

Deliverable T1.1.1 - Study trip Report template

Practice summary	
1. Project Partner(s)	JKORD S.R.O.
2. Person(s) participating to the visit	MESSRS. ŠTUDLAR, DVORÁK , STACH, ŠÍP
3. Location of the Study trip	MANNHEIM, VERKEHRSVERBUND RHEIN-NECKAR, GERMANY
4. Date	14. 11. 2016 - 17. 11. 2016
5. Practice shared by	Werner Schreiner, Mobility- and Project Management
6. Practice owned by	VERKEHRSVERBUND RHEIN-NECKAR, GERMANY
7. Contact persons	Werner Schreiner, Mobility- and Project Management

Study trip description	
8. Short summary of the visited practice	<p>The study tour began by visiting the company's headquarters of Verkehrsverbund Rhein-Neckar (VRN) in Mannheim, B1, 3-5. Participants were welcomed by Mr. Schreiner, who presented the history and recent situation of VRN, which provides public transportation at the area of three countries - Baden-Wuerttemberg, Rhineland-Palatinate and Hesse since 1996. VRN organizes cooperation of 54 transport companies in 24 districts, cities and towns.</p> <p>Mr. Schreiner briefly described the principles of service of the area, especially the connection with rural, less populated areas. Cooperation with operators and municipalities is being formed on a contractual basis (7-8 year contracts with municipalities, ten-year contracts with bus operators and fifteen- year ones with DB. For the assignment of revenues from transport a stable distribution system has been introduced. VRN creates plans and organizes public transport while members decide for their area. VRN pays great attention to new forms of mobility like bike rental (VRNnextbike from 2015), car-sharing, and also develops electronic ticketing. VRN also utilizes the principle of line taxis, which can be ordered by passengers ½ hours in advance. Line taxis also replace at some relations buses during weekends to make connection to the nearest railway station. A special care is being provided to handicapped people. Stations and bus-stops are being refurbished with regard to the needs of handicapped people.</p> <p>New projects of VRN include the introduction of a S-Bahn line to the BASF plant in Ludwigshafen, which is to facilitate transport for about 30,000 employees. Train timetable will be adjusted to BASF's flexible shifts. Furthermore, a refurbishing of 70 trainsets is under preparation for a final S-Bahn concept of 2019-2020.</p> <p>VRN participates in the Upper Rhine Conference (with partners from Switzerland, France, federal states of Germany as well as Belgium and Luxembourg) and is a member of the VDV (Organisation of German Transport Companies) and the UITP (International Association of Public Transport).</p> <p>On the recommendation of Mr. Schreiner, we undertook two longer journeys on VRN lines using basically all types of transport organized by the said transport union, for which we received needed</p>

daily free tickets. The first day we moved on routes Mannheim (Regional Express) Neustadt/Weinstrasse (regional train) Wissembourg FR (regional bus) Bad Bergzabern (regional stop train) Winden (Regional Express) Neustadt/Weinstrasse (regional train) Bad Dürkheim (interurban tram, municipal tram) Mannheim. The second day, we took the route Mannheim (Regional Express) Speyer (regional train) Worms (regional stop train) Bensheim (regional stop train) Weinheim (interurban tram) Heidelberg (city bus, interurban tram) Edingen West (replacement transport taxi + bus) Mannheim Holbeinstrasse (city tram) - Mannheim.

<p>9. Type of practice visited</p>	<p>X New services to better connect rural areas (to question no.10)</p> <p><input type="checkbox"/> Improvement of access points to national end EU transport network (to question no.11)</p> <p><input type="checkbox"/> Enhanced passenger information to increase the quality of public transport in rural areas (to question no.12)</p>
------------------------------------	---

Actions implemented: for every action to indicate one or more following items	
<p>10. New services to better connect rural areas</p>	<p><input type="checkbox"/> Service optimization</p> <p><input type="checkbox"/> Infrastructure upgrading</p> <p><input type="checkbox"/> Vehicle upgrading</p> <p><input type="checkbox"/> Improvement of dispatching and managing requirements (customer oriented timetables, efficient vehicle turnovers, etc.)</p> <p><input type="checkbox"/> training of personnel (customer relation, eco-driving, efficiency, etc.)</p> <p><input type="checkbox"/> Infomobility enhancement</p> <p><input type="checkbox"/> Marketing and dissemination campaigns</p> <p><input type="checkbox"/> Other, specify _____</p>
<p>Short description of the action</p>	<p>_____</p>
<p>Quantitative indicators (if pertinent)</p> <p><u>period 2015/2016</u></p>	<p>Approx. costs _____</p> <p>No. of new stops/stations implemented _____</p> <p>No. of stops/stations refurbished _____</p> <p>No. of new vehicle acquired <u>24</u> _____</p> <p>No. of new sustainable vehicle acquired _____</p> <p>No. of infomobility panels acquired <u>value of 1,85 mEUR</u> _____</p> <p>No. of other infomobility devices acquired _____</p> <p>Approx. no. of passengers of the new services <u>2,59%</u> _____</p> <p>Approx. modal split _____</p> <p>Other, specify _____</p>
<p>11. Improvement of access points to national end EU transport network</p>	<p><input type="checkbox"/> Service optimization</p> <p><input type="checkbox"/> Infrastructure upgrading</p> <p><input type="checkbox"/> Vehicle upgrading</p> <p><input type="checkbox"/> Improvement of dispatching and managing requirements (customer oriented timetables, efficient vehicle turnovers, etc.)</p> <p><input type="checkbox"/> training of personnel (customer relation, eco-driving, efficiency, etc.)</p> <p><input type="checkbox"/> Infomobility enhancement</p> <p><input type="checkbox"/> Marketing and dissemination campaigns</p>

