

Achieving social and environmental cohesion and sustainability through the protection of passengers' rights as an active agent of the promotion of decarbonization

Miguel Gaspar | Deputy Mayor for Mobility and Safety
Câmara Municipal de Lisboa



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3 key principles

- non-discrimination;
- accurate, timely and accessible information;
- immediate and proportionate assistance

10 passenger rights

however you travel

1. Non-discrimination
2. Access and assistance for disabled passengers and passengers with reduced mobility
3. Information
4. Choice to cancel trips due to disruption
5. Rerouting or rebooking
6. Assistance in event of long delay
7. Compensation
8. Carrier liability
9. Easy complaint handling
10. Effective enforcement of rights

Source: European Commission Communication: A European vision for passengers: communication on passenger rights in all transport modes



Regulation 1371/2007 on rail passenger rights

Summary Table - Information on national exemptions (situation in March 2019)

Country	Domestic Rail Services			Urban, suburban and regional services			International rail services beyond external EU borders		
	Yes		No	Yes		No	Yes		No
	Exemptions	Time-limit		Exemptions	Time-limit		Exemptions	Time-limit	
Portugal	All provisions of the Regulation except for those provided in Art 2(3) as well as Art 8, 10,13-17, 18(2), 20(2), 27, 28, as well as art.6-14 &32 of Annex I, Annex II, Annex III • PT confirm that intends to	5 years		All provisions of the Regulation except for those provided in Art 2(3) as well as Art 8, 10,13-17, 18(2), 20(2), 27, 28, as well as Art.6-14 of Annex I, Annex II, Annex III	5 years				

Passengers who hold a travel pass or season ticket and who encounter recurrent delays or cancellations during its period of validity may request adequate compensation in accordance with the railway undertaking's compensation arrangements. These arrangements shall state the criteria for determining delay and for the calculation of the compensation.

ANNEX III

MINIMUM SERVICE QUALITY STANDARDS

- Information and tickets
- Punctuality of services, and general principles to cope with disruptions to services
- Cancellations of services
- Cleanliness of rolling stock and station facilities (air quality in carriages, hygiene of sanitary facilities, etc.)
- Customer satisfaction survey
- Complaint handling, refunds and compensation for non-compliance with service quality standards
- Assistance provided to disabled persons and persons with reduced mobility.

-26% CO₂

Emissions on Transport Sector 2030

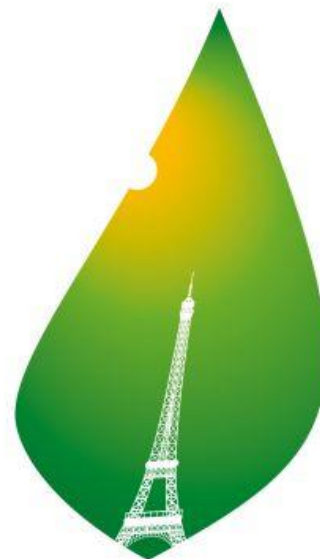
PNAC20-30

Portugal aims to be
Carbon Neutral
till 2050

António Costa, prime-minister

**“There is the risk of losing the race
against the climate change”
“we need stronger ambition”**

António Guterres, SG UN



COP21 • CMP11
PARIS 2015
UN CLIMATE CHANGE CONFERENCE



“By 2030, provide access to **safe, affordable, accessible and sustainable transport systems** for all, improving road safety, notably by **expanding public transport**, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons”

10 passenger rights
however you travel



TRANSPORT WHITE PAPER 2011

Halve the use of 'conventionally-fuelled' cars in urban transport by 2030; phase them out in cities by 2050;

Achieve essentially CO₂-free city logistics in major urban centres by 2030

By 2020, establish the framework for a European multimodal transport information, management and payment system.

By 2050, move close to zero fatalities in road transport..

Urban transport is responsible for about a quarter of CO₂ emissions from transport, and 69% of road accidents occur in cities.

António Costa
Prime-Minister

~~2017~~

~~2018~~

2019

2020

2021

2022

2023

2024

2025

2026

2027

2028

2029



Fernando
Medina
Mayor

EU Framework
Programme 2021-2027

One Car,
7 years

One PSC,
7-15 years

It (really) is time to act!

