

Intermodal and Intercompany Stations in Sweden

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Stations Committee
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In 1988 Statens Järnvägar SJ was split up into two

- Traffic operator SJ with four divisions
 - Passenger
 - Freight
 - Rolling stock
 - Real estate
- Infrastructure Banverket with technical divisions and regions

SJ Station Development from 1988 until 2000

- Cooperation
 - SJ Passenger Div
 - SJ Real Estate Div
 - Banverket
 - the city
- Train & Bus & Service & City Renewal

”Resecentrum”

- Intermodal station
- Trains + buses + service
- Create a seamless connection between modes of transport and between different companies

Exemple Hässleholm: Footbridge, trains, buses, lifts, parking, city renewal



Accessibility achieved



Resecentrum Trollhättan C



1 January 2001-

- Six different companies replaced Statens Järnvägar SJ
- "SJ AB", Jernhusen AB and 4 others
- All owned directly by the Government
- No Holding Company

- Continuous free entry for new train operators
- Bus companies more possibilities to drive

Many companies, many advantages - but problems also emerged

- All operators concentrate on traffic
- Jernhusen only real estate focus
- Banverket only tracks and catenary focus
- Stations turned into No-Man's-Land
- Passengers got confused
- Information became complex och difficult
- Combine trips became difficult
- Persons with reduced mobility were especially hitten

Problems observed in 2001

Herrljunga-problems:

- Information
- Connections
- Waiting area
- Service to passengers
- Lifts did not work
- Buildings neglected
- Passengers suffered

Snow problems

- This is not my snow!
- Chaos in traffic and coordination
- Nobody has the responsibility
- Passengers suffered

Station - one institution but complex!

- Makes it possible to go by train or to change trains
- Starting point or end point of a trip
- Meeting or greeting
- Function of the social life in a city
- Additional service primarily for passengers

”Attractive to passenger,
efficient to operators” - key words

The station includes hard-ware and soft-ware

- Platforms
- Footbridges or pedestrian tunnels
- Informations systems
- Parking areas for cars and bikes
- Waiting areas and waitrooms
- Sometimes a station building
- Trains and buses ready for departure
- Service to the passenger

Nobody cared

- Station was a no-man's-land

Jernhusen AB - real estate company

- Owns many station buildings
- Owns workshops
- Owns land to sell off

- Has no passenger task at all
- Has to earn money even on waiting areas and toilets
- Takes a station fee from all train operators

Chaos in 2001-02 led to reflections

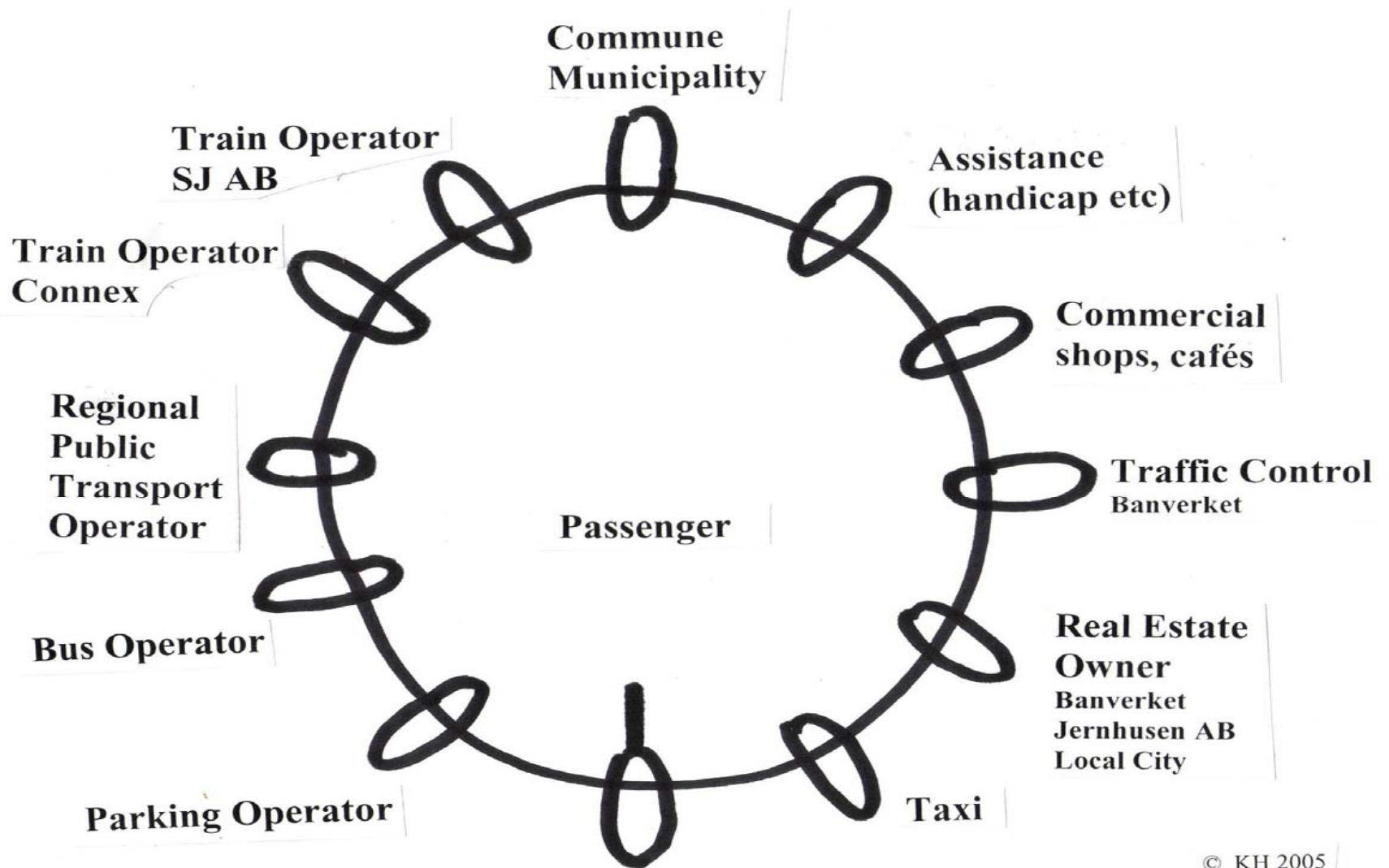
- Herrljunga meeting (all locally concerned)
- Trainoperator seminar
- Railway Investigation Committee seminar
- Government's additional Directives to the Railway Investigation Committee
- This proposed to give the Station task to a group at Samtrafiken
- Stations Committee was initiated

