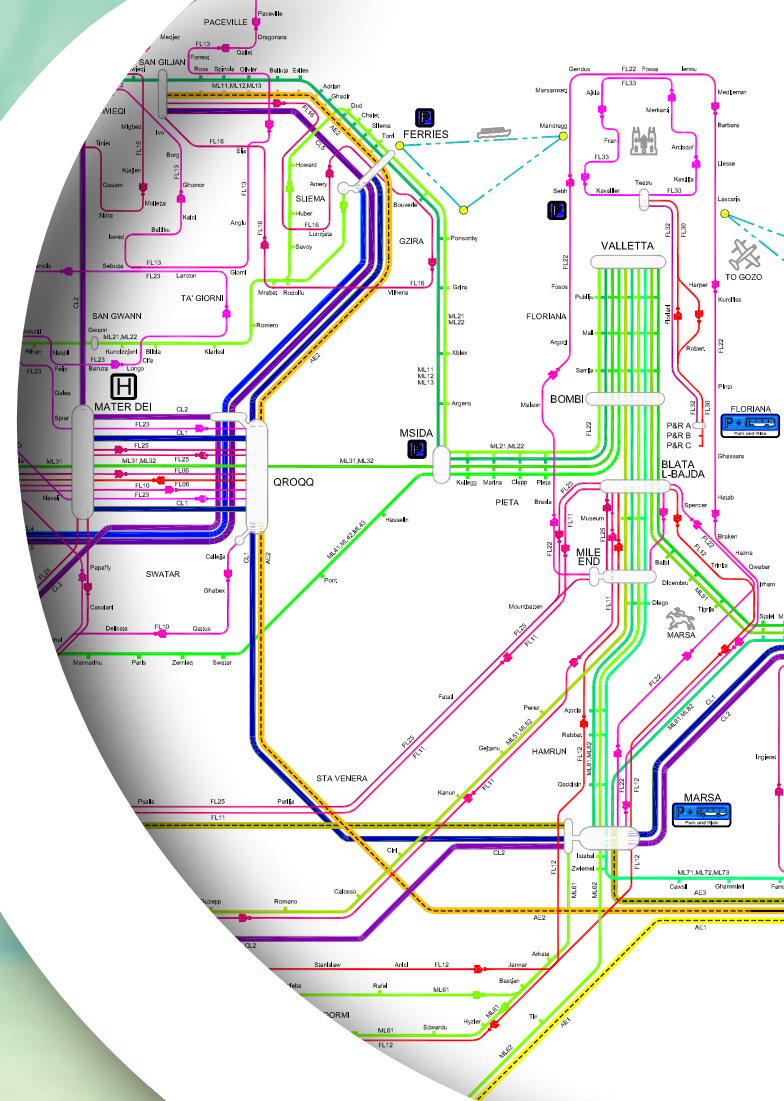


Modern & Cost Effective
PUBLIC TRANSPORT SERVICE

Modern & Cost Effective
Public Transport Service





Transport Malta



Conclusion of negotiations

***Contract signature
20th November 2010***



WHAT'S IN IT FOR YOU?

1. €3.5m less per year in Malta subsidy
2. First ever full bus service in Gozo
3. Lower fares for all residents
4. Cheap weekly fares for non-residents
5. One Fare Everywhere
6. New buses (70%)
7. All buses Euro V
8. Substantially lower emissions
9. All buses fully accessible
10. A/c and CCTV on all buses



11. *More routes; More frequent*
12. *More termini More interchanges*
13. *Longer operating hours for all routes*
14. *Night service*
15. *Maximum waiting times for all routes*
16. *Schedules & Bus arrival times an SMS away*
17. *More information on bus & bus stops*
18. *More employment*
19. *More discipline*
20. *Better trained drivers*



5

Modern & Cost Effective
PUBLIC TRANSPORT SERVICE

ARRIVA

***One of the largest
transport operators
in Europe***

Employs 38,500 people

***Delivers more than
1 billion passenger
journeys per year***



WHO IS ARRIVA?

