

INTERCONNECT – Better public transport services for regional and cross-border travels in the South Baltic area
Joint project co-funded by the EU Interreg South Baltic Programme

STUDY VISIT report

Activity 4.6 Study visits for public transport system stakeholders in the partner areas

HOST ORGANIZATION	INNOBALTICA Ltd
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I. GENERAL COMMENTS

The study visit was aimed at highlighting experiences and good practices for PT accumulated in Pomorskie, as well as pressing needs of organizational and operational integration. Apart from presentation by Pomorskie Voivodship as an authority responsible for the preparation and implementation of the regional transport strategy and integration of the management in transport sectors in Pomorskie, presentations aspects related to PT (eg Traffic management, spatial planning, energy and environment) were shown and discussed by relevant cooperating organizations with the host (Transport Board in Gdynia, Roads and Green Areas Management in Gdańsk, Kartuzy Municipality).

Host organization:

InnoBaltica Ltd

Location of the study visit:

Country:	Poland
Region:	Pomorskie
City:	Gdańsk, Gdynia, Kartuzy

Time framework:

Date:	07 September 2018
Number of days:	1 day

II. ASSESSMENT AND RESULTS

Participants had an opportunity to:

- get knowledge of the PT experience and good practice accumulated in Pomorskie by the managing body for the regional public transport and the cooperating organizations,
- find new ideas for connecting PT with the wider area of sustainable regional growth,
- get knowledge practical solutions in traffic safety and management,
- use a public transport to assess quality of transport services, integration level of different means of transport and fill in the study visit questionnaire.

III. Implementation of the study visit

The study visit to Pomorskie, took place on the 07th of September 2018. It was the third of the five visits planned in the Activity 4.6 Study visits for public transport system stakeholders in the partner areas.

During the visit partners of Interconnect project got to know and tested local, regional systems of public transport.

The participants of the study visit got acquainted with the practical experience gained by the visiting organization, the result is:

- Better understanding of the PT organizational system in Pomorskie, integration level of various means of public transport and needs,
- Better understanding success stories and weaknesses of the PT system
- Obtaining new ideas for combining PT with the wider area of sustainable regional growth
- Obtaining suggestions and recommendations on the improvement of the public transport services in the host organization area as a result of discussions among delegates during this study visit.

The organization of the public transport system in Gdańsk has been discussed in Road and Green Areas Management, with particular emphasis on steering using the TRI-STAR system. The success story of the Pomeranian Metropolitan Railway was also discussed. The situation of rail transport in Pomorskie and the plans for its development were shown. Then, the participants visited the Traffic Management Center (TRI-STAR). From the headquarters of ZDiZ they went to the Gdańsk Wrzeszcz station, from where they went to Kartuzy from the Pomeranian Metropolitan Railway. They visited Kartuski an integration node, as an example of an important element of regional logistics. The junction connects railway lines, bus carriers, taxi drivers and cyclists. After the meeting in Kartuzy, participants of the study visit traveled by rail to Gdynia, where the subject of access to the station (pedestrian, bicycle, park & ride parking, reorganization of the space around the station) and issues of the ticket offer integration were discussed. The last point of the visit was to visit the trolley bus depot and to discuss the characteristics of public transport trolleybus, such as environmental sensitivity as a factor of competitiveness or sustainable development of public transport. Visiting the depot was an opportunity to get acquainted with infrastructural solutions and rolling stock used in trolleybus communication in Gdynia.

Participants could make local trips in Pomorskie to test the quality of the PT system. After completing the visit, they completed surveys regarding study visits.



IV. Results of the study visit – questionnaires

10 questionnaires were collected and taken under analysis from a study visit in Pomerania. The results of these studies are presented in the next chapter and are described in accordance with the thematic division of studies. It should be noted that not all participants of the study visit have completed all the answers to the questions asked.