**We need a revolution
in mobility**

2030



Better quality of life
Better Environment



Accessible Mobility to
Everyone's reach

Social
Equity

*"it is important to
promote solutions that
reduce the dependence
of the private car,
improving the quality of
life and health of the
people of Lisbon"*



Innovation Driven

*"with the management
of all road modes,
parking, Municipal
Police, mobility planning,
traffic lights, cycle lanes,
shared modes, the City
of Lisbon should be in
the leading pack"*



Smart City

Quick diagnosis

Lisbon's mobility main challenges

1

Urban design of Lisbon's Metropolitan Area (AML)

2

Growth of traffic flows, entering and inside Lisbon

3

Prevalence and dependency of private vehicle

4

Reduction of public transport usage

5

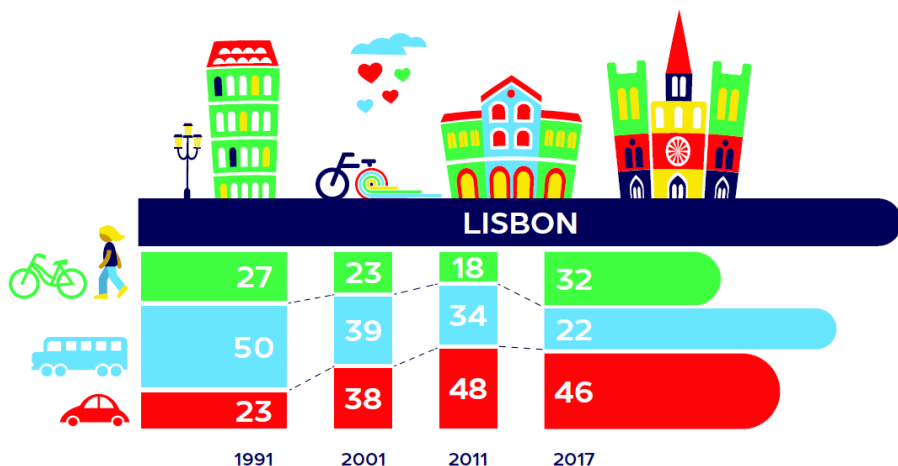
Complexity of urban logistics and inefficient enforcement

6

Limited integration at management and planning at metropolitan level

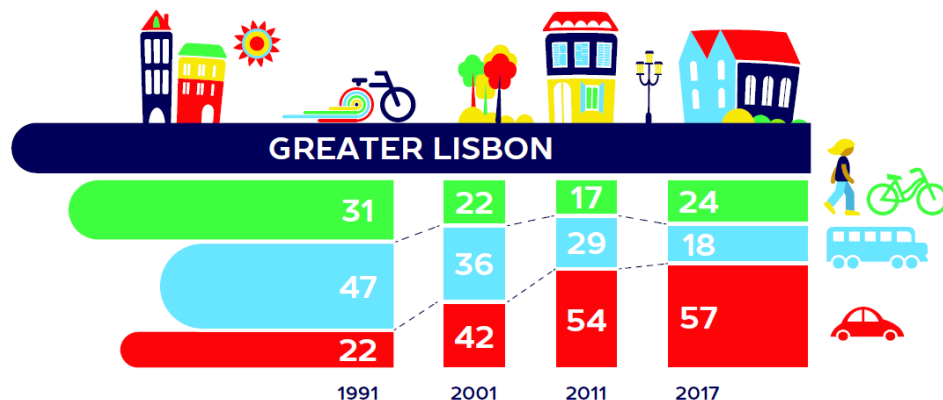
The use of the personal car has been growing steadily in the metropolitan area

In Lisbon, the use of private car reach 48%, increasing 10 pp since 2001








In Greater Lisbon, car modal share grew 15 pp between 2001 and 2017.

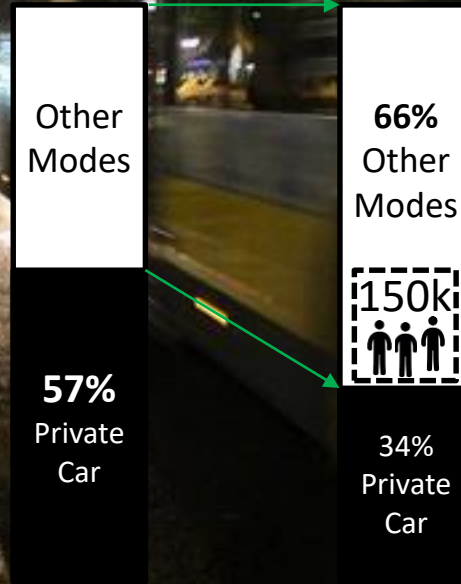
Active modes also grew and public transit loss passengers.



