

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	Tallinn – Viimsi Municipality - Helsinki
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I. GENERAL COMMENTS

Host organization:

Viimsi Municipality, Estonia

Location of the study visit:

Country:	Estonia, Finland
City:	Viimsi Parish, city of Tallinn, city of Helsinki

Time framework:

Date:	01-03 October 2018
Number of days:	3 days

II. ASSESSMENT AND RESULTS

Participants had an opportunity to:

- get knowledge of the PT experience and good practice accumulated in Tallinn - Helsinki by the managing body for the regional public transport and the cooperating organizations,
- exchange views on the approach to PT customer relations worked out by the Interconnect partners
- 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.

III. Implementation of the study visit

The study visit to Viimsi, Tallinn and Helsinki, took place on the 01-03rd of October 2018. It was the fourth 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 study visit began in Viimsi Municipality Government building with a presentation about European Transport corridors – Cross border connections, then information about financial situation of the project was shown. The same day the participants went for a Tallink ferry trip to Helsinki

Harbour, from where they went to Helsinki City Centre by public transport. Their first point in Helsinki was Helsingi City administration Building where the special seminary took place. The project partners could hear about integrated ticketing solution between Tallinn and Helsinki, organization of the public transport system (especially infrastructure, financing of public transport services and plans for the public transport development. The important point of the meeting was also discussion about result of Helsinki – Tallinn Tunnel investigation. Then, the participants visited Helsingi City transport center. After that, they took the ferry to Tallinn, when took place a few meetings about ticketing system in Viimsi – Tallinn area and planning of public transport in Vimsii Municipality area. The last point of the visit was a discussion about the plans for the further activities.

Participants could make the local trips between Tallinn and Helsinki and through the cities to test the quality of the PT systems. After travels they completed study visit questionnaires.

IV. Results of the study visit – questionnaires

From the study visit in Viimsi - Tallinn - Helsinki, 7 questionnaires were collected and taken under analysis. The results of these studies are presented in this 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