1. TRANSPORT SYSTEMS INTEGRATION

1.1 Passenger information

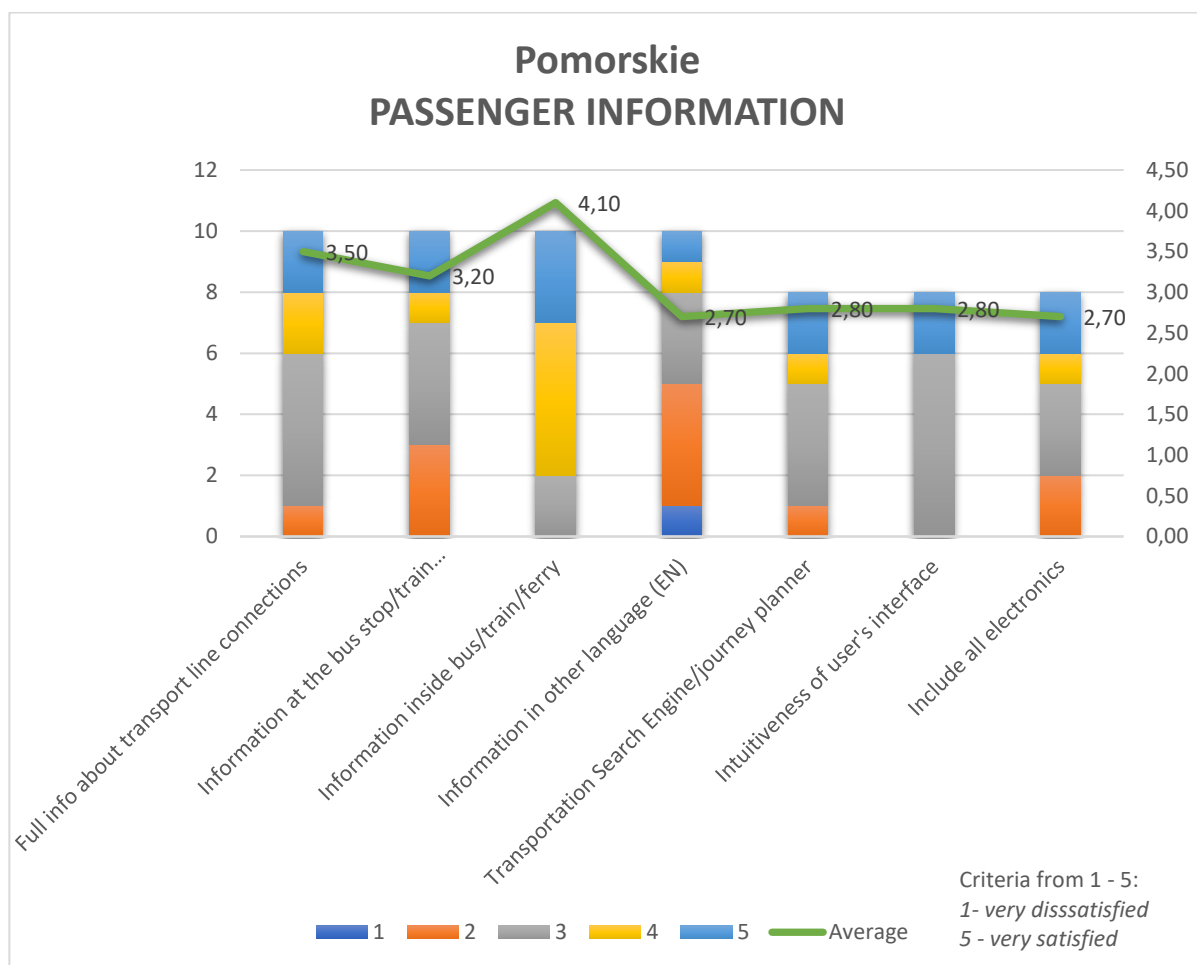


Figure 1 Passenger information

The respondents rated the *information inside the bus and train* as a middling. In the second place, good grades received *full information about the transport line connections* and *information at the bus stop / railway station / ferry port*. The worst has been assessed *Include all electronic*. Respondents often indicated that the information is not available in English.



Figure 2 Information's about transport line connections at the bus stop/train station/ferry-boat port