Problems analysis

- Many involved
- All stick to their own immediate work
- Nobody is responsible for the over-all
- Competition alone does not solve problems

- Responsibility has to be restored
- Focus must be the passengers' point of view
- Rules must be set by authorities

Participants in the Station Process



Fair cost distribution (1)

- Station fees paid by train operators have to be distributed to all traffic companies
- Regional public transport did not pay before
- Long distance buses never paid before
- Buses have to pay for equal conditions!

Bus connection necessary (2)

- Bus company can withdraw to some other place, where they don't have to pay
- Disruption of the public transport network
- Broken quality for handicapped

Non-discriminatory conditions (3)

- Three companies – if one decides not to use the waiting area
- Jernhusen has to close the waiting room, otherwise some passengers could use the area for free – and that is not ”non-discriminatory” –better to close for all!

Capital rent on waiting areas (4)

- Jernhusen has a claim of 13 % interest as a real estate owner
- Passengers are not a factor in the set of rules for the Jernhusen company
- Commercial profits are excluded from the passengers' fee calculation
- Little weather-sheds are "free"

Lack of staff on stations (5)

- Staff service in a station is necessary
- No company can afford staff not-fully-used
- Many parts need a few things done
- Confusion about whom to contact

Investment planning by whom? (6)

- Station refurbishments
- Station investments
- City development including station areas
- Financing investments

- Station fees don't include investments

Station naming (7)

- Passenger problem for combined trips
- Unclear who decides about names
 - The city?
 - The Regional Public Transport company
 - The long distance train company
 - Banverket
 - Järnvägsstyrelsen

Stations Committee started spring 2003

Was created by four organisations:

- Association of Train Operators
- SLTF Swedish Ass-n of Public Transport
- Bus Federation of Sweden
- Samtrafiken i Sverige AB (common timetables and through-ticketing)

The Stationscommittee has a cooperation group with

- Banverket (Track authority)
- Vägverket (Road authority)
- Rikstrafiken (State Board of traffic)
- Kommunförbundet (Federation of Swedish communes)
- Taxiförbundet (Taxi Federation)
- Jernhusen AB (former SJ real estate)

350 stations

- 162 more than one operator
- situated in 142 communes
- only one operator - no problem
- Jernhusen owner of buildings in 135

Jernhusen got a bad start

- Wrong focus
- Problems for the public transport
- Now a new CEO, a new ambition
- Must also get a new government instruction and a new company set of rules

Intended solutions of the Stations Committee

- Basic agreements for all operators
- Lower cost for stations
- Service agreement with operators and communes regarding "station service staff"
- Local "Stationsforum" for planning and adaptations
- Investment planning

Stationsforum- an institution for each station

- "Contact forum for all participating parts
- Local institution – the city important
- Passenger orientation
- Not the real estate owner's tenants
- Primarily soft-ware

Station services common to all

- Waiting areas, toilets, signs
- Open hours
- Walking areas indoor and outdoor
- Car parking and bike parking
- Dropping off and picking up areas
- Information system about trains and buses
- Luggage trolleys
- Ground area treatment
- Cleaning and guarding

Passenger assistance

- "Station host"; service paid by operators
- End of confusion for passengers
- City responsibilities tourists/commercial
- Public transport fully accessible by 2010
- Transport politics financial contribution –
compensate for extra confusion





 **Biljetter**  **Kafé**



Information board with a circular logo and text: "Vi säljer TMB-kort och biljetter."



Station buildings?







Conclusions:

- Stations one common institution, needs new organisational status
- The city an important role – but new!
- Operator and passenger influence must dominate
- Buses must use "resecentrums" for accessibility
- Commercial surplus in stations need to stay supporting public transport

- Real Estate companies must act on the conditions of the operators and passengers

Formal rules

can only be changed by the ministry

- The role of Stations in the infrastructure – investment planning
- The role of Banverket – passenger focus
- Quality connection for bus traffic
- Adjustment for disabled passengers
- Jernhusen's articles of association and directives from the ministry

Letter to the Government

- Signed by all CEOs, unanimously
- The Stations, that were let aside in the fast company creation process, now must be treated
- Stations Committee necessary, should be permanent
- Government decisions are needed, the operators are willing to make efforts
- A positive answer is awaited from the ministry

Stations Committee is ready for new conditions

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