Performance Monitoring in Prague Integrated Transport

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Jaspers / UITP Workshop
Brussels
Prague Integrated Transport (PID)

since 1993

• Czech Republic = 10 mil. inhabitants
• Prague = 1,2 mil. inhabitants
• Prague Transport Region = 1,8 mil. inhabitants
• ROPID = PT Authority, owned by City of Prague
Transport Quality Monitoring in PID

PID = Prague Integrated Transport

- Punctuality, dispatched vehicles... -> DPM – Direct Performance
- Vehicles and stops (tidiness, information...) -> MSS – Mystery Shopping
- Passenger Counting -> manually on stops / in vehicles
- Passenger Surveys -> face to face interviews, internet
  - Specific transport planning related questions
  - Overall satisfaction and travel behaviour

Barrier-free buses share:

- **2.1. A Bezbariérovost vozidla**
  - Podíl nízkopodlažních vozidel ve vozovém parku

<table>
<thead>
<tr>
<th>Company</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>GP 240 Prague</td>
<td>44.7%</td>
</tr>
<tr>
<td>ARRIVA Prague</td>
<td>34.9%</td>
</tr>
<tr>
<td>ČSAD Střední Čechy</td>
<td>29.5%</td>
</tr>
<tr>
<td>ČSAD MHD Kladno</td>
<td>23.7%</td>
</tr>
<tr>
<td>OAD Kolín</td>
<td>8.8%</td>
</tr>
<tr>
<td>ČSAD Přerov</td>
<td>38.8%</td>
</tr>
<tr>
<td>Městské Přerov</td>
<td>36.8%</td>
</tr>
<tr>
<td>Městské Štětí</td>
<td>36.8%</td>
</tr>
<tr>
<td>SBT BUS</td>
<td>46.2%</td>
</tr>
<tr>
<td>BUSK BUS</td>
<td>28.6%</td>
</tr>
<tr>
<td>PROBO BUS</td>
<td>17.7%</td>
</tr>
<tr>
<td>ABOUT ME</td>
<td>0.0%</td>
</tr>
<tr>
<td>Vladimir Bakick</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
Vehicles and Stops – Mystery Shopping

Metro, trains, trams, buses, ferries

• All modes and operators included
  • 1 municipal (Prague PT Co.), 1 state (Czech Railways), 15 private
• European standard EN 13 816 (measuring, evaluating, controlling)
• Quality standards defined from the passenger’s point of view
• Basis for future tenders (2019 is coming soon)
• Quarterly evaluation (meetings with operators)
• Public outputs (website)
• Results motivate operators to improve unsatisfactory conditions
• Platform for negotiations (regular dialogue over current problems)
• Positive effect on communication with public
• Gradual unification and overall quality improvement of all operators
Passenger Counting

- Regular complex counting
- Metro – every 5 years
- Trams & Buses – every 3 years
- Regular on stop counting (buses & trams)
- Other counting as necessary
Overall Satisfaction and Travel Behaviour

- Passenger satisfaction survey every 2 years
- Travel behaviour: how often do you travel, duration of journey...
- Importance of and satisfaction with key aspects: punctuality, tidiness, fares, information, kindness of staff...

-> Overall satisfaction is growing (91% in 2015, 87% in 2013)
Transport Planning Related Surveys

- Face to face interviews on selected tram and bus stops in spring 2015
  - What is the destination of your journey?
  - How often do you travel this way?
- Campaign „We are interested in your opinion“
  - Specific questions posted up on selected tram stops
  - Passengers responding mostly per e-mail

-> Network optimization
Thank you for your attention!

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For info or further questions on this workshop and the activities of the JASPERS Networking Platform, please contact:

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