Private Vehicle Public Transport Others (cycling and walking)

Modal Split: a Key Indicator

		Private Car
	Boston	45%
	Stockholm	45%
	Paris	38%
	London	36%
	Amsterdam	32%
	Barcelona	26%



+ Active Mobility

+ Public Transport

+ Shared Modes

What people want?



Elderly
Youngsters
Workers
Parents
Grand Parents
Professionals
Shoppers
Visitors
Managers

...

(Society is diverse,
and so is the needs of
passengers)

What people want

Better traffic conditions

Better parking conditions

Regular and punctual Public Transport

Direct public transport services

Access

An integrated network (timetables, fare and ticketing)

(Digital Payment Services)

What about the new products?

Taxi apps, car pooling, car sharing, MaaS, Park & Ride

16 – 34 Years	➡	40 – 70% acceptance
35 – 54 Years	➡	35 – 70% acceptance
55 – 75 Years	➡	10 – 20% acceptance

What are we doing

- A transformation of the public space
- A revolution in Public Transport
- Building a Mobility Ecosystem
- Fostering Innovation
- A strong Open Data Policy
- Made of Lisboa



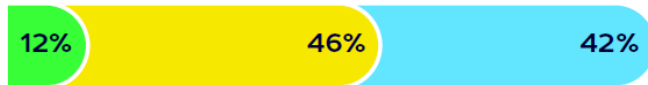
A transformation of the Public Space



BEFORE THE INTERVENTION



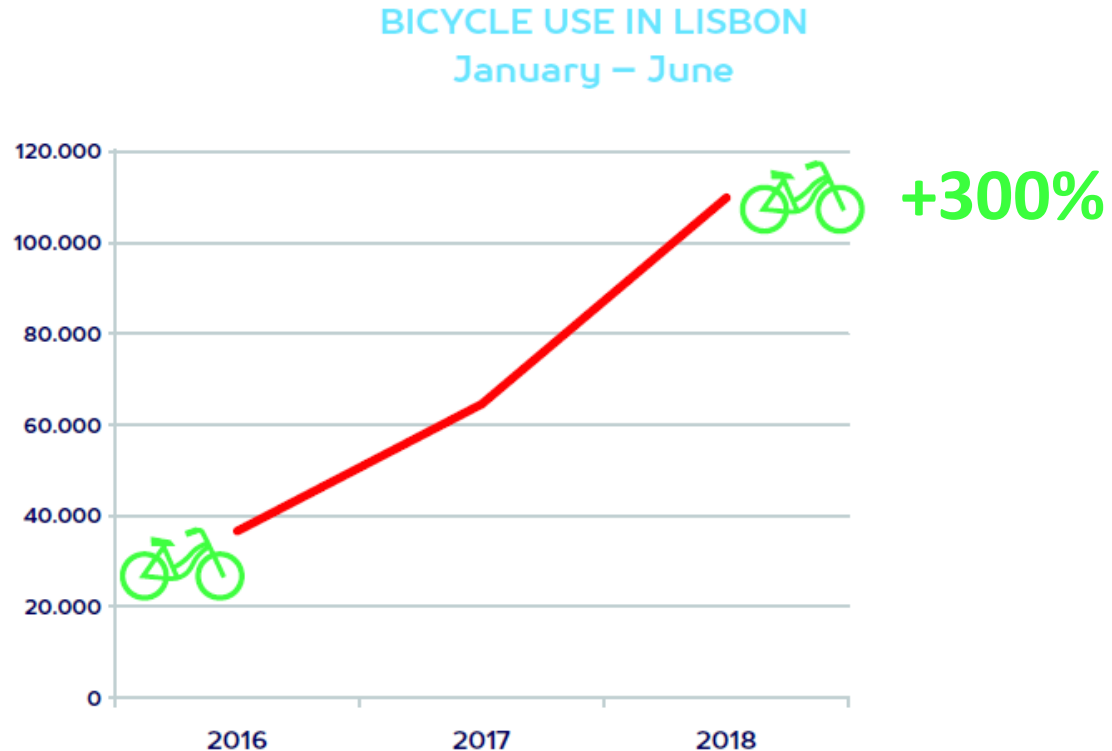
AFTER THE INTERVENTION



Green spaces Pedestrian and cycling spaces Traffic and parking areas



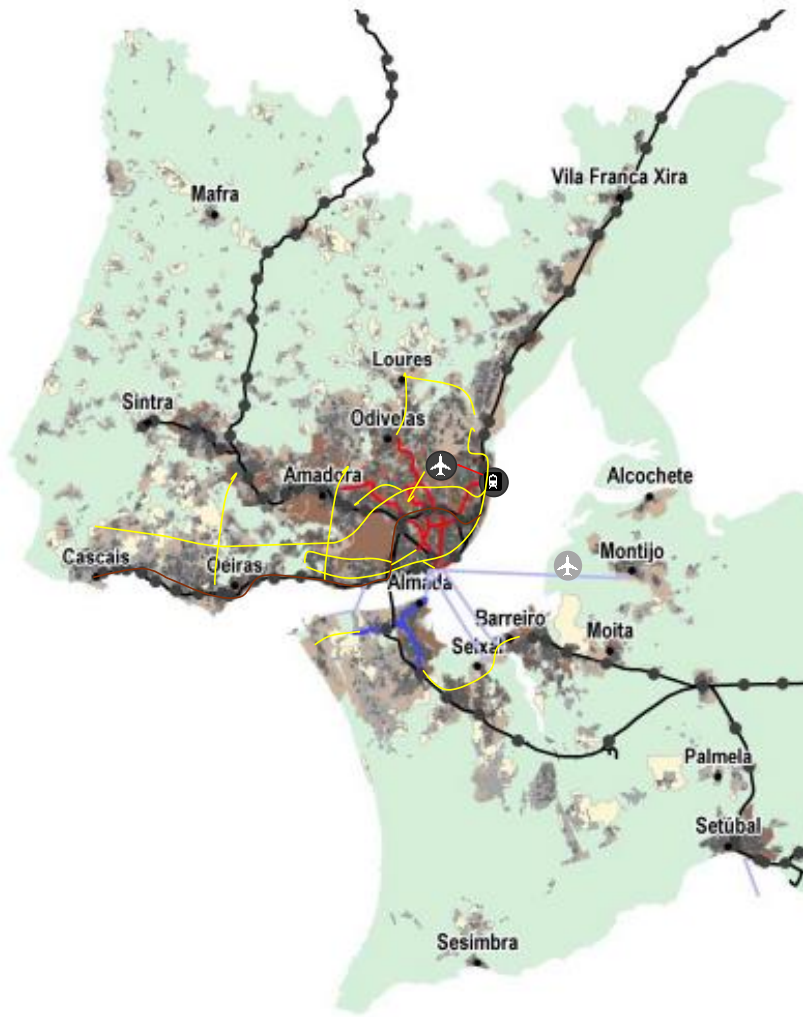
A transformation of the Public Space





A revolution in Public Transport

- Acquisition of 300+ low carbon emission Buses in 4 years (50% of the fleet, 100M€)
- +2,5x Tram capacity and network (260M€)
- Increase of +20% of the Metropolitan Transport Network
- New underground station under construction, and new rolling stock

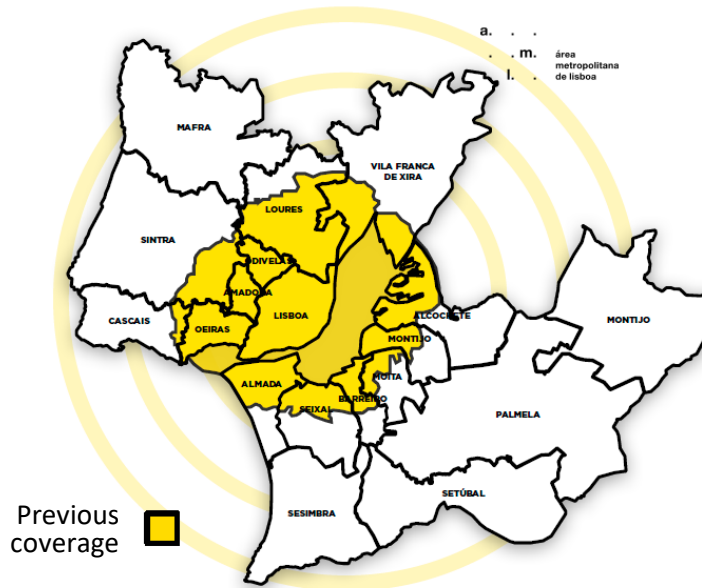


Increase of +20% of the Metropolitan Transport Network

- Strong Political Commitment – Summit of the Metropolitan Areas
- +30M €/year financing of PSO from municipalities (+ PSO for internal operators)
- Open tender process, closer to Gross cost model for more flexibility
- Network increase till 40%
- Near 1,5bi € investment on infrastructure + rail till 2030

