



# *Monitoring of the Public Transport Services in Warsaw*





## *Public transport in Warsaw metropolitan area*

- 1 metro line (the 2nd under construction)
- 29 tram lines
- 230 city and suburban bus lines
- 8 regional railway tracks in every direction
- 1800 buses, 450 trams, 33 metro trains, 250 EMUs



## *Organization of PT in WMA*

- Warsaw Transport Authority (ZTM) stands for organization and controlling of PT services
- 9 operators, independent from the organizer
- This structure is a result of the division of the former state-owned transport company into an organizing entity and into more operators (due to transport mode) in 1992
- Metropolitan area: 27 communities signed contract with Warsaw on co-operation in PT



# *Contracts in Warsaw Public Transport (1)*

- 4 bus operators: 1 municipal operator (75%) and 3 private operators (25%)
- There is only an agreement with the municipal operator, but shortly a long-term contract is planned to be signed
- Competitive tendering: 25% of the bus services have been tendered out
- Currently 7 contracts with 3 private operators are results of competitive tendering processes
- Gross cost contracts



## *Increasing competition on bus service market in Warsaw*

- A new tender is planned in the near future
- 2 separate parts in order to help competition (bidders can bid only on one part)
- Tender on 4+4 mln buskilometers yearly, done by 50 mega and 50 short buses
- Gross cost contract for 8 years
- Result: 100 new low-floor buses in Warsaw



## *Contracts in Warsaw Public Transport (2)*

- Tram operator: municipally owned, in August a 20-year contract was signed
- Metro operator: municipally owned, currently operating on behalf of an agreement, a long-term contract is planned to be signed
- Urban rapid railway operator: municipally owned, operating since 2005 on behalf of a contract (directly awarded), a new long-term contract is planned
- Gross cost contracts



## *Contracts in Warsaw Public Transport (3)*

- 2 regional railway operators were awarded a direct net cost contract in order to accept ZTM's ticket products inside the borders of Warsaw
- An extension of the co-operation on the metropolitan area is planned



# *Monitoring of operators' performance and service quality*

- Indicators used:
  - Reliability
  - Punctuality
  - Service failures (e.g. failures in passenger service, false documentation, lack of tickets to buy by the driver etc.)
- Indicators are used in order to calculate penalties for the operators



## *Measure methods*

- Manual measure: by the personnel of ZTM (most part of services)
- Automatic measure: via tram traffic control system of the tram operator (only trams)
- Document control – the paid amount is calculated according to the vehicle documentation

## *Challenges of monitoring*

- Automatic traffic control system planned on a long run
- Integration with a dynamic passenger information system
- Integration with a citywide traffic control system



Warsaw Transport Authority

*Thank you for your attention.*