<p>Short description of the action</p> <p>Quantitative indicators (if pertinent)</p>	<p><input type="checkbox"/> Other, specify _____</p> <hr/> <p>Approx. costs _____</p> <p>No. of new stops/stations implemented _____</p> <p>No. of stops/stations refurbished _____</p> <p>No. of new vehicle acquired _____</p> <p>No. of new sustainable vehicle acquired _____</p> <p>No. of infomobility panels acquired _____</p> <p>No. of other infomobility devices acquired _____</p> <p>Approx. no. of passengers of the new services _____</p> <p>Approx. modal split _____</p> <p>Other, specify _____</p>
<p>12. Enhanced passenger information to increase the quality of public transport in rural areas</p> <p>Short description of the action</p> <p>Quantitative indicators (if pertinent)</p>	<p><input type="checkbox"/> Service optimization</p> <p><input type="checkbox"/> Infrastructure upgrading</p> <p><input type="checkbox"/> Vehicle upgrading</p> <p><input type="checkbox"/> Improvement of dispatching and managing requirements (customer oriented timetables, efficient vehicle turnovers, etc.)</p> <p><input type="checkbox"/> training of personnel (customer relation, eco-driving, efficiency, etc.)</p> <p><input type="checkbox"/> Infomobility enhancement</p> <p><input type="checkbox"/> Marketing and dissemination campaigns</p> <p>Other, specify _____</p> <hr/> <p>Approx. costs _____</p> <p>No. of new stops/stations implemented _____</p> <p>No. of stops/stations refurbished _____</p> <p>No. of new vehicle acquired _____</p> <p>No. of new sustainable vehicle acquired _____</p> <p>No. of infomobility panels acquired _____</p> <p>No. of other infomobility devices acquired _____</p>

	Approx. no. of passengers of the new services _____ Approx. modal split _____ Other, specify _____
--	--

13. Action details	
Type of funding used (e.g. European, national or local)	
Implemented by	
Managed by (if different)	
Benefits and advantages (in the opinion of the person interviewed)	
Limit and drawbacks (in the opinion of the person interviewed)	
14. Strengths of the visited practice (in the opinion of the Rumobil person participating to the visit)	
<p><u>The main strength of the visited practice consists in a perfect interconnection and mutual adjustment of all means of rural, suburban and urban transport, ranging from interregional and regional trains through regional buses down to line and individual taxis. This contributes to high quality of transport services especially in sparsely inhabited regions with elderly population.</u></p>	
15. Weaknesses of the visited practice (in the opinion of the Rumobil person participating to the visit)	
<p><u>none</u></p>	
16. Lessons learnt	
<p>It was possible to appreciate the cooperation of individual lines of different modes of transport with a unified tariff (including DB), essentially without delay, although problems occurred (a shortened tram route, a breakdown on the route). Mutual linkage of train and bus services is very high, in the major nodes immediate, and bus stops are located at larger interchanges directly in the vicinity of a train station.</p> <p>What is remarkable is mutual cooperation of organizers of very complex networks, where individual transport and tariff unions partially overlap (VRN, for example. extends into neighbouring transport associations with centres in Frankfurt, Aschaffenburg, Würzburg, Heilbronn, Karlsruhe, and Saarbrücken) and then it was necessary to find mutually beneficial solutions. The VRN network even extends into two locations in France (Lauterbourg, Wissembourg).</p>	

In the work of VRN a high focus on the needs of passengers can be detected, which was evident in the case of a breakdown on the route Heidelberg - Mannheim (a stuck automobile on the tram track). Approximately ten minutes after the interruption taxis began to carry tram passengers that were standing at the Edingen West tram stop, and later a replacement bus came, by which means all the passengers were carried to the Mannheim Holbeinstrasse tram stop, where they could continue their journey. The use of taxis in the event of an unplanned replacement transport is a general rule at VRN, and the passengers are reimbursed their costs.

VRN is committed to the fullest passenger information. A range of information is provided on the internet and in mobile applications in real time (eg. Instant traffic). Detailed information is also provided about a relatively complex structure of tariffs, both for individual journeys and for season tickets.

As a curiosity, we can add at the end that the Inter-City Express (ICE) Mannheim - Munich underwent a few slow rides on the way (probably due to repairs on the track), and upon arrival in Munich it gathered a 20 minute delay.