1.2 Synchronization of information on transport schedules

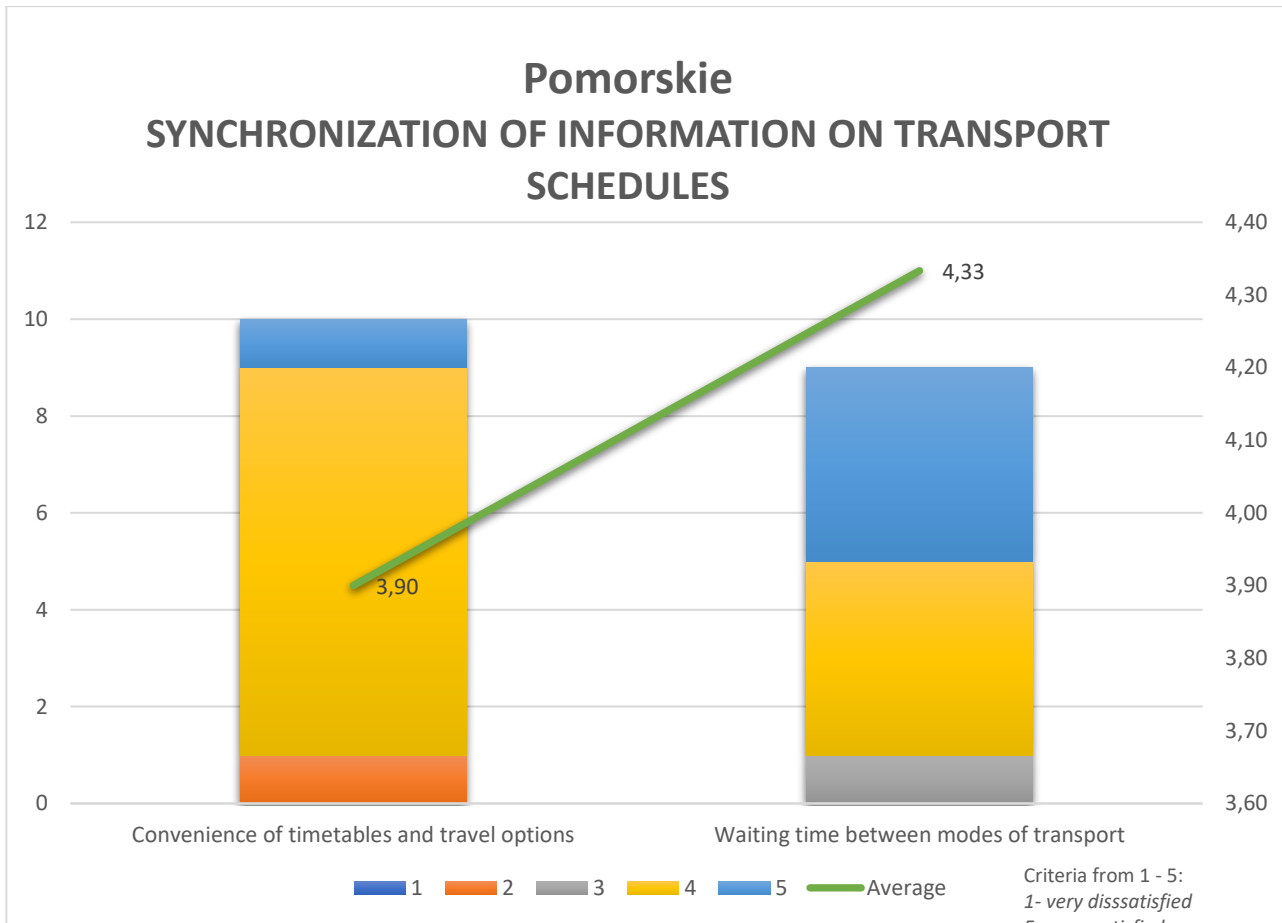


Figure 3 Synchronization of information on transport schedules

The synchronization of information on transport schedules in Pomorskie has been well evaluated. Participants, however, better assessed the waiting time between modes of transport. The average score for synchronization of information on transport schedules was 4,12.



Figure 4 Train station (SKM/PKM)

