

D.3.2.5. Mobility needs and gaps in Friuli Venezia Giulia

WP3 Understanding mobility needs and trends

A.3.2 Mobility needs and gaps in ICARUS region

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Acronyms

PP	PP Partner
LP	LP Lead Partner
SC	SC Steering Committee
TMB	TMB Technical Management Board
FM	FM Financial Manager
PC	PC Project coordinator
PM	PM Project manager

2 Introduction

Mobility of people in Friuli Venezia Giulia Region is facing a big new challenge represented by the new contract for the whole regional public transport network, by road and by sea, signed on November 15th 2019 with one operator only, which will start its services from May 1st 2020 for the next ten years.

Therefore, the present situation for the mobility of people is bound to change a lot shortly, given the expected increased offer of services for the benefit of the whole regional territory. Consequently, it is expected an increase in the number of public transport passengers too, and a wider range of opportunities for a more sustainable mobility.

Big investments to improve information on board and at stops, a constant renewal of the bus fleet, new fares and tickets, but also strengthening of existing services and facilities for reaching the hospital centers with the use of local public transport services, the creation of a specific app for information and for purchasing of tickets and the creation of an integrated information network between the railway stations and the bus stations. These are just some of the elements that will characterize the new regional and local public transport system, being included in the mentioned contract recently signed.

Additionally, in 2020 a call for selecting a new railway passenger operator in charge of all the regional transport services will be launched.

3 Identification of mobility gaps

3.1 Survey to users to identify mobility gaps

The survey made available to general public via the institutional web pages of Friuli Venezia Giulia Region for two months did not reach the expected numbers and the only 21 questionnaires collected, mostly filled in by people who live in Trieste area, are not sufficient to identify mobility gaps at a regional scale. The number of questionnaire collected from transport experts are disappointing too and, therefore, cannot be used as it was planned.

Nonetheless, the collected replies could be used to draw some conclusions with reference to gaps and mobility habits. For instance, the issue of info mobility, which emerged also in other previous analysis and in stakeholders consultations carried out within previous territorial cooperation projects, it is still considered a gap which, however, should be overcome by the new tools that the new public transport operator is committed to make available starting from May 1st 2020. In particular, the setting up of an app for providing real time information and for making possible the purchase of tickets at regional level will be one of the tools able to make available an integrated information network between the railway stations and the bus stations too.

It is also worth mentioning the gap represented by the limited offer of cross-border public transport services, which emerged from other surveys and analysis. Despite the efforts of Friuli Venezia Giulia region in setting up successful rail passenger transport services with Austria (Mi.Co.Tra. train Udine – Villach) and Slovenia (CROSSMOBY train Udine-Trieste-Ljubljana), and the seasonal maritime connections between Trieste – Slovenia – Croatia, the cross-border mobility is still a relevant open issue, which FVG region is keep on tackling especially along those borders not covered by the mentioned cross-border public transport services.

3.2 Key Performance Indicators

The questionnaires collected, despite their very low number, can be used together with the findings of other recent surveys performed in FVG region, to identify some key performance indicators which could be aggregated in two KPI dimensions: social and ITS/ICT. These two dimensions can be defined as follows:

- KPI to be used for measuring the social performance, like the degree of users' satisfaction;
- KPI to be used for measuring the ICT performance, like the usage of apps for getting real time information or multimodality options.

For the first dimension (social), the KPI could be the following:

- overall satisfaction;
- satisfaction improvement;
- complaint escalation rate.

For the second dimension (ITS/ICT), the KPI could be the following:

- % regional transport network covered by websites offering comprehensive traveller information (e.g. Journey planning, traffic information);
- quality assessment of information (info-mobility) provided;
- public transport journey time reliability – deviation from scheduled timetable.

3.3 Needs

As reported in the section dedicated to the mobility gaps, the survey made available to general public via the institutional web pages of Friuli Venezia Giulia Region for two months did not reach the expected numbers and the only 21 questionnaires collected, mostly filled in by people who live in Trieste area, are not sufficient to identify mobility needs at a regional scale. Again, the number of questionnaire collected from transport experts are disappointing too and, therefore, cannot be used as it was planned. The two mentioned target groups were chosen to get the point of view of public transport users and transport experts. No interviews were made and the data were collected via an online questionnaire only, made available in Italian.

Despite the above, some outcomes and results of the survey carried out within ICARUS, together with the outcomes of other surveys recently carried out within other projects can be listed:

- in general, the users of public transport services appreciate the level of the services offered;
- investing in the promotion of new connections, especially at cross-border level, is fundamental to guarantee successful initiatives both for citizens and tourists;
- people are not so keen to combine different modes of transport on their route and, therefore, more has to be done for a change in people behaviour for boosting the usage of different transport modes in a single trip.

The needs emerged by the surveys are the following:

- the need of the availability of more and adequate cross-border connections;
- the need of improving the way of purchasing tickets;
- the need of improving the information on timetables.

Given the limited area covered by the questionnaire collected, it is impossible to say if any area in the regional territory is more critical than others.