Operates in: *Since:*

UK **1980**

Denmark **1997**

Sweden **1997**

Netherlands **1998**

Spain **1999**

Portugal **2000**

Italy **2002**

Wales **2003**

Germany **2004**

Czech Republic **2006**

Poland **2007**

Hungary **2008**

Slovakia **2008**



ARRIVA

Arriva

revenue from activities:
£3 bn+

Deutsche Bahn

revenue from activities:
€16 bn+



BUS PATRONAGE

Constant decline in passengers

1979	59,200,000
1989	42,100,000
1999	32,000,000
2009	30,224,582



BUS PATRONAGE

Modal Split

	1989	1998	2010*
<i>Car (and passengers)</i>	54.7%	70.2%	74.6%
<i>Bus (and grouped transport)</i>	31.7%	17.6%	15.0%
<i>Others</i>	13.5%	12.2%	10.4%

**National Household Travel Survey*



COST TO TAXPAYER

	Malta	Gozo	Total
ATP claim 2009 (€7.1m paid in 2008)	€9.0m	€0.0m	€9.0m
Arriva Bid (10 years cash average)	€7.5m	€2.75m	€10.25
Negotiated	€4.8m	€1.40m	€6.2m*

***€4.1m of which to cover reduced prices
for pensioners, students and children**

+ Profit sharing

+ No increase for 10 years



COST TO TAXPAYER

- *Risk Transfer: ATP subsidy in 2000 was €1.1m*
- *Capital cost of fleet replacement: Est. €39m*
- *Budget saving: at present €35m in 10 years*
- *Contract: service levels and penalties*
- *Much better service:*
 - *New, Modern, Adaptable buses*
 - *Reduced emissions*
 - *More routes, more frequencies*
 - *Same Fares*
- **Better service for less cost**



THE FLEET

Accessible, clean and safe

264 buses (down from 508)

185 new buses Euro V Engine

79 refurbished buses Euro V Engine



THE FLEET - EMISSION

Emissions Reduced

- *48% Hydrocarbons*
- *94% Particulate Matter*
- *70% Oxides of Nitrogen*
- *55% Carbon Monoxide*



THE FLEET - SMALL BUSES

9 metre buses (51)

- *used for villages and park & ride*
- *more manoeuvrable and more economical*
- *All new with Euro V engines*
- *seating 27 • standing 21*



THE FLEET - SMALL BUSES

9 metre hybrid buses (10)

8 in Malta

- Valletta and Floriana
- Three Cities connected with Paola
- Mater Dei, University through Lija, Balzan, B'Kara, Attard and Ta' Qali

2 in Gozo

- Victoria, Ċittadella
- Victoria, Żebbuġ
- Victoria, Xagħra, Santa Luċia, Kerċem

- **Seating 28 • Standing 21**
- **All new with Euro V engine**



THE FLEET - SMALL BUSES

7 metre buses (2)

Internal service for Valletta

All new with Euro V engine

Seating 14 • Standing 12



THE FLEET - STANDARD BUSES

Standard 12 metre buses (153)

- *Higher passenger capacity*
- *125 are New Euro V engine*
- *28 are refurbished and upgraded to Euro V engines*
- *Seating 40 • Standing 30*



THE FLEET - ARTICULATED BUSES

Articulated buses (46)

- *Busy services on main roads particularly from/to Airport/ Ċirkewwa/Mgarr terminals and Sliema routes*
- *Airport services with luggage space*
- *Buses presently used in other cities*
- *All refurbished to Euro V standard*
- *Seating 49 • Standing 60*



THE FLEET

- *Air conditioning, CCTV system, fully accessible, detailed information on board, PA system*
- *Average age throughout 10-year contract is 6.5 years (down from 35 years)*
- *Number of bus seats up from 13,900 to 20,500 passengers*
- *Separation of drivers & passengers*
- *Seats:*
 - *Accessible priority seats for persons with mobility impairment*
 - *Adequate leg room between seats*



THE FLEET

Inside the bus

- *Announcement of next stop*
- *Electronic displays showing next stop and final destination*
- *Contact details of operator for complaints*
- *Signs in Maltese and English*
- *No smoking signs*
- *first aid, fire extinguishers*
- *Tracking devices on all buses linked with operator and Authority*