1.3 Tickets and tariffs

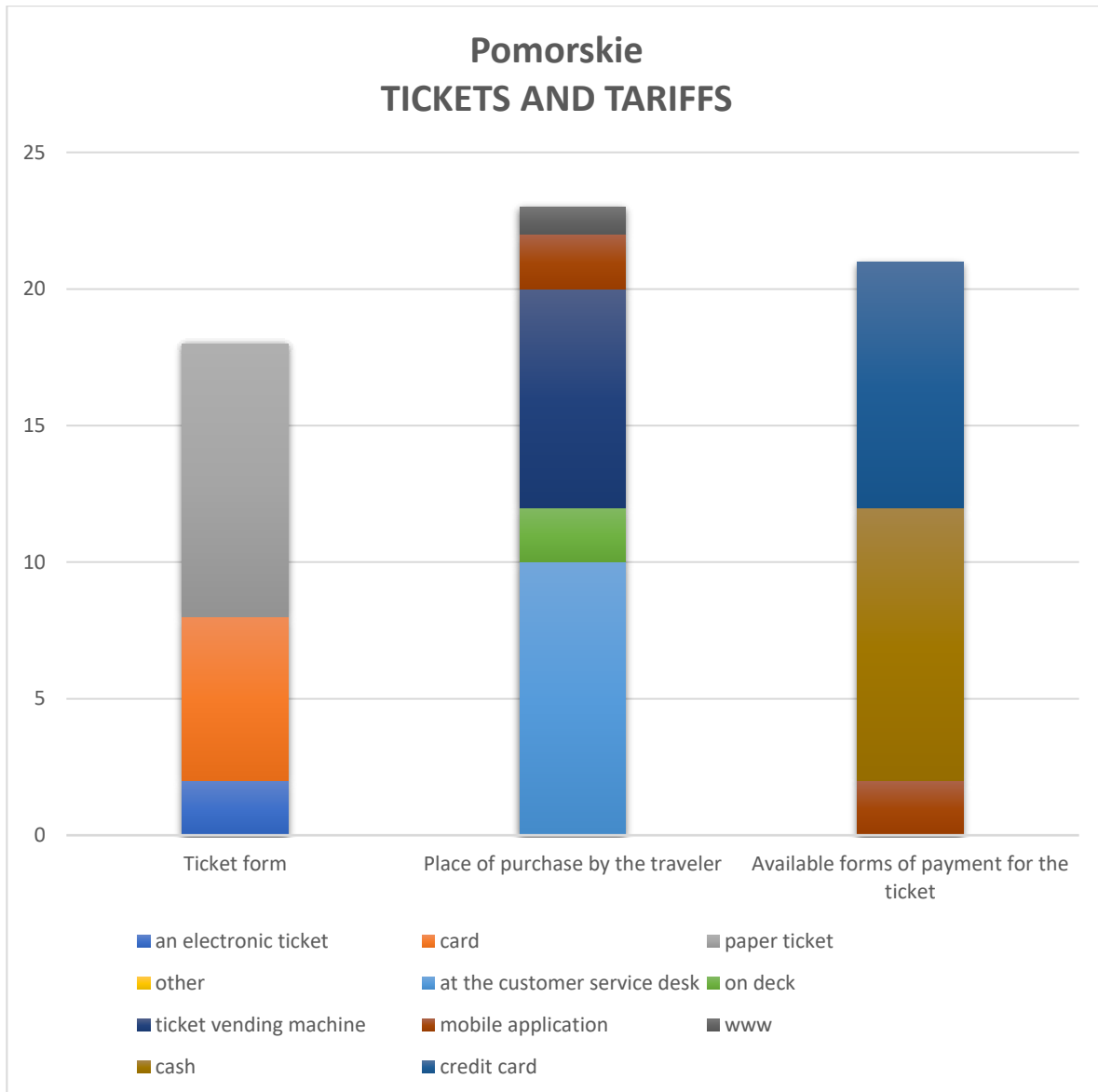


Figure 5 Tickets and tariffs

The respondents bought mostly the paper tickets, some of them decided to buy cards and two of them bought an electronic ticket. Tickets were most often purchased at customer service points and the ticket machines. The respondents preferred two forms of payment: by cash or by credit card. They indicated that to buy a ticket at the mobile application is impossible if a foreign mobile number is not registered.



Figure 4 Ticket vending machine in Gdańsk, Pomorskie.