A revolution in Public Transport

2,8 million people with access to 40€ METROPOLITAN PASS
previously tariffs could reach more than 150€

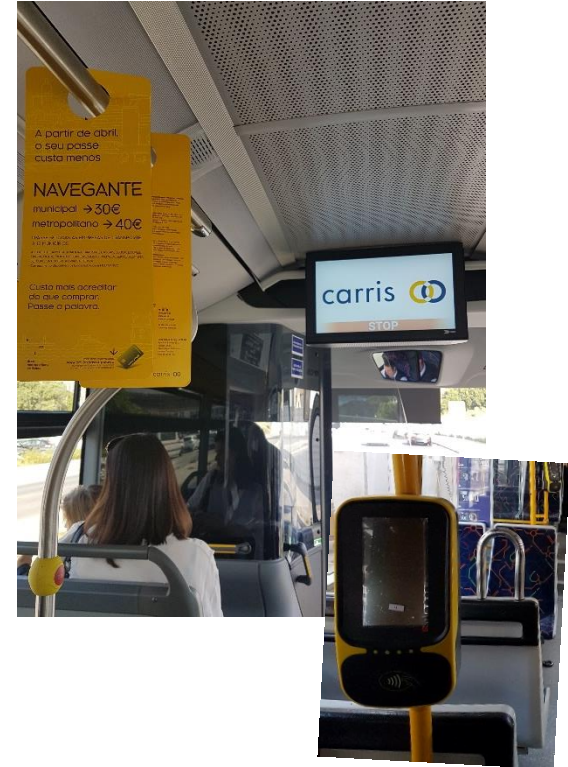


- **All population covered** (more 900k people)
- **Less tariffs and less complexity** (30€ / 40€)
- **All PT modes included**
- **Differentiation to special segments** - elderly people, children, people in need and families
- **Demand increased over 30%** subscriptions and **+ 15%** trips in 2 months

A revolution in Public Transport

New ticketing and services to attract more users and segments

- Unified system information and ticketing system
- Deployment of flexible and **on-demand services**
- Involvement of **trip generators with specific mobility plans**
- Post-Paid & Mobile Ticketing enables MaaS Services – *CEF Mobile-T project approved (21M€)*



Using the right mix of tools

Specific mode capacity and demand

Shared Modes

Vs

Public Transport

150.000 pax would use:

50.000 Cars?

15.000 shared bikes?

10.000 Drive Now?

5.000 Uber pool / My Taxi Match?

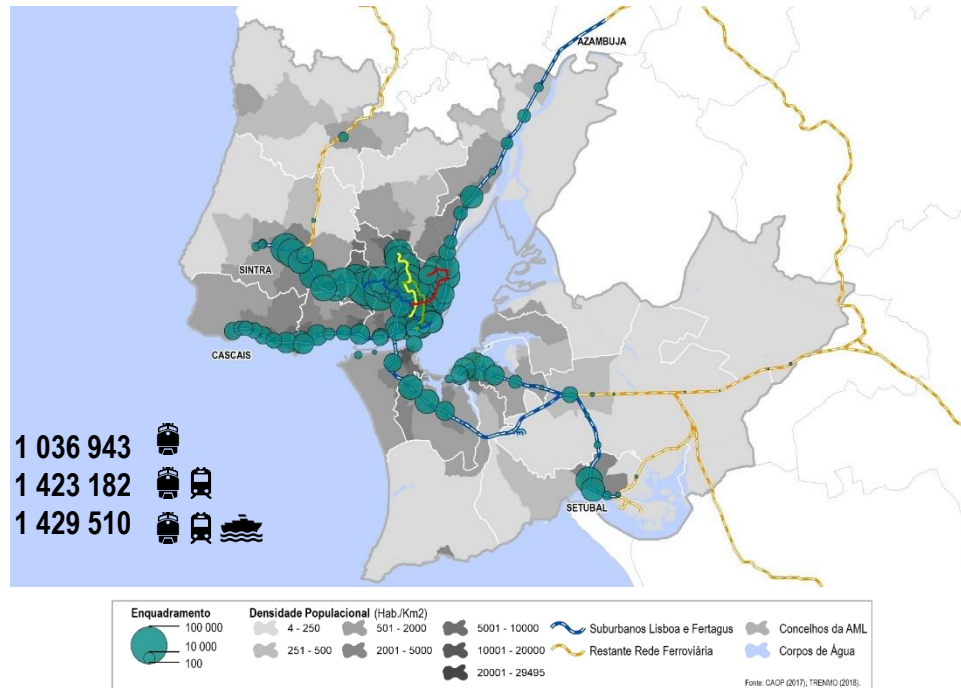
150 BUS?