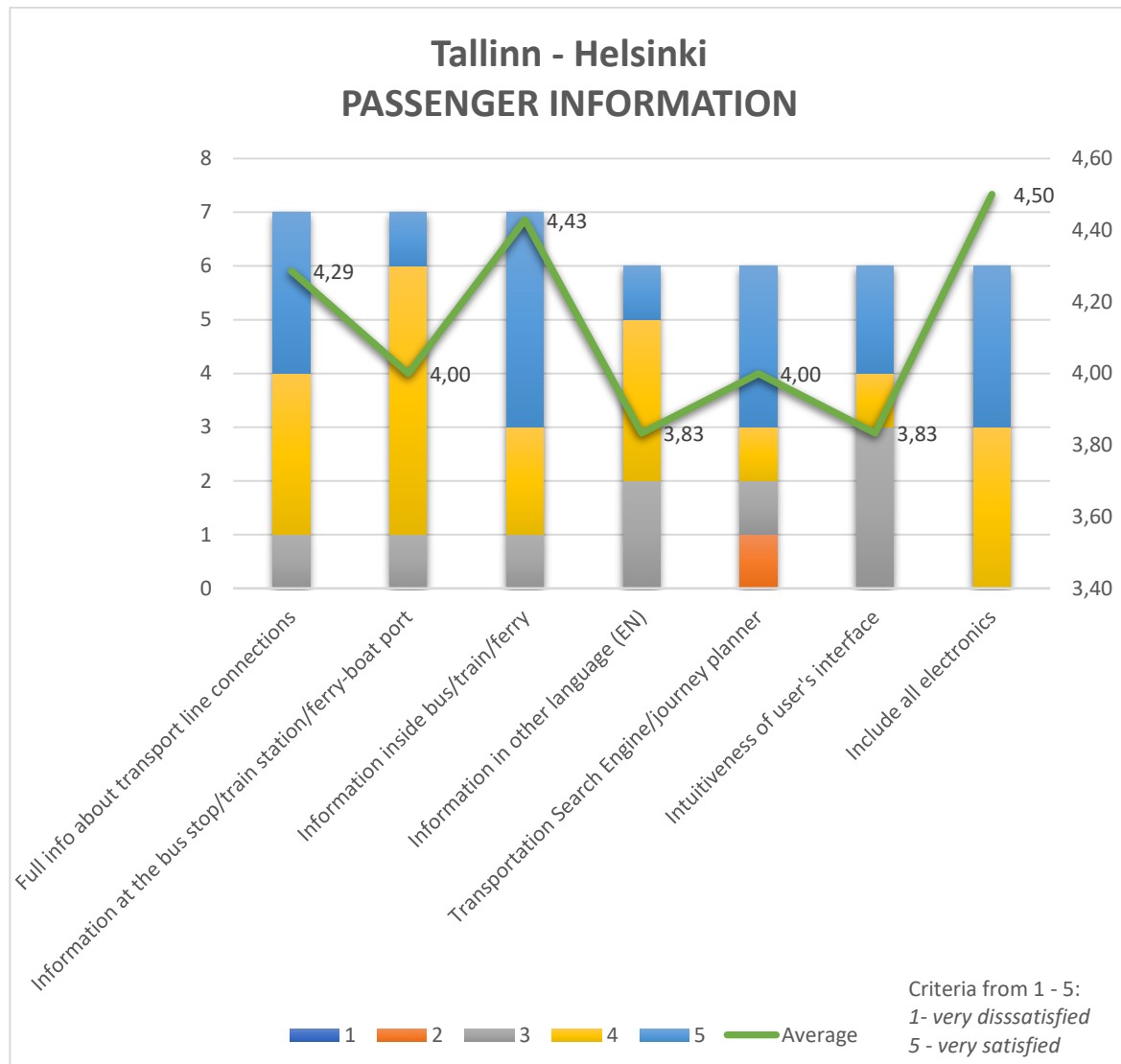


Figure 1 Passenger information

Overall rating of the passenger information was assessed as good. Participants rated *the include all electronics* and *Information inside bus/train/ferry* best. More than half respondents assessed them as a very good. In the third place, good grades received *full information about transport line connections*. They indicated that the information about the lines was available through all major/usual means – on the bus/tram stops, online via Google apps and in the Tallina Transport application. The worst has been assessed *Intuitiveness of user's interface* and *Information in other languages*. Information in English are available at the airport, not at the buses and trams in Tallinn or Helsinki.