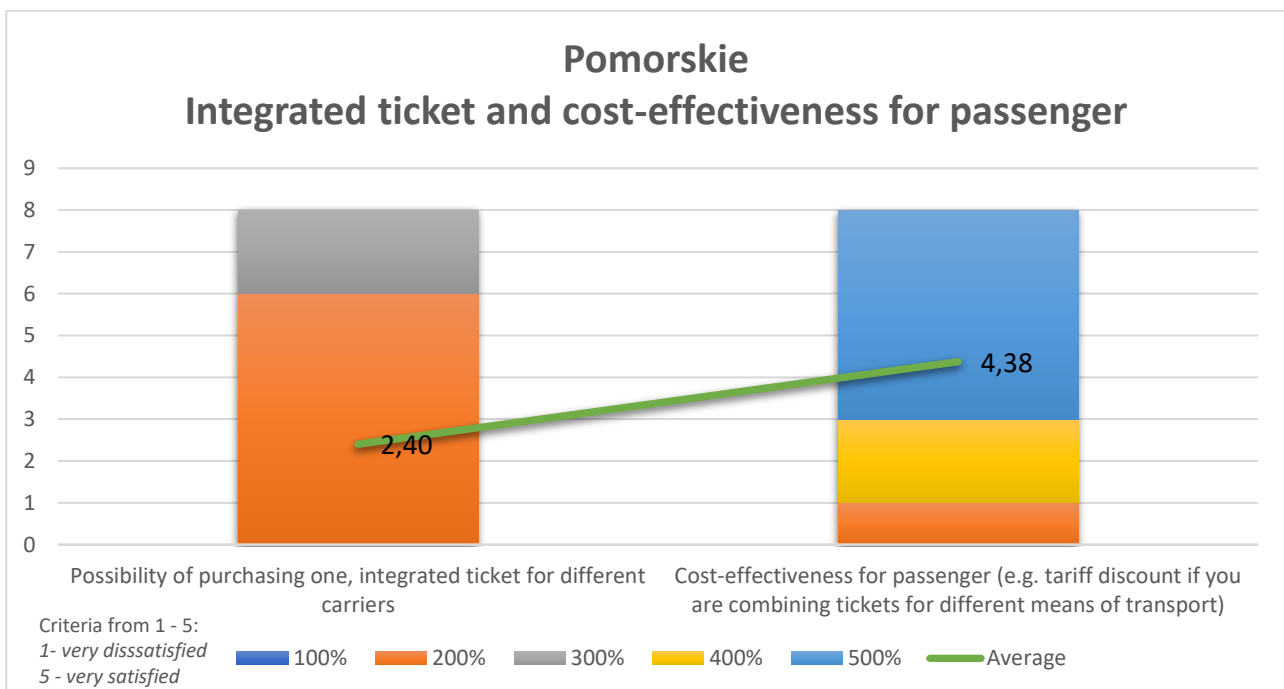


Figure 5 Integrated ticket and cost-effectiveness for passenger

An integrated ticket purchasing was difficult. Searching for connections was possible only by a person in the service office and the ticket did not cover all lines on the designated route. This is the likely reason for the low assessment of this criterion.

The public transport in Tricity is cheap for the foreigners. Cost-effectiveness PT for passengers was assessed as a very good. Unfortunately, tariff discounts during the combining tickets is difficult to assess because of many tariffs, what is not clear for the foreign guests.

1.4 Integrated parking spaces for cars and bikes

Most of the participants purpose that parking spaces for cars and bikes are integrated adequately. Not every of respondents filled the answer, a few of them didn't observe it. One of the respondents marked it is not integrated.

2. Quality of service, infrastructure of passenger stops, stations, terminals and accompanying services (discounts, special offers, joint complementary services or products, etc.)

Table number one presents the most important advantages and disadvantages of some public transport issues which were noticed by the participants of the study visit.

Issue		
	ADVANTAGES	DISADVANTAGES
Adjustments of means of transport for users with disabilities	<ul style="list-style-type: none"> PKM line partly adjusted for disabled 	<ul style="list-style-type: none"> Older trains are not adjusted
Equipment (interior friendliness, WiFi, air conditioning)	<ul style="list-style-type: none"> Rolling stock partly equipped with Air Condition 	<ul style="list-style-type: none"> Poor Wi-Fi when existed
Rolling stock (age, eco or non-ecofriendly)	<ul style="list-style-type: none"> New trains and stations of PKM 	<ul style="list-style-type: none"> Not eco-friendly
Possibility of transporting bicycles/carts/animals	<ul style="list-style-type: none"> bicycles and carts transporting possible in some trains in Tricity 	
Punctuality	<ul style="list-style-type: none"> on time 	
Occupancy rate of rolling stock (seats available vs demand)	<ul style="list-style-type: none"> available seats in low traffic time 	<ul style="list-style-type: none"> not in rush hours
INFRASTRUCTURE OF PASSENGER STOPS, STATIONS, TERMINALS ETC		
Location	<ul style="list-style-type: none"> mostly in city centre 	
Cleanness	<ul style="list-style-type: none"> Very clean inside the vehicles 	<ul style="list-style-type: none"> Stations often bad in maintained
Completeness/timeliness /readability of timetables	<ul style="list-style-type: none"> Some places very good – ex. PKM 	<ul style="list-style-type: none"> Not every stop was equipped with the screen info
Adjustments for users with disabilities		<ul style="list-style-type: none"> Long distance from platform to train No lifts at the stations
Other:		

