Integration in Public Transport

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What do citizens expect?

- Convenience
- Easy Access
- Comfort
- Frequent Service
- Rapid journey
- Safety & Security
- Customer Service
- Affordability
- Have a network

Public Transport should be designed around the customer and not around a technology.
Accessibility Options

- How to reach the PT station?
  - Walk, bike or drive
  - How good is the path?
Station Design

- Passenger friendly designs?
  - Clear signage, disabled friendly
  - Better interchanges
  - Public amenities
Vehicle and infrastructure design

- Comfortable
- Capacity
- Attractive

Source: Carlos F. Pardo
Public Transport priority

Is PT prioritized over other modes?
Can an individual take his/her bicycle? Is it easy to walk? Should he/she can drive to the station?
Are the stations and the fleet clean?
Do the drivers have good road etiquettes?
Can I reach the CBD, shopping district, my home?
How soon can I get a the next train, bus, tram?
• Public transport is underdeveloped, not attractive enough for customers (often 2-4 tickets are required to get to work per direction)

• There often exist stand alone systems (Bangkok, Manila, Kuala Lumpur....) without proper physical, time table- and fare-integration

• Fares are collected at vehicles (causing slower services)

• Urban transport responsibilities are often fragmented between various ministries, provincial and municipal level

The reality in most cities:

Looking forward:

Public transport integration is the challenge during coming years to considerably increase attractiveness of PT!
How many times one should buy a ticket?
Where one should buy the ticket?
Who are the operators?

Fare
Integration

Approx 35 km

St. Petersburg

Pavlovsk

Metro: 17 Rubles
Train: 43 Rubles
Minibus: 13 Rubles

= 73 Rubles

An ICLEI - Local Governments for Sustainability Initiative
Fare Integration...(contd)

How can it be done...an example

Wiesbaden to Frankfurt
Approx 40 km

1 fare / 1 ticket
6.75 Euro

Integrated timetable
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