Figure 2 Information board

1.2 Synchronization of information on transport schedules

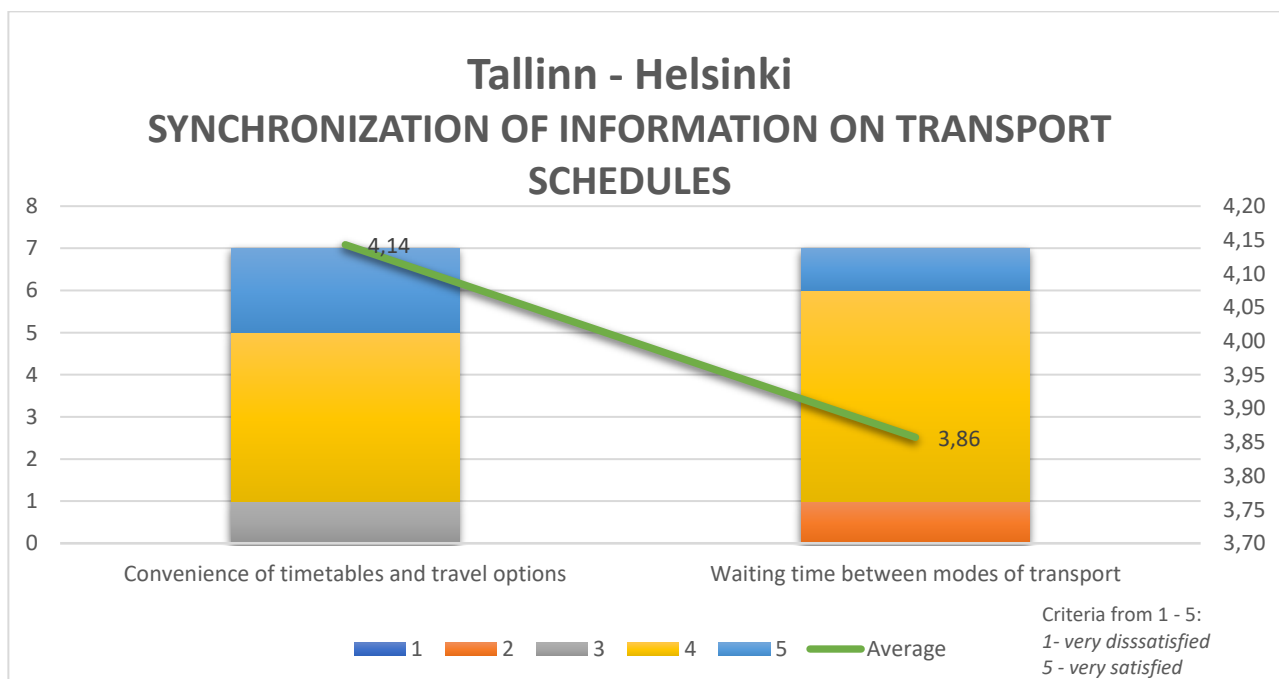


Figure 3 Synchronization of information on transport schedules

Synchronization of information on transport schedules in Tallinn – Helsinki was assessed as a middling, participants estimated that the *convenience of timetable and travel options* are more satisfying than *waiting time between means of transport*. The journey took place by ferry, buses and trams in both Tallinn and Helsinki.