ACCOMPANYING SERVICES (DISCOUNTS, SPECIAL OFFERS, JOINT COMPLEMENTARY SERVICES OR PRODUCTS, ETC.)	
Examples:	Good service with food and beverage at the stations

Table 1 Summary of the survey results from Pomorskie

3. OPINION ON THE STUDY VISIT



Figure 7 Satisfaction assessment with a study visit

The graph shows that participants are satisfied of their experience during a study visit to Pomorskie. The most beneficial part of participation is:

- Possibility of using public transport in real conditions
- Testing the system with project partners and the immediate exchange of information with participants
- to see that transportation Authorities have a clear vision of the public transport in the Tricity and they are in a possession of powerful tools
- Great opportunity to see how the public transport works in such a complex environment, where three and more cities melt into one huge metropolitan area

4. SUMMARY OF THE SURVEY RESULTS FROM THE STUDY VISIT TO POMORSKIE

The study visit in Pomorskie was assessed as an attractive and very interesting. It was a great opportunity to test the next transport system and compare it with those that are already known. Participants could test the Public transport system in such a complex environment, where a few cities melt into a huge metropolitan area. Overall Public Transport assessment in Pomorskie Voivodship is good. The most impressive result has cost-effectiveness for passengers and information inside vehicles. Many buses/trams and trains are equipped in the information screens. The least satisfactory result has *integrated ticket for different carriers* and obtained the average of 2,00 however, during

the study visit the plans and initial offer of ticket integration were presented. Public Transport management of Pomerania has got many challenges for the future. The integration of the public transport operators and all respective authorities could be very difficult, however they have a clear vision and a common point to achieve.

Annex 1

Study visit programme

07 September 2018

Meeting point: Gdańsk Główny Railway Station, 7:45 am

Time	Venue	Agenda items
8.15-9.00	Road and Green Areas Management in Gdansk [ZDiZ w Gdańsku]	<p>Welcome and introduction</p> <p>Towards an integrated ticketing solution between Blekinge and Pomorskie - discussion</p> <p>Summary of work in WP4</p> <p>Success stories of the PT system in Pomorskie:</p> <ul style="list-style-type: none"> • Presentation of project results: Implementation of the TRISTAR Integrated Traffic Management System in Gdańsk, Gdynia and Sopot - financed from The European Funds under the Operational Program Infrastructure and Environment <p>Organization of the public transport system in Pomorskie:</p> <ul style="list-style-type: none"> • Institutional system of public transport • Infrastructure • Financing of public transport services • Tariffs, ticketing system, PT planning
9.00-9.10	Road and Green Areas Management in Gdansk [ZDiZ w Gdańsku]	Coffee break
9.10-9.50	Road and Green Areas Management in Gdansk [ZDiZ w Gdańsku]	Visiting: Traffic Management Center (TRI-STAR)
10:15-11:15	Sightseeing by Pomeranian Metropolitan Railway Railway ride to Kartuzy	PKM Pomeranian Metropolitan Railway as an important element of regional logistics
11:15-12:15	Kartuzy	Implementation of the project: AN INTEGRATING NODE KARTUZY - a transportation node connecting railways, bus carriers, taxi drivers and cyclists

12.20 - 13.20	Kartuzy Town centre	Lunch
13.30-14.43	Railway ride to Gdynia	Easing access to stations (pedestrian and bicycle paths, park&ride, redesign of surrounding space) Integration of ticketing offer – how to achieve the goal
15:00-15:40	Trolleybus Transport Company Ltd	Environmental dimension of PT in Pomorskie: <ul style="list-style-type: none"> • Environmental sensibility as a competitiveness factor • Sustainable development of the PT - infrastructure solutions and rolling stock
15:40-15.50	Trolleybus Transport Company Ltd	Coffee break
15:50-16:20	Trolleybus Transport Company Ltd	Sustainable public transport - visiting a trolleybus depot
16:20-16:35	Trolleybus Transport Company Ltd	Conclusion and next steps in the project

17:30 Informal joint dinner Chwila Moment Restaurant Świętojańska 30, Gdynia

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STUDY VISIT SURVEY/QUESTIONNAIRE

Activity 4.6 Study visits for public transport system stakeholders in the partner areas

Location and date of the study visit:	
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Dear Study Visits Participant,

The goal of the survey is to assess from the passenger point of view following transport topics:

- variety and quality of passenger information, timetables, tickets, tariffs and infrastructure;
- quality of transport services, accessibility for users with disabilities,
- integration level of various means of public transport.