3.4 Involved public and private bodies and their role

<i>Type of stakeholder</i>	<i>Stakeholders and brief description</i>	<i>Role in implementation plan</i>
<i>Decision maker</i>	<i>Regional directorate for infrastructure and territory – Regional and local public transport division</i>	<i>Responsible body for the implementation of the Regional Plan of Local Public Transport and for supporting and implementing the strategies and policies defined at political level.</i>
<i>Infrastructure manager</i>	<i>R.F.I. Rete ferroviaria italiana</i>	<i>Responsible company for any rail infrastructure development in Italy.</i>
<i>Public transport operator</i>	<i>TPL FVG S.C.AR.L.</i>	<i>The operator in charge of all the road and maritime public transport services for the whole territory of Friuli Venezia Giulia Region, starting from May 1st 2020.</i>
<i>Public transport operator</i>	<i>Trieste Trasporti SpA</i>	<i>One of the four present public transport operators, acting at NUTS 3 level until April 30th 2020.</i>
<i>Public transport operator</i>	<i>SAF Autoservizi FVG SpA</i>	<i>One of the four present public transport operators, acting at NUTS 3 level until April 30th 2020.</i>

<i>Public transport operator</i>	ATAP SpA	<i>One of the four present public transport operators, acting at NUTS 3 level until April 30th 2020.</i>
<i>Public transport operator</i>	APT SpA	<i>One of the four present public transport operators, acting at NUTS 3 level until April 30th 2020.</i>
NGO	<i>FIAB (Italian Federation for environment and bicycle)</i>	<i>Supporting intermodality options for bicycle trips (bike-bus, bike-train, bike-boat etc.)</i>

4 Current transportation's status in the area

The strategic role that the transport sector, and in particular the transport of people, plays for economic, social and environmental development policies of Friuli Venezia Giulia, implies for the regional administration to directly assume the responsibility for planning and for the strategic, operational and financial management of this sector both, in infrastructure components and in those organizational and regulatory.

Public transport is important for the whole territory and not only for those who use it directly, as it is the adequacy of the transport system which directly contributes to guaranteeing the right to mobility and, consequently, to make the local economic system competitive.

The local public transport network is widely used: about a quarter of the population uses the bus. The bus fleet is made up of almost a thousand units, half of which are suitable for the transport of people with reduced mobility, covered by the 100% in the Trieste area. In 2017 almost 110 million passengers were carried and the satisfaction for the quality of the service (frequency of the trips, punctuality, seats, timetables, extra-urban connections) it was high, with percentages above 70%.

Just over a third of the population uses the train. Satisfaction with the various aspects of travel is generally higher than the Italian average, except for the cost of the ticket. Satisfaction is generally less than for the bus: satisfaction was very high for the ease of finding a seat, satisfaction was low for the convenience of schedules. The numbers of cycling tourism are also on the rise, thanks to the effort made in train-bus intermodality: 2018 registered an increase in

the flows on the Alpe Adria cycle path of 10%, with 80.000 visitors.

As mentioned above, the transportation's status for the region is in a transition phase, from the present system of four companies operating at provincial (NUT3) level, to one public transport operator only for the whole region, starting from May 1st 2020.

4.1 Current transport situation

In harmony with the hierarchical structure of the public transport system provided for by art. 8 of the regional law n. 23/2007, the regional local public transport network is organized on three functional levels:

1) First level network

It forms the backbone of the public transport system, developing along lines that create the connection between the main polarities of the regional territory. Includes all of the railway services and suburban bus lines that lend themselves to being considered as natural extension on the territory of the railway service. Excluding the services expressly dedicated to systematic mobility that develop in a manner that meets the specific needs of mobility of students and workers, the first level network is configured according to the logic of the timing and timing synchronization in 1st and 2nd level Regional Centres for intermodal exchange (CIMR) between unimodal service (rail-rail and road-road) and multimodal (rail-road-air).

2) Second level network

It consists of both first level network adduction services, which spread the area mobility demand relating to the main lines, both from the "door to door" services dedicated to students and workers and not already included within the first level network. Includes automotive services, urban and suburban, and maritime services.

3) Third level network

It consists of services organized in a flexible form and it is aimed at satisfying the mobility needs of weak demand territories, people with disabilities and, in general, all the components users who can benefit from the activation of an unconventional service (travellers who move in the soft time slot, also in urban areas, and / or on particular routes). Includes urban and suburban bus services.

4.2 Planning and policy documents

The regional law of reorganization of the sector, regional law 20 August 2007, n. 23 (Implementation of the decree Legislative Decree 111/2004 on regional and local public transport, freight transport, motorization, road traffic and viability) redefined the governance of the system and this is also reflected in defining the contents of the Regional Plan of Local Public Transport. The Plan is the most important regional planning and policy document. Approved on April 15th, 2013, it represents the tool with which the new integrated transport planning is implemented, through the action coordinated of several subjects

The Plan defines the structure of public transport services according to different levels of detail, in function of the hierarchical class to which they belong to, based on the trend of the resources made available on the basis of existing service contracts.