Figure 4 Ferry port



Figure 5 Tram stop

1.3 Tickets and tariffs

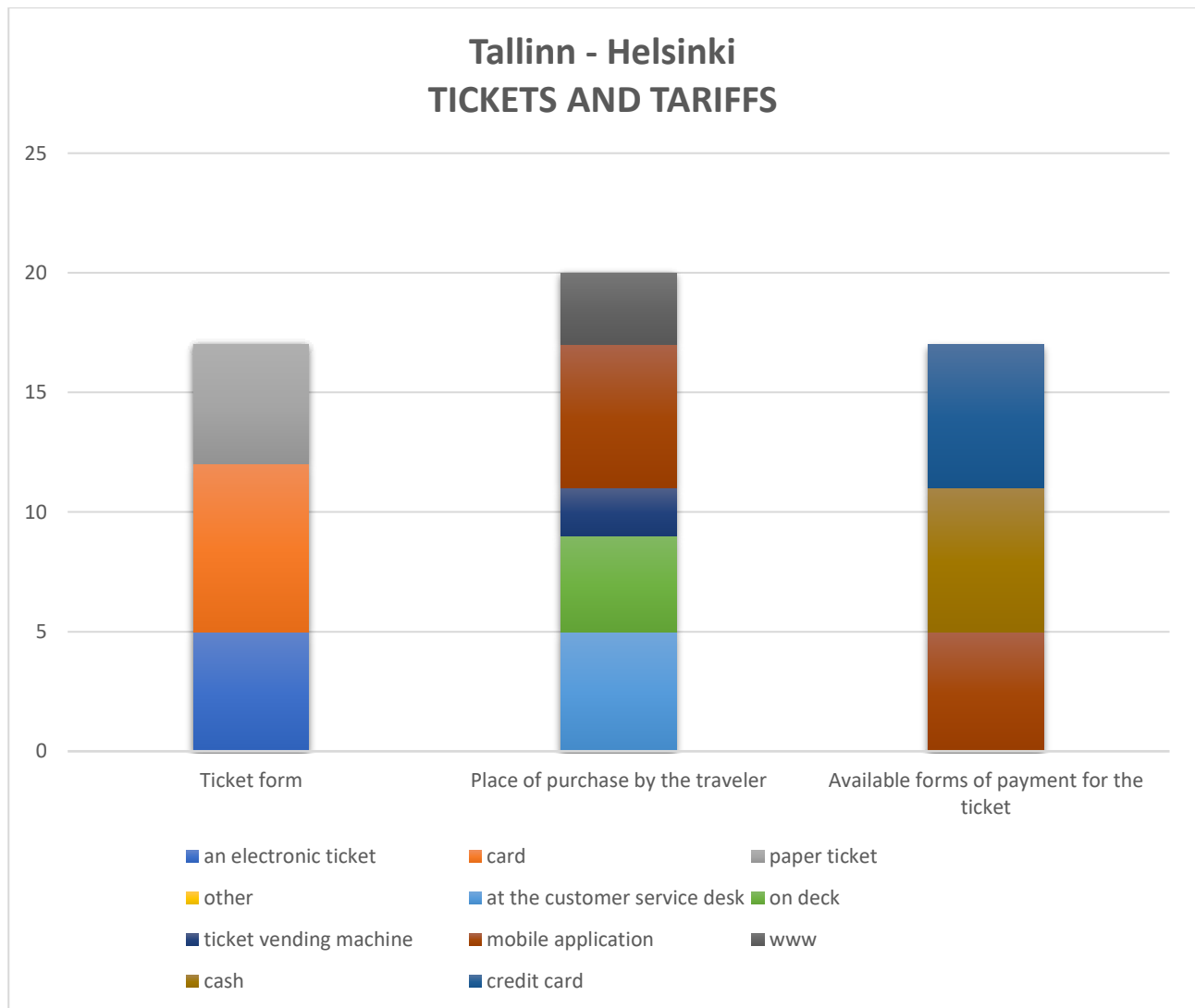


Figure 6 Tickets and tariffs

Participants of the study visit mostly bought cards, some of the respondents decided to buy an electronic ticket and a paper ticket. Tickets were most often bought with a mobile application. Next place where respondents purchased the tickets was the customer service desk and the deck of vehicle. Three of the respondents decided to buy a ticket through the website. The most popular methods of payment was both cash and a credit card, only one person less than others preferred to use mobile application.



