



**Follow-up of Integrated Public
Transport in Dalarna and Kalmar
Counties**

**Summary
Report 2016:18**

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Summary

The so-called “normalization principle” has been applied in disability policy for many years. In the transport sector, this entails that the design of the physical environment and means of public transport should take into account the needs of functionally impaired individuals, the elderly, and children.

Because public transport is more cost-effective than are mobility services (for example, special transportation services, non-emergency medical transport services, and school transport by taxi), the need for expensive specialized solutions can be reduced if public transport is made more accessible. There have consequently long been regional aspirations to integrate regular fixed-route public transport with on-call services (i.e., flexible public transport, or paratransit) and with services that require special permits, which are largely the responsibility of the municipalities.

Two counties (i.e., Dalarna and Kalmar) that have made considerable progress in this integration process are studied in this report. The process has been unfolding over an extended period in Kalmar, while in Dalarna extensive changes have been attempted in a short time.

This report focuses on riders’ experiences of the effects of this process, based both on interviews with civil servants and politicians (in both regional public transport authorities and municipalities) and on a telephone survey of public transport riders. A desk study of existing documentation has also been performed.

The interviews and surveys reveal that the vast majority of civil servants, politicians, and riders are pleased with the integration. The civil servants and politicians find that the services have become *more efficient* in that they can serve more people while generating shorter trips and shorter waiting and transfer times. In both counties, they also see an improvement for the vast majority of users in terms of *increased supply*, primarily along high-demand routes with growth potential. There is nothing that the civil servants outright regret with respect to this integration. On the other hand, most of them agree that some things could have been done differently.

Many of the problems experienced today could affect the individual rider because the integration process has still not been completed in terms of, for example, the use of on-call services, vehicle adaptations, and ticketing systems. *Information and communication* are factors that both counties cite as key to properly working integration, which is even more critical when the integration process is to take place over a short time.

The civil servants/politicians identify the following factors as important to the integration process:

- consistent regulations for different types of permits
- consistent ticketing system across the county boundaries
- clear scheduling
- clear division of responsibilities and costs between the regional public transport authority and the municipalities

- contacts with stakeholder organisations and representatives for retired persons and groups with functional impairments
- fostering earlier public acceptance of on-call services by disseminating information

Roughly one-fifth of the respondents in the survey had ever travelled using public transport. Eleven per cent of them had used an on-call public transport service within the last year, while one in ten had travelled on a special permit (i.e., 2 per cent of the population 18–84 years of age). However, public awareness of the integration process is low. It is difficult for the riders to have opinions on the integration in general, and they are more likely to form opinions based on their personal experiences of public transport. Examples of two such areas where riders find that integration has improved matters are *vehicle adaptation* and *the ticketing system*. Respondents in Dalarna largely found that the *demand function* had become worse, while those in Kalmar felt that their *personal costs* and opportunity to *pay in cash* had deteriorated the most.

The possibilities to make follow-ups like this one are limited by access to data. The recommendation of Transport Analysis to regions planning or already pursuing a change process, is to define and follow socio-economically relevant variables and indicators for *both* savings and costs. The different planning and optimisation systems for regular and demand-responsive public transport offer many possibilities for data extraction and follow-up indicators. Standardization work, aiming at suitable indicators, within the Swedish Association of Local Authorities and Regions (SKL) and the Swedish Public Transport Association could be a way forward.



Trafikanalys är en kunskapsmyndighet för transportpolitiken. Vi analyserar och utvärderar föreslagna och genomförda åtgärder inom transportpolitiken. Vi ansvarar även för officiell statistik inom områdena transporter och kommunikationer. Trafikanalys bildades den 1 april 2010 och har huvudkontor i Stockholm samt kontor i Östersund.