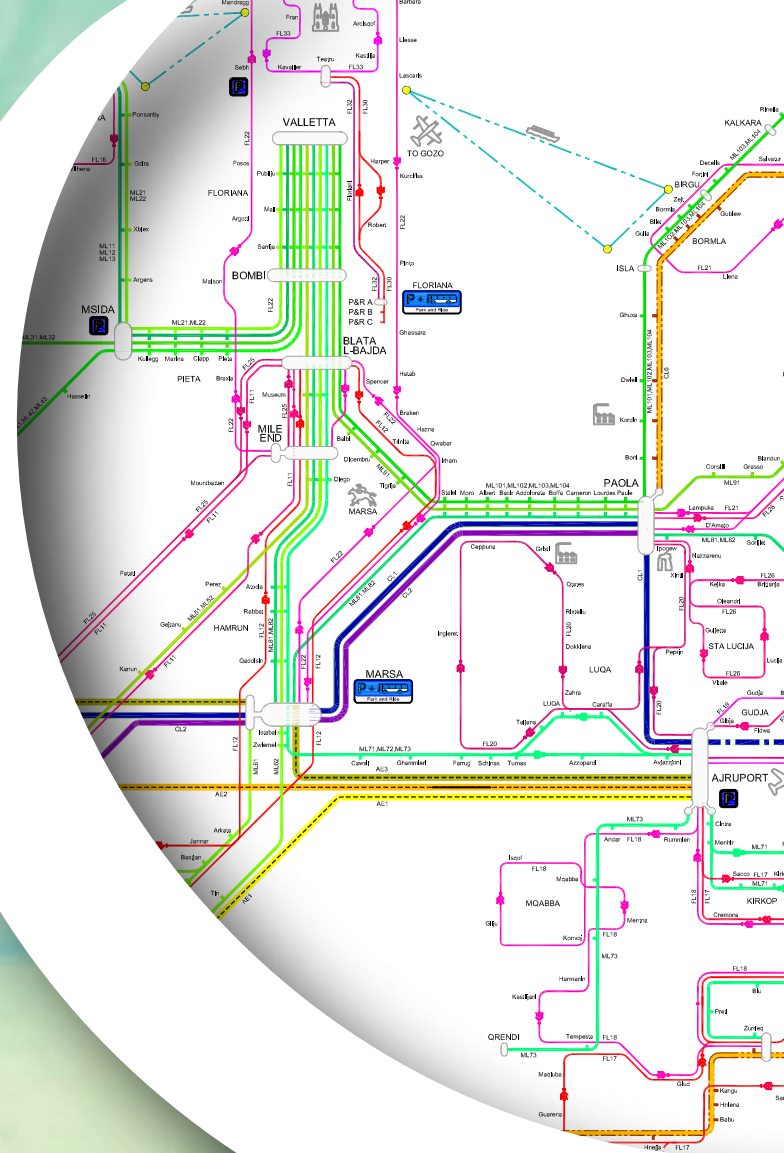
NETWORK

- 24 main lines • 2 cross lines • 4 airport
- 30 feederlines • Gozo: 10 main lines

Coverage	Malta (km/year)	Gozo (km/year)
Present	17,500,000	450,000
New	45,000,000	1,200,000
	+34%	+38%

Subsidy/km

Present	€0.47	n/a
New	€0.29	€1.51



NETWORK

Operation Times

- *05:30 to 23:00 all Malta and Gozo
(approximately 80% of the routes today stop before)*
- *Increased frequencies 07:00 to 19:00
on weekdays and Saturdays*



NETWORK

Night Services

- *250,000 km per year*
- *14 routes from 23:00 to 05:30*
- *Additional routes during Summer*
- *Routes connecting St Julians to all island*



DISTRIBUTION

Termini

€3,500,000

Termini

Termini

T

- Valletta
- Bugibba
- Victoria



INFRASTRUCTURE

Termini €3,500,000

Park@Ride €3,500,000

Park@Ride

Termini

T

- Valletta
- Bugibba
- Victoria

Park@Ride

P

- Floriana
- Luxol
- Marsa



INFRASTRUCTURE

<i>Termini</i>	€3,500,000
<i>Park@Ride</i>	€3,500,000
<i>Major Interchanges</i>	€950,000