Figure 7 Ticket machines



Figure 8 Ticket validators

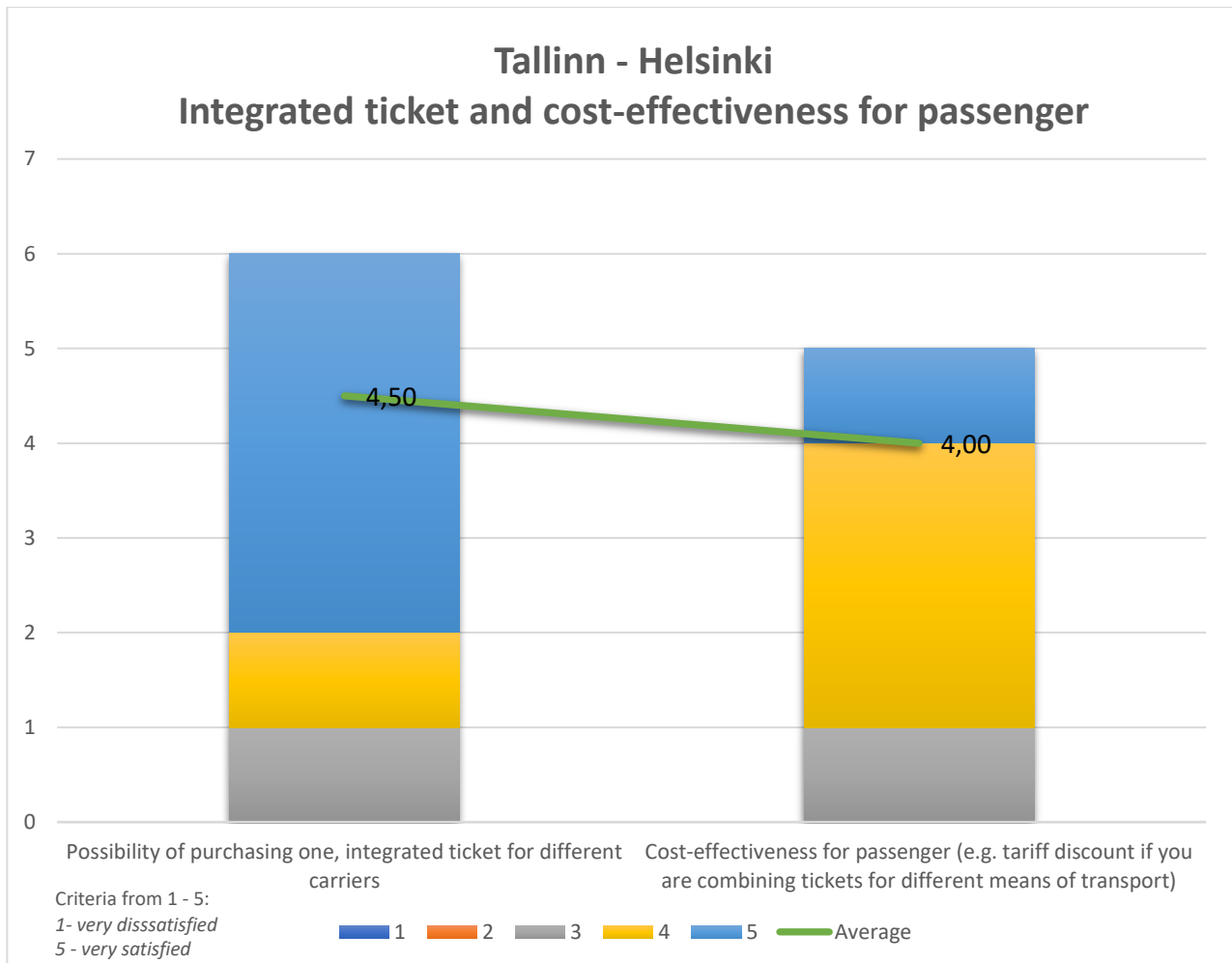


Figure 9 Integrated ticket and cost-effectiveness for passenger

Possibility of purchasing one, integrated ticket for different carriers was measured on a scale from 0 to 5 as 4,50 – it was a confirmation that purchasing one, integrated ticket is possible. The participants mentioned that it's available in both cities but not between the cities.

Public Transport is cost-effective especially for the daily trips in the specific area. Day or 3-day tariffs are cheap and comprise a lot of means of transport.

1.4 Integrated parking spaces for cars and bikes

Participants of the study visit confirmed that parking spaces for cars and bikes are integrated. They assessed that the airport and ferry port have a very good path to Public Transport.

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"> Low floor buses Enough space in buses and trams for disabled persons 	<ul style="list-style-type: none"> Many vehicles were not suitable
Equipment (interior friendliness, Wi-Fi, air conditioning)	<ul style="list-style-type: none"> Capacious Wi-fi available in ferry 	<ul style="list-style-type: none"> No Wi-fi in city buses and trams
Rolling stock (age, eco or non-ecofriendly)	<ul style="list-style-type: none"> Quiet new buses, mostly hybrid Electric trams 	
Possibility of transporting bicycles/carts/animals	<ul style="list-style-type: none"> Transporting bicycles is allowed but not everywhere Animals allowed 	<ul style="list-style-type: none"> Crowded trams
Punctuality	<ul style="list-style-type: none"> On time 	
Occupancy rate of rolling stock (seats available vs demand)	<ul style="list-style-type: none"> A lot of free space but not in a peak hours 	<ul style="list-style-type: none"> Crowded during peak hours
INFRASTRUCTURE OF PASSENGER STOPS, STATIONS, TERMINALS ETC		
Location	<ul style="list-style-type: none"> Close to the major points Short distance 	<ul style="list-style-type: none"> Long walk from ferry in Tallinn to bus Difficult to find the right bus stop in the city centre
Cleanness	<ul style="list-style-type: none"> Very clean 	
Completeness/timeliness /readability of timetables	<ul style="list-style-type: none"> Small time gaps 	<ul style="list-style-type: none"> Rest time information could be better
Adjustments for users with disabilities	<ul style="list-style-type: none"> Low floor vehicles 	<ul style="list-style-type: none"> Could be improved Not adequate in many cases
ACCOMPANYING SERVICES (DISCOUNTS, SPECIAL OFFERS, JOINT COMPLEMENTARY SERVICES OR PRODUCTS, ETC.)		
Examples:	1-day ticket, 3-day ticket, good for visitors	

Table 1 Summary of the survey results from Tallinn – Helsinki

3. OPINION ON THE STUDY VISIT



Figure 10 Satisfaction assessment with a study visit

Each respondent confirmed high level of satisfaction of their experience during the study visit in Tallinn – Helsinki.