Additionally, the Strategic plan 2018 – 2023 of Friuli Venezia Giulia Region contains the updated strategic objectives for the regional policies referred to mobility and transport topics.

4.3 Multimodal integrated tariff schemes and tickets

The issue of multimodal ticketing schemes has not been tackled yet at regional level, given the recent selection of the operator in charge for the whole region of the road and maritime public transport services and considering the expected new call for the selection of the passenger rail services operator bound to operate starting from 2021.

Therefore, so far Friuli Venezia Giulia experienced just one pilot action at cross-border level, set up within project CONNECT2CE (Interreg Central Europe) along the axis Trieste-Ljubljana, involving an Italian bus public transport operator (Trieste Trasporti S.p.A.) and the Slovenian Railways-Passenger Transport company.

Coordinated by Central European Initiative (CEI), the pilot action consists in establishing an intermodal combined ticket (starting from March 2019) enabling users to travel by bus (of Trieste Trasporti) from the centre of Trieste to the railway station of Villa Opicina, and then to the centre of Ljubljana with the trains operated by Slovenian Railways. Thus fostering the intermodality bus-train and the related multimodal trips. The integrated ticket will be available until the end of April 2020.

4.4 ITS, ICT & MaaS solutions

The mentioned change in the scenario of the regional and local public transport system starting from May 1st will help supporting the ICARUS objectives to solve mobility problems by activating a behavioral change in mobility.

The status of ITS and ICT solutions is at present not supporting the development of a more sustainable mobility in the regional territory, given the availability for users of few tools by the present four public transport operators, whilst with reference to MaaS solutions, Friuli Venezia Giulia Region has no experience so far. But, again, the short term scenario will provide an improvement also in those fields, given the opportunities offered by the contract with the new regional public transport operator. In particular, the creation of a specific app for providing information and for the purchasing of tickets, and the creation of an integrated information network between the railway stations and the bus stations, are some of the elements that will characterize the new regional and local public transport system, strengthening the offer of ICT solutions.

In terms of Intelligent Transport Systems (ITS), ICT and MaaS, with the exception of the mentioned pilot action, there are no other past case studies carried out to be mentioned.

5 Identification of future challenges in the area

The Strategic plan 2018 – 2023 of Friuli Venezia Giulia Region illustrates the values, purposes and principles that guide the regional government action and that inspire the administrative activity aimed at achieving them. It gathers the strategic political objectives of the Regional Government Program and illustrates, for the duration of the legislature, the strategies for the different areas of activity identified by 8 Strategic Lines.

Each strategic Line includes mission, strategy and reference scenario.

The Strategic line n. 5 “Big infrastructure and unitary territory plan” contains the strategy related to the mobility of people, which can be summarized as follows: in supporting the fruition and promotion of the territory, it is necessary to further improve the network of local public transport and to encourage the use of public services integrated with an adequate and modern tariff system, in order to guarantee freedom of choice in the context of mobility services.

6 Definition of priorities in each involved area

According to the mentioned Strategic plan 2018 – 2023 of Friuli Venezia Giulia Region, it is essential to increase and integrate the services between the various transport systems to facilitate and improve mobility of people and goods, transforming the regional territory geographic position, as natural crossroads with respect to the TEN T corridors, into an opportunity for attractiveness and competitive growth.

Furthermore, the mentioned new assignment of regional and long-distance rail services will aim at increasing capacity and speeding up connections. Whilst the present contract will be used for the extension to Udine and Trieste of long-distance services on the routes for Rome and Milan. There will be also enhanced railway services with historical material, which constitute an element of strong attraction and interest for tourism purposes.

From a tourism point of view, further push will be given to cycle routes and in connecting them via intermodality solutions like bike-train and bike-bus.

7 Recommendations

Although there are high expectations on the impact of the new regional and local public transport system starting from May 1st 2020, on the mobility for the whole regional territory, given the expected increase of kilometres to be covered by road and maritime lines, there is still room for increasing the sustainable mobility options at cross-border level and for spreading the usage of intermodality in all its forms.

The cooperation at cross border level will be again extremely important, as proved by the best practices put in place in the recent past like the train services Mi.Co.Tra and CROSSMOBY, and the new maritime links established (MOSES), exploiting the opportunities given by territorial cooperation projects for enhancing the network of public transport services, overcoming the borders between regions and countries. Thus supporting the goal of the EU Commission of boosting cross-border regions through better transport.

8 Conclusions

Given the expected changes related to the new mentioned public transport network and operator which will be available from May 1st 2020, and which will effect substantially the status of the mobility of people in Friuli Venezia Giulia region, at present it is not appropriated to come to a conclusion referred to the issue of mobility needs and gaps, unless related to the cross-border dimension only. The latter shows room for improvements which should come not only from initiatives set up by Friuli Venezia Giulia region but also from the bordering municipalities/regions/countries of Croatia, Slovenia and Austria, which so far are missing, despite the high degree of existing cooperation at cross-border level. Thus for increasing the cross-border mobility options available to general public and tourists, which is a common problem in various bordering area of EU, and for sharing the costs for those cross-border services too between the involved countries.