30 Trains?

Finding the
right mix and
critical mass

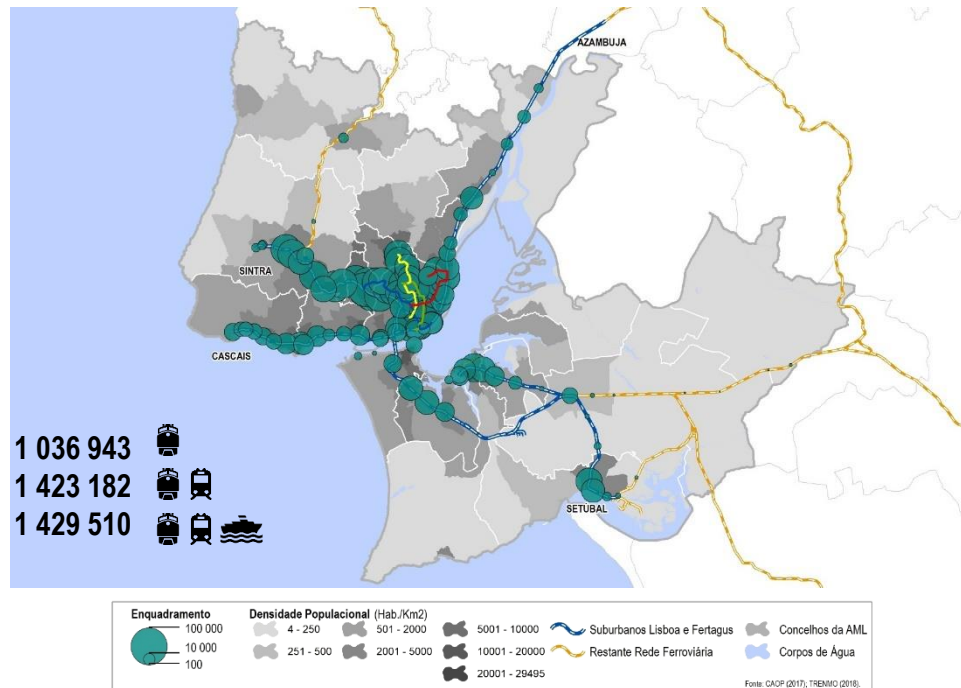
Focus on Rail infrastructure as the backbone of the metropolitan system

- More than 50% of the metropolitan population is less than 20min walking from a rail, subway or water transport
- Strong modal shift only possible using this modes



Focus on Rail infrastructure as the backbone of the metropolitan system

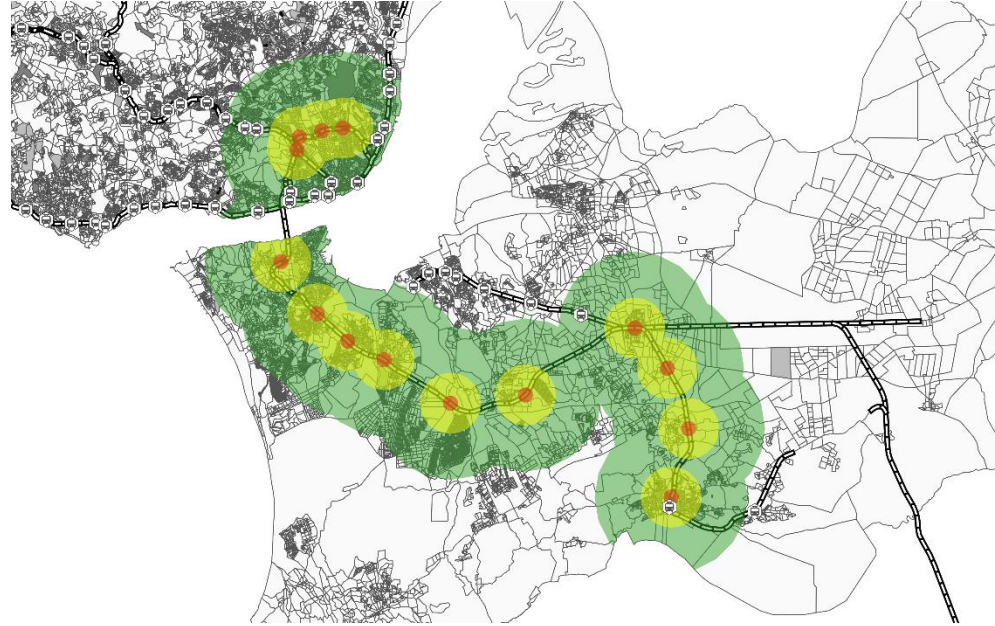
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Opportunity to leverage quality increase with an open tender procedure