4. SUMMARY OF THE SURVEY RESULTS FROM THE STUDY VISIT TO TALLINN - HELSINKI

The study visit in Tallinn – Helsinki was rated very well by the participants. They had an occasion to test other public transport system. In opinion of participants, it was very interesting experience to increase knowledge. They could see the solutions as a ticketing system, system supports necessary items like EU card, UFC card, QR code tickets and app tickets. Study visit in Tallinn was especially beneficial as they could experience how the free public transport for residents works in practice.

That area is full of beneficial solutions for public transport. Buses are quite new and mostly hybrid, trams are electric with the low floors. However, despite many advantages, there are also many inconveniences. The most important point, especially for visitors is lack of information in other languages and no Wi-fi inside the buses and trams.

Annex 1

Study visit programme

01. October 2018

Arriving Tallinn-Viimsi, accommodation in hotel Lavendel, Viimsi.

<https://spahotellavendel.ee/>

19.30 Informal welcome dinner in restoran Noa (Ranna tee 3, Tallinn-Viimsi)

<https://www.noaresto.ee/>
02. October 2018

Time	Venue	Agenda items
7.40	Hotel Lavendel	Walk to the Viimsi Municipality building
7.55	Viimsi Municipality Government building Nelgi tee 1, Viimsi	
8.00		Welcome – Mr Siim Kallas Mayor of Viimsi Municipality; European Transport corridors – Cross border connections
8.20		Introduction, agenda of the day – Jüri Kurba Viimsi Municipality
8.30		Activities on 2.-3. October, information about financial situation of the project- Wiktor Szydarowski.
9.00		Bus transfer to Tallinn Old Harbour, terminal D
9.40		Entering Tallink Ferry
10.30-12.30		Ferry trip to Helsingi
11.00-12.00		Early lunch on the ferry
12.30-13.15		Public transport (tram) from Helsingi Harbour to Helsingi City center
13.30-16.00	Helsingi City administration Building Kansakoulukatu 3, Helsinki	Seminar Towards an integrated ticketing solution between Tallinn-Helsingi Presentation of project results (Interreg project Tallinn-Helsingi). Organization of the public transport system in Helsingi <ul style="list-style-type: none"> • Institutional system of public transport • Infrastructure • Financing of public transport services • Tariffs, ticketing system, PT planning

		Results of Helsingi-Tallinn Tunnel investigation
		Planning of Helsingi traffic solutions considering the growth of amounts of cargo and people on ferry traffic between Tallinn-Helsingi
16.00-18.00		Walking tour and site visit in Helsingi City transport center (tram, bus, metro, train).
18.00-18.30		Tram to Helsingi Ferry Port (Länsisadama)
18.45		Entering Ferry
19.30-21.30		Ferry trip to Tallinn
19.35-21.00		Dinner in the ferry buffet restoran
21.30		Arriving Tallinn Old Harbour
21.30-21.45		Walk to Tallinn City Center bus terminal
21.58-22.26 22.26-22.35		Public transport (Bus 1A) to Viimsi center (Bus stop Möispargi), walk to hotel Lavendel.

03. October 2018

9.00-16.00		Seminar in hotel Lavendel meeting room
9.00-9.10		Introduction to the seminar Wiktor Szydarowski
9.10-9.45		Results of Core project – Liiver Luts – Tallinn Transport Department
9.45-10.30		Rail Baltic preparations in Estonia - Kristjan Kaunissaar - Rail Baltic Estonian project manager
10.30-10.50		Coffee break
10.50-11.30		Ticketing system in Viimsi-Tallinn areas – Imre Saar transport specialist of Viimsi municipality
11.30 - 12.00		Planning of public transport in Viimsi Municipality area – Imre Saar transport specialist of Viimsi municipality
12.00 - 13.00		Lunch break
13.00 - 13.30		WP-4 Activities – Agnieszka Wojtach

13.30 14.00	-		Situation of the Interconnect project reporting – Wiktor Szydarowski
14.00 14.30	-		Plans for the futher activities.
14.30 14.45	-		Coffee brake
14.45-15.00			Conclusions. End of the seminar. Wiktor Szydarowski

Annex 2

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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): 1- very dissatisfied to 5 - very satisfied 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