Major Interchanges

Termini

- Valletta
- Bugibba
- Victoria

Park@Ride

- Floriana
- Luxol
- Marsa

T

Major Interchanges

- Bir id-deheb
- Paola
- B'Kara
- Rabat
- Sliema
- Mater Dei
- Bombi
- Airport

M+



INFRASTRUCTURE

Minor Interchanges

Termini

- Valletta
- Bugibba
- Victoria

Park@Ride

- Floriana
- Luxol
- Marsa

T

Major Interchanges

- Bir id-deheb
- Paola
- B'Kara
- Rabat
- Sliema
- Mater Dei
- Bombi
- Airport

P

M+

Minor Interchanges

- Hal-Warda
- TechnoPark
- Fleur De Lys
- De Rohan
- Mile End
- Żurrieq
- Tal-Qroqq
- Ta' Qali
- Mosta

M-

<i>Termini</i>	€3,500,000
<i>Park@Ride</i>	€3,500,000
<i>Major Interchanges</i>	€950,000
<i>Minor Interchanges</i>	€650,000
Total cost	€8,600,000



INFRASTRUCTURE

Bus Stops

- 850 in Malta/120 in Gozo

- Arriva will pay €800,000 to replace all bus stop poles

- TM will invest €120,000 in bus shelters

- Information on Bus Stops:
 - Timetable
 - Arrival Time
 - Route
 - Network Map
 - Call Centre Number



INFRASTRUCTURE

€7m IT System

Real time info to Authority:

- Bus position through GPS
- arrival time on each bus stop
- alert for all delays
- persons boarding each bus stop

Information to Passenger:

- full timetable for each route
- online journey planner with bus stops/times/fares
- sms query capability
- arrival time query capability

Maximum Waiting Time



INFRASTRUCTURE

Travel Information

- *Information on routes and timetables at ALL 970 bus stops and all buses*
- *Detailed route maps on all main bus stops*
- *Call centre provided by operator*
- *Radio updates*
- *Destination and route number displays on the front, on the side, and on the back of each bus*
- *Leaflets, pocket size maps, regional maps, and other information on the services*



FARES

MALTA

Validity	Adult (holder of Maltese ID card)	Adult (others)	Student	Children & Elderly Persons (kartanzjan)
	€	€	€	€
<i>2 hour</i>	1.30	2.20	n/a	0.30
<i>Day</i>	1.50	2.60	n/a	0.50
<i>7 day</i>	6.50	12.00	n/a	2.30
<i>30 day</i>	26.00	45.00	21.00	n/a
<i>90 day</i>	72.00	120.00	60.00	n/a

FARES

GOZO

Validity Period

	Adult (Maltese ID card with Gozo address)	Children & Elderly Persons (kartanzjan)
	€	€
2 hour	1.00	0.30
Day	1.50	0.50
7 Day	6.50	2.30
30 Day*	10.00	10.00

*Gozitan ID card holders of Malta Season Ticket travel in Gozo for free.

FARES - LOCKED IN

- **Fares Locked in for 10 years**
except for Cola & direct taxes
- *No increases for fuel price movements, inflation and all other costs*
- *Cola mechanism after year 3*
- *€2 per week increase in Cola = €0.003 increase in fare**

**assumed 1,000 employees and 35,000,000 tickets sold*



FARES

Regular Commuters

	<i>Used daily</i>	<i>Used 5 days per week</i>
<i>on 1 day ticket</i>	€1.50	--
<i>on 7 day ticket</i>	€0.93	€1.30
<i>on 30 day ticket</i>	€0.87	€1.21
<i>on 90 day ticket</i>	€0.80	€1.11

Average cost today €1.08



FARES

Students

	<i>Used daily</i>	<i>Used 5 days per week</i>
<i>on 30 day ticket</i>	€0.70	€0.98
<i>on 90 day ticket</i>	€0.67	€0.92

Average cost today €1.40



FARES**Pensioners**

	<i>Used daily</i>	<i>Used 5 days per week</i>
<i>on 1 day ticket</i>	€0.50	--
<i>on 7 day ticket</i>	€0.33	€0.46

Average cost today €0.46

FARES**Children**

	<i>Used daily</i>	<i>Used 5 days per week</i>
<i>on 1 day ticket</i>	€0.50	--
<i>on 7 day ticket</i>	€0.33	€0.46