Leverage rolling stock acquisition on private equity allows:

- 32% increase of rolling stock available on the north side
- Increasing capacity of the south bank in 40%, with more connections to the north side



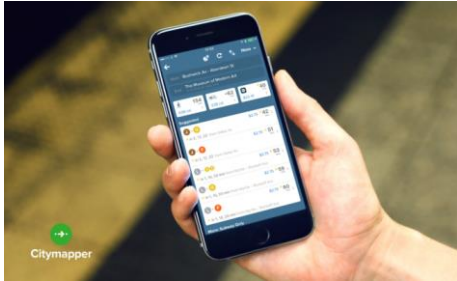
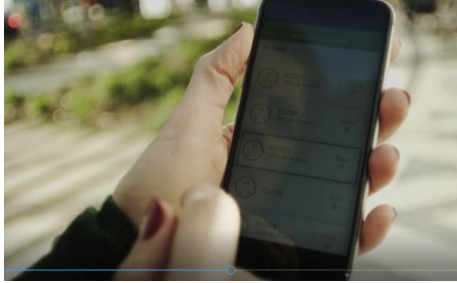
A revolution in Public Transport



- School card is a transport card. Free access till 12 years old for all metropolitan area.
- OpenID principle
- “Lisboa Sem Rodinhas” programme focusing on teaching first degree students how to ride a bicycle:
 - 800 students in 2018/19
 - 3000 students in 2019/20.

Building a Mobility Ecosystem

The new transport mode: the smartphone



GIRA.

emov

mytaximatch

BlaBlaCar

cabify

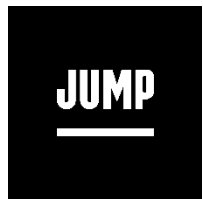
ecooltra

Lime

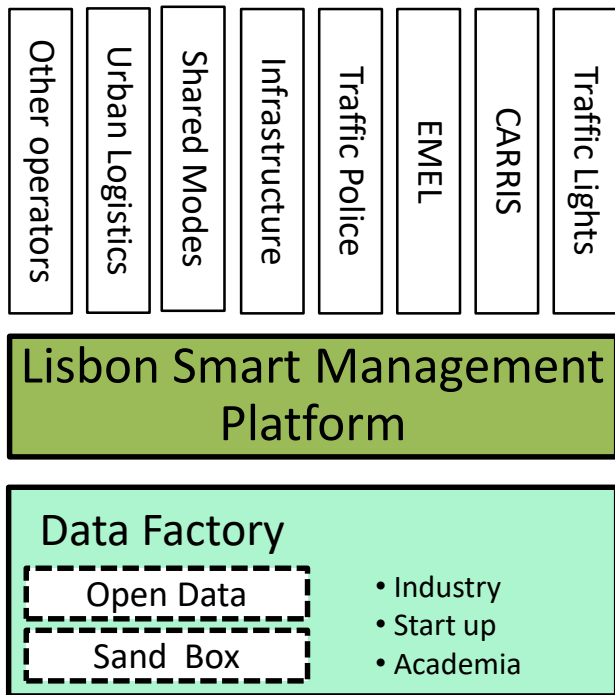


Citymapper

Over 10.000 shared vehicles



Building a Mobility Ecosystem



Connected Services

Push and Pull of relevant information (V2C)