We kindly invite you to take some time to complete our questionnaire.

Thank you for your contribution!

INTEGRATION OF TRANSPORT SYSTEMS			
PASSENGER INFORMATION (mark chosen criteria from 1 - 5): 1- very dissatisfied to 5 - very satisfied or if you prefer, give your descriptive assessment below			
Full info about transport line connections: 1 2 3 4 5 Descriptive assessment:	Information at the bus stop/train station/ferry-boat port: 1 2 3 4 5 Descriptive assessment:	Information inside bus/train/ferry: 1 2 3 4 5 Descriptive assessment:	Information in other language (EN): 1 2 3 4 5 Descriptive assessment:
Transportation Search Engine/journey planner: 1 2 3 4 5 Descriptive assessment:	Intuitiveness of user's interface: 1 2 3 4 5 Descriptive assessment:	Include all electronics: 1 2 3 4 5 Descriptive assessment:	
SYNCHRONIZATION OF INFORMATION ON TRANSPORT SCHEDULES (mark chosen criteria from 1 - 5): 1- very dissatisfied to 5 - very satisfied or if you prefer, give your descriptive assessment below			
Convenience of timetables and travel options: 1 2 3 4 5	Waiting time between modes of transport: 1 2 3 4 5	Types of synchronized means of transport (indicate an example):	

Descriptive assessment:	Descriptive assessment:	
TICKETS AND TARIFFS (mark options and select criteria from 1 - 5): <i>1- very dissatisfied to 5 - very satisfied</i> or if you prefer, give your descriptive assessment below		
Ticket form: <input type="checkbox"/> an electronic ticket, <input type="checkbox"/> card, <input type="checkbox"/> paper ticket, <input type="checkbox"/> other (indicate):.....	Place of purchase by the traveler: <input type="checkbox"/> at the customer service desk, <input type="checkbox"/> on deck, <input type="checkbox"/> ticket vending machine, <input type="checkbox"/> mobile application, <input type="checkbox"/> www, <input type="checkbox"/> other (indicate):	Available forms of payment for the ticket: <input type="checkbox"/> cash, <input type="checkbox"/> credit card, <input type="checkbox"/> mobile application, <input type="checkbox"/> other (indicate):
Possibility of purchasing one, integrated ticket for different carriers: 1 2 3 4 5 Descriptive assessment:	Cost-effectiveness for passenger (e.g. tariff discount if you are combining tickets for different means of transport): 1 2 3 4 5 Descriptive assessment:	

HUBS AND THEIR INFRASTRUCTURE (mark according to your observation)

Are there integrated parking spaces for cars and bikes?

<input type="checkbox"/> YES <input type="checkbox"/> NO Other observations:		
QUALITY OF SERVICE (describe shortly according to your observation)		
	ADVANTAGES	DISADVANTAGES
Adjustments of means of transport for users with disabilities		
Equipment (interior friendliness, WiFi, air conditioning)		
Rolling stock (age, eco or non-ecofriendly)		
Possibility of transporting bicycles/carts/animals		
Punctuality		
Occupancy rate of rolling stock (seats available vs demand)		
Other:		
INFRASTRUCTURE OF PASSENGER STOPS, STATIONS, TERMINALS ETC		
	ADVANTAGES	DISADVANTAGES
Location		
Cleanness		
Completeness/timeliness/readability of timetables		
Adjustments for users with disabilities		
Other:		
ACCOMPANYING SERVICES (DISCOUNTS, SPECIAL OFFERS, JOINT COMPLEMENTARY SERVICES OR PRODUCTS, ETC.)		
Examples:		

COULD YOU ALSO SHARE WITH US WITH YOUR GENERAL OPINION ON THE STUDY VISIT?

A. How satisfied were you with your experience during a study visit?

Mark only ONE answer.

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied

B. What was the most beneficial part of participation in a study visit (max. 600 characters)?

Thank you for an active participation in this survey! If you have additional remarks, please share it with us anytime: awo@innobaltica.pl sw@innobaltica.pl