Average cost today €0.70

FARES

MALTA IS AMONGST THE CHEAPEST WHEN COMPARED TO OTHER CITIES

City	1 Day Ticket	7 Day Ticket
Edinburgh	€3.45	€17.30
Lisbon	€3.75	€26.25
Brussels	€4.50	€19.00
Madrid	€5.20	€23.60
Paris	€5.90	€17.20
Rome	€4.00	€16.00
Amsterdam	€7.00	€29.00
Dublin	€6.00	€21.00
Prague	€4.05	€20.30
Malta	€2.60	€12.00



FARES

How do you buy tickets?

- *Range of ticket types including smart cards and paper tickets*
- *Eventually, tickets sent to mobile*
- *Choice of purchasing tickets at time of travel or in advance*
- *Vending machines, website, call centre, shops or staffed booths*
- *Option to buy from bus on most routes*



PARK & RIDE: FARES

PARK AND RIDE
(inclusive of VAT at 18%)

Category

P&R2 Luxol and P&R3 Marsa

P&R1 [Floriana]

First fifteen minutes

FREE

FREE

Parking, for any amount of time, between 0700hrs and 1900hrs in any one day

€2.00
(incl. return trip for driver, plus €0.50 per additional passenger for a one-way trip)

€2.50
(incl. return trip for driver, plus €0.50 per additional passenger for a one-way trip)

Parking, for any amount of time, between 1900hrs and 0700hrs in any one day

€4.00
(incl. return trip for driver, plus €0.50 per additional passenger for a one-way trip)

€4.00
(incl. return trip for driver, plus €0.50 per additional passenger for a one-way trip)

7-day ticket valid for all hours

Not offered

€10.00
(incl. return trip for driver and one passenger, plus €0.50 per additional passenger for a one-way trip)

PARK & RIDE

Park & Ride - Floriana

Present cost of operation:

	<i>Income</i>	<i>Expenditure</i>
<i>Minivans</i>	0	€320,870
<i>Parking</i>	0	€320,349
<i>CVA</i>	€1,236,544	€1,947,542
	€1,236,544	€2,618,761

Loss of €1,382,217 funded by taxes



PARK & RIDE

Park @ Ride - Floriana

- *Increase of 391 spaces to total of 1476 spaces*
- *Same frequency of service*
- *7 day ticket for €10 including parking and return to Valletta for 2 persons*
- *Car sharing cost of €1 per person per day*



PARK & RIDE

Other Park & Rides

- ➔ ***Pembroke (Luxol) – 577 spaces***
- ➔ ***Marsa – 312 spaces***

Direct bus links to:

- *Paceville, San Ġwann, Sliema, Valletta, Bugibba, Mellieha, Ċirkewwa*
- *Hamrun, Valletta, Qormi, Żebbuġ, B’Kara, Attard, Rabat, Bugibba, Mosta, Paola, Tal-Qroqq, Saint Vincent De Paul, MIA, B’Buġia, St. Lucia, Mater Dei, Ċirkewwa, Sliema*



PARK & RIDE: FEES

Locked in for 10 years
except for Cola and direct taxes

No increase for:

- *fuel price movements*
 - *inflation*
 - *all other costs*



STAFF

- Full time employment c.920
- Drivers: c.780
 - company responsible for drivers' discipline
 - drivers work maximum
9 hr/day, 56 hr/week, 90 hr/2 weeks



STAFF: DRIVER TRAINING

- Recruit & train new drivers
- Re-train/ provide 'refresher training' for existing drivers
- Extensive customer services training for all employees
- Ongoing annual learning requirement thereafter
- Team of expert driver trainers to train Maltese driver trainers
- Training buses will be used during the mobilisation period
- Bespoke set of driver training and support materials
- Arriva will be introducing a full Certificate of Professional Competence (CPC) programme
- Strict conditions on behaviour and appearance of drivers



TRANSPORT REFORM

Transport Reform process nearing the end

- *A policy that has reformed transport in Malta in 3 years*
- *Most difficult, ambitious and rewarding*
- *Targets*
 - *Modal shift*
 - *Emission reduction*
 - *Reduce cost for users*



Thank You