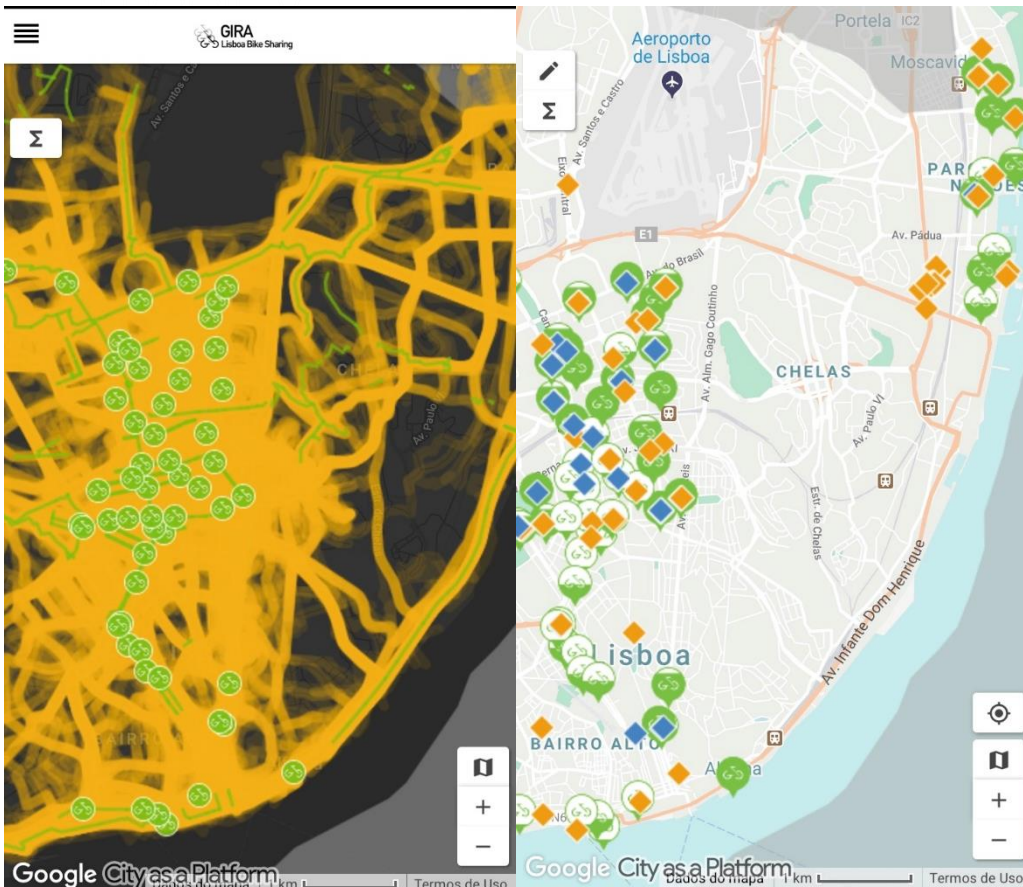
Comprehensive data sources

Integrated process

City as a Mobility Manager

Promote Cooperative Innovation

Adding value to the City of Lisbon mobility ecosystem



Fostering Innovation

- **Soft Regulation of new mobility modes** (understand full impacts)
- **Strong position of public safety and public space safeguard**
- **Full disclosure of real time data** supports future data based regulation
- **Strong multi-stakeholder engagement**



Fostering Innovation

- Smart Open Lisboa Start-up accelerator programme
- Lisbon as a Living Lab
- Open core services backoffice to third parties such as on-street parking and public transport
- Public API for real time data, focused on proprietary data and processed, consolidated data

Shared Modes: Managing unknown

Remove the Risk and gain the opportunity to learn

Global Transport System Fare Revenues 2017

433M €

eventual

10% loss = 43M€

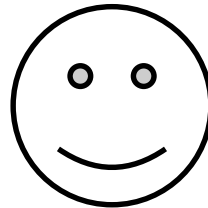
5% of the city budget

33% of the revenues of the subway system

20% of the revenues of intermunicipal bus network

eventual

10% gain = 43M€



Foster complementary
operational models or
revenue share

Shared Modes: Managing the unknown

Remove the Risk and gain the opportunity to learn

Add Value to the
Public Transport

Solve the last mile, the missing hour, cut on regular transport costs,
deliver comfort, provide flexibility

Develop products on top of the public transport tariff

Get “royalties” per trip
on mobility services on premium locations

Public Transport
+
Mobility Services

Fund Public Transport and Mobility
Services in low density areas

A multicultural innovative city



- 2700 years of history
- A city of sailors
- A city of trade
- A city of discoveries
- A city of innovators
- A city of entrepreneurs



**MADE OF
LISBOA**



DAIMLER



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