

[REDACTED]

From: [REDACTED]
Sent: 22 February 2018 11:19
To: [REDACTED]
Subject: Abellio ScotRail - Ministerial Correspondence - Event Briefing - Ministerial Visit to Utrecht and The Hague - Presentations - [REDACTED] 22 February 2018
Attachments: kim presentatie Scottish delegation 13022018.pptx; Presentatie Fiets_bezoek minister Transport Schotland 12. feb 2018.pdf; Future public transport payment systems.pdf

Hi [REDACTED]

As promised last week please find attached the three main presentations from last week's Utrecht visit. The first of these is the KIM institute presentation on their research, the second is the Utrecht cycling presentation while the third is about smart ticketing and different payment systems.

It was agreed I should send these to you for sharing with Private Office and other key officials involved.

Many thanks
[REDACTED]
[REDACTED]

The logo for Abellio, featuring the word "abellio" in a lowercase, sans-serif font with a stylized infinity symbol or swirl to the right.

Head of Policy and Communications Scotland
Culzean Building
36 Renfield Street
Glasgow
G2 1LU

[REDACTED]

--

This email is confidential and intended for the named addressee only. Any views or opinions expressed and presented are those of the author and do not necessarily represent those of Abellio.

If you are not the intended recipient then you have received this email in error and any use, disclosure, forwarding, printing, copying and distribution is strictly prohibited. If you have received this transmission in error please contact the sender.

Abellio Transport Holdings Ltd, Registered in England, number: 5618463.
Registered Office: 2nd Floor, St Andrew's House, St Andrew Street, London EC4A 3AG

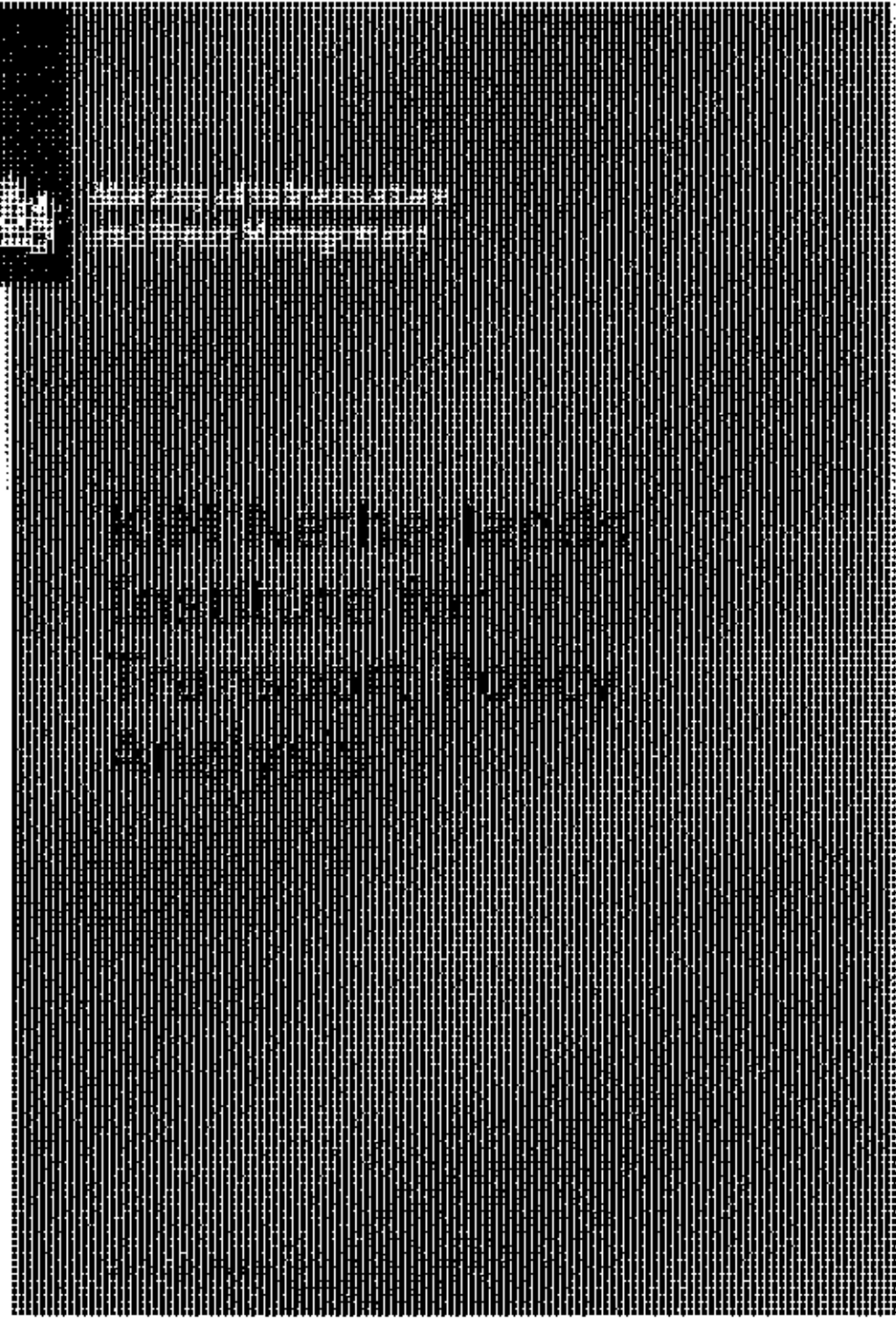
--

Please consider the environment. Do you really need to print this email?



Faint, illegible text or markings.

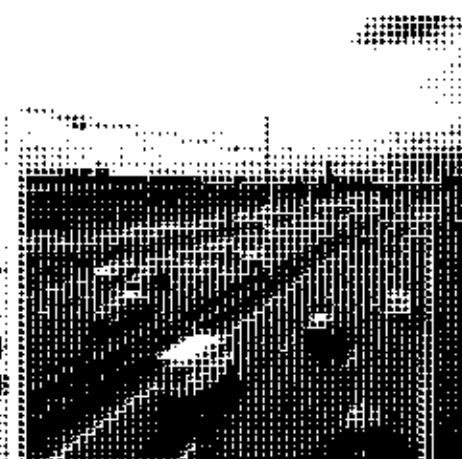
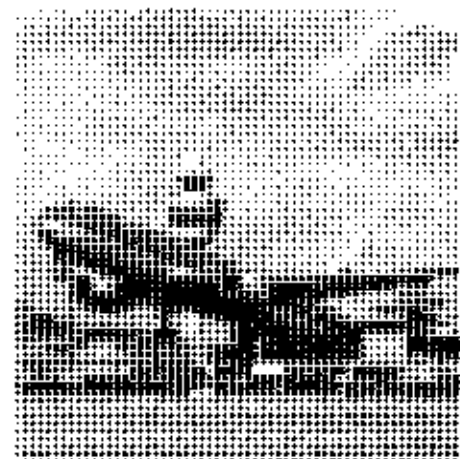
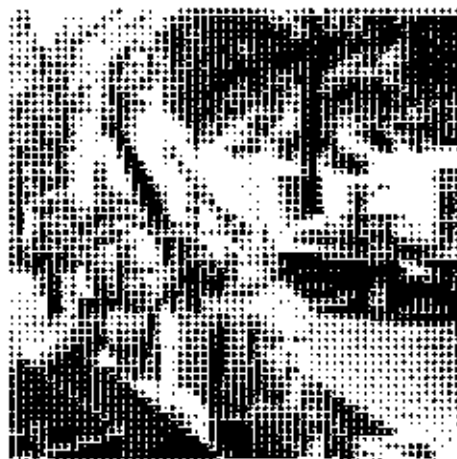
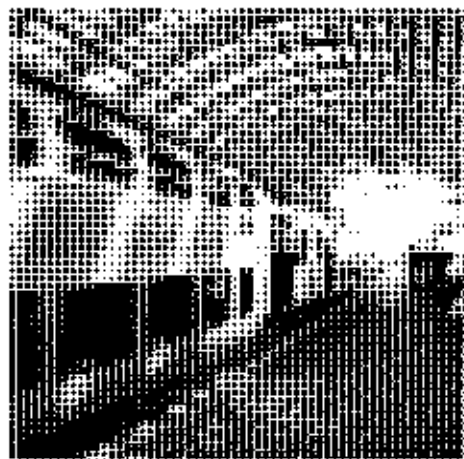
Faint, illegible text or markings.





KiM Netherlands Institute for Transport Policy Analysis

- Independent research institute
 - within the Ministry of Infrastructure and Water Management
- Established in 2006 to support evidence-based transport policymaking
- About 30 people (mostly researchers): wide range of disciplines





Products and services

- Demand-driven research projects on strategic policy questions
- 'Knowledge at the table' (also demand driven)
- Notification memorandum on own initiative






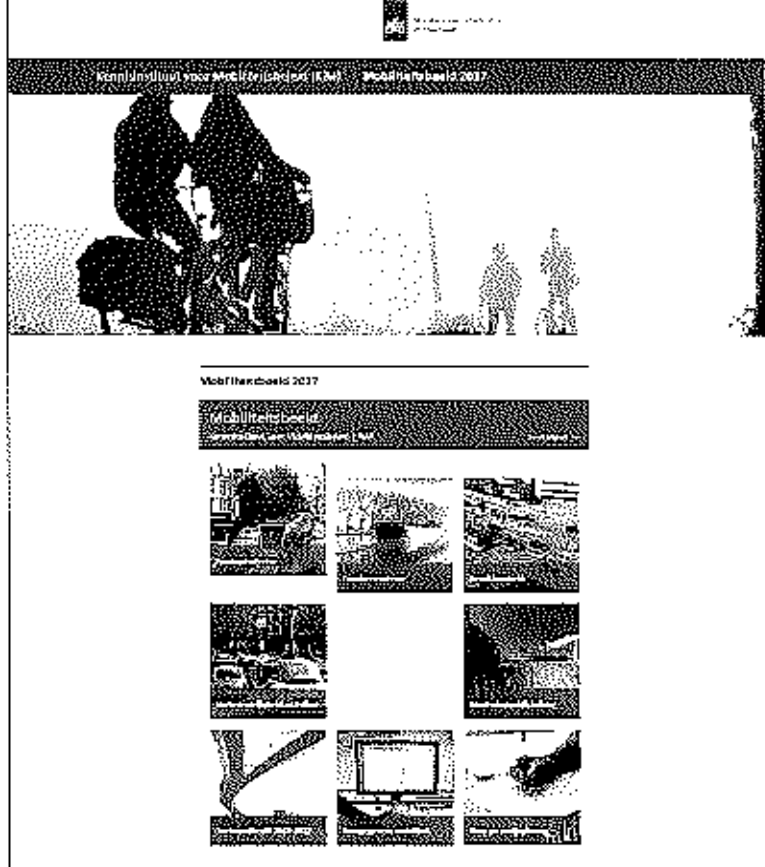


Structural research projects

MPN | The Netherlands Mobility Panel

2.000 households
4.000 respondents
3 days a year



commercial traffic transport in the leisure areas online shopping



Koninkrijk der Nederlanden (KA) Mobiliteitspanel 2017

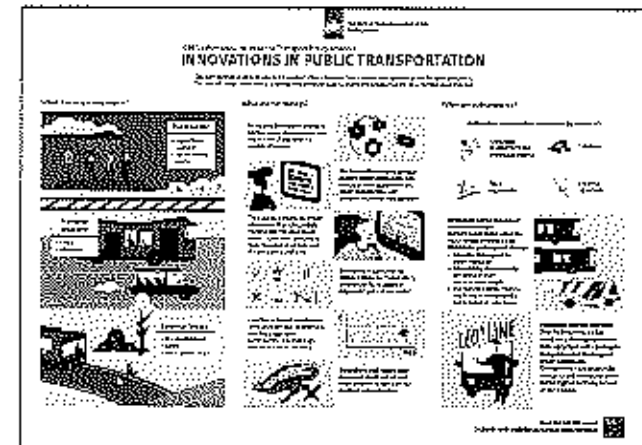
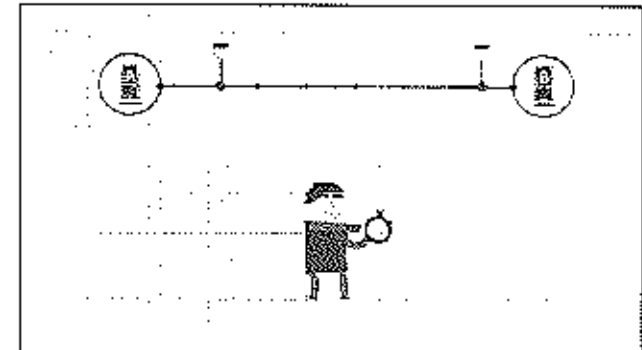
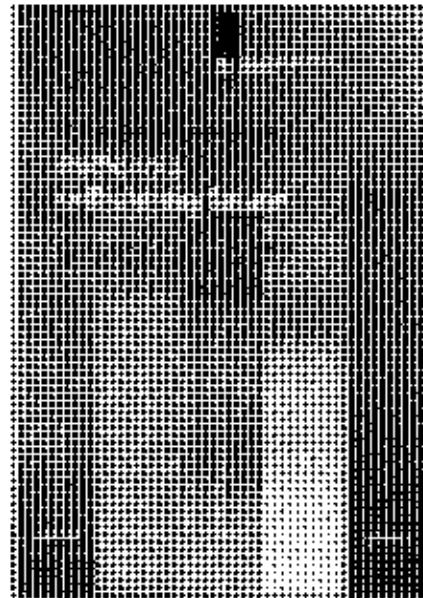
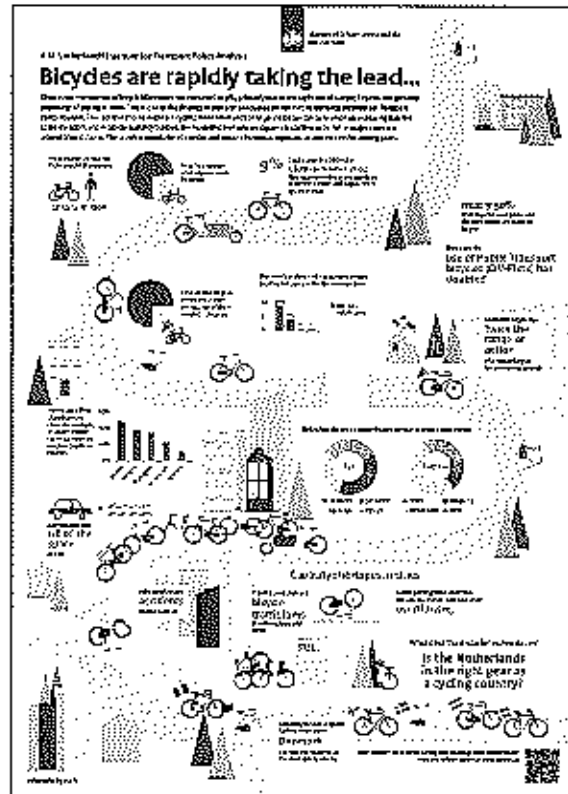
Mobiliteitspanel 2017

