You get what you pay for on this trip?

	Average score	
	DK	SE
<b>Commuters</b>	6,1	<b>4,5</b>
Business	6,5	5,6
Leisure	6,5	6,4
Airport	-	6,3

N=1030, scale: 0-10



*I think it's expensive - it's a short journey and when I think about how long I could travel to other destinations in Sweden for the same ticket price - well then, I think it's expensive to cross the border*

Man, commuter



# Bjørn's journey to Ystad (Sweden)

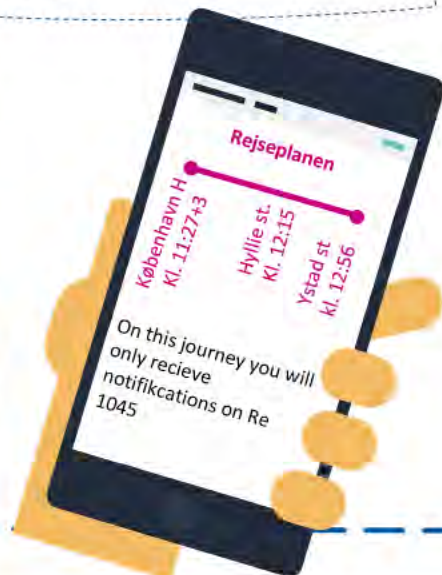
## Intro

Bjørn lives in Copenhagen and is going to a seaside hotel in Ystad. He is travelling by train to Ystad and is bringing his bike.



## Prior to the journey

Bjørn plans his journey via the Rejseplanen app. In the app he sees that the departure from Copenhagen Central Station is delayed by 3 minutes.



## During the journey

Bjørn must change train on Hyllie station. While he is travelling the Øresund train, he receives notification of further delays at Hyllie.

Arriving at Hyllie station the information screens informs him that the local railway is affected by delays of 30 min. When the train arrives, he sees that the train only runs with one trainset, which results in a very crowded train.



## End of the journey

Due to the many travelers the train has no space for Bjørn's bike, so he will have to wait for the next train.

Due to the delays and other challenges Bjørn unfortunately realises that he will not be able to make it in time for the Spa treatment, he already purchased.

## Used data

- **Planned updates** from Banedanmark/DSB.
- Real time data from Banedanmark/DSB.
- Planned data from Skånetrafiken.

## Challenges

- Information regarding the Swedish local train is only visible via the Swedish app. Therefore, Bjørn doesn't receive important information about delays, busyness and shorter trains.

## Missing data

- Real time data regarding delays for the local trains etc. either from Samtrafikken (NAP SVE), Trafikverket or RNE CI.

# Hannah's journey home (Malmö) after a concert in Copenhagen (Denmark)

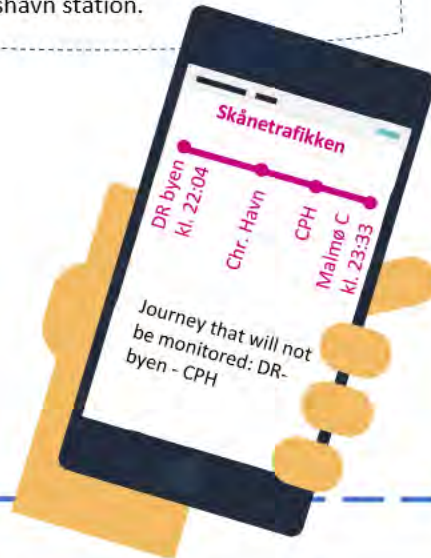
## Intro

Hannah lives in Malmö and has been in Copenhagen for a concert in DR's concert hall. Now she's going home to Malmö and uses the Skånetrafikken app to plan her return.



## Prior to the journey

Hannah has taken the trip before. She sees that the app has fortunately taken an rerouting of the metro into account. Therefore, she must take a different path than usual and change metro at Christianshavn station.



## During the journey

At the metro station the information screens tells Hannah that the metro is not just rerouted but has been cancelled. Instead replacement buses are running. In the bus Hannah receives a notification that the train from Malmö, which must return after a stop at CPH station, has been canceled. To investigate her options Hannah opens the Rejseplanen app. There isn't any information about the train being canceled. She then assumes the train will be returning to Malmö.



## End of the journey

Arriving at the CPH station Hannah expects to get on the train to Malmö. However, the information screens shows that the train has been canceled. She has to wait 30 minutes for the next train and arrives quite late at home. Nonetheless the concert was great!

## Used data

- Planned data from Rejseplan via Skånetrafikken.
- Planned data from Metro.
- **Planned updates** from DSB/Banedanmark.

## Challenges

- Hannah has planned her journey via a Swedish app. Therefore, she doesn't receive information regarding the replacement buses in Denmark.
- Hannah experiences inconsistencies in the information regarding cancellations from respectively the Skånetrafikken-app and the Rejseplanen-app.

## Missing data

- Real time data regarding replacement buses from Metro or Rejseplanen.
- Chat message between the operators regarding the replacement buses.
- Real time data regarding cancellations to Rejseplanen.

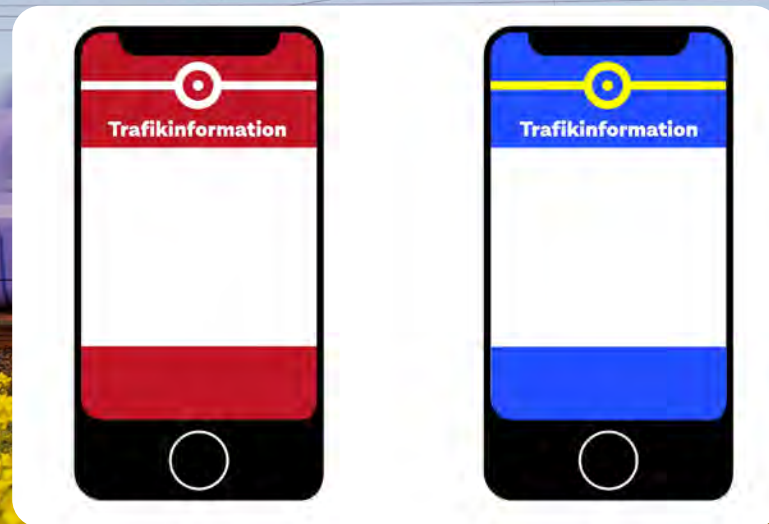
# > Closure remarks

## Activities to improve the level of service for Oresund travelers

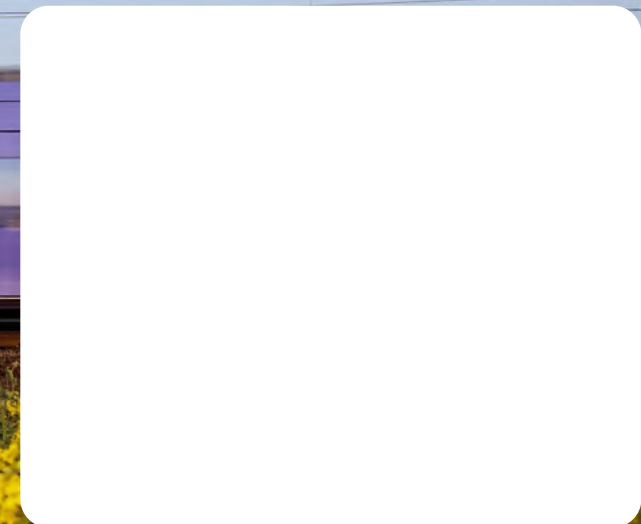
Fully digitized and harmonized ticketing system



Coordination and improvement of traffic information

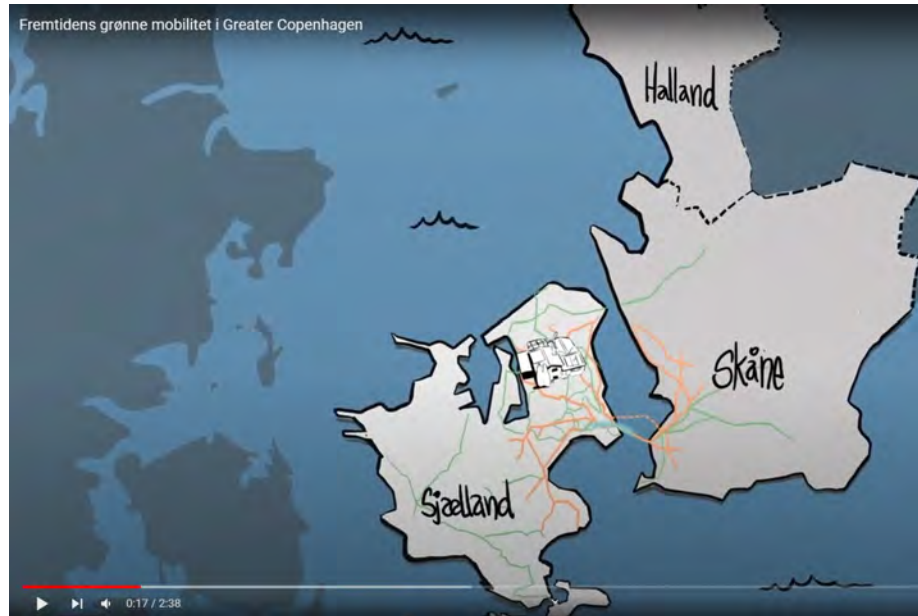


Strengthened organizational and political cooperation



# > Greater Copenhagen 2050

## The future green mobility in Greater Copenhagen



Danish video with English subtitles [here](https://www.youtube.com/watch?app=desktop&v=BNlqpbpVO7M):  
<https://www.youtube.com/watch?app=desktop&v=BNlqpbpVO7M>

# Thank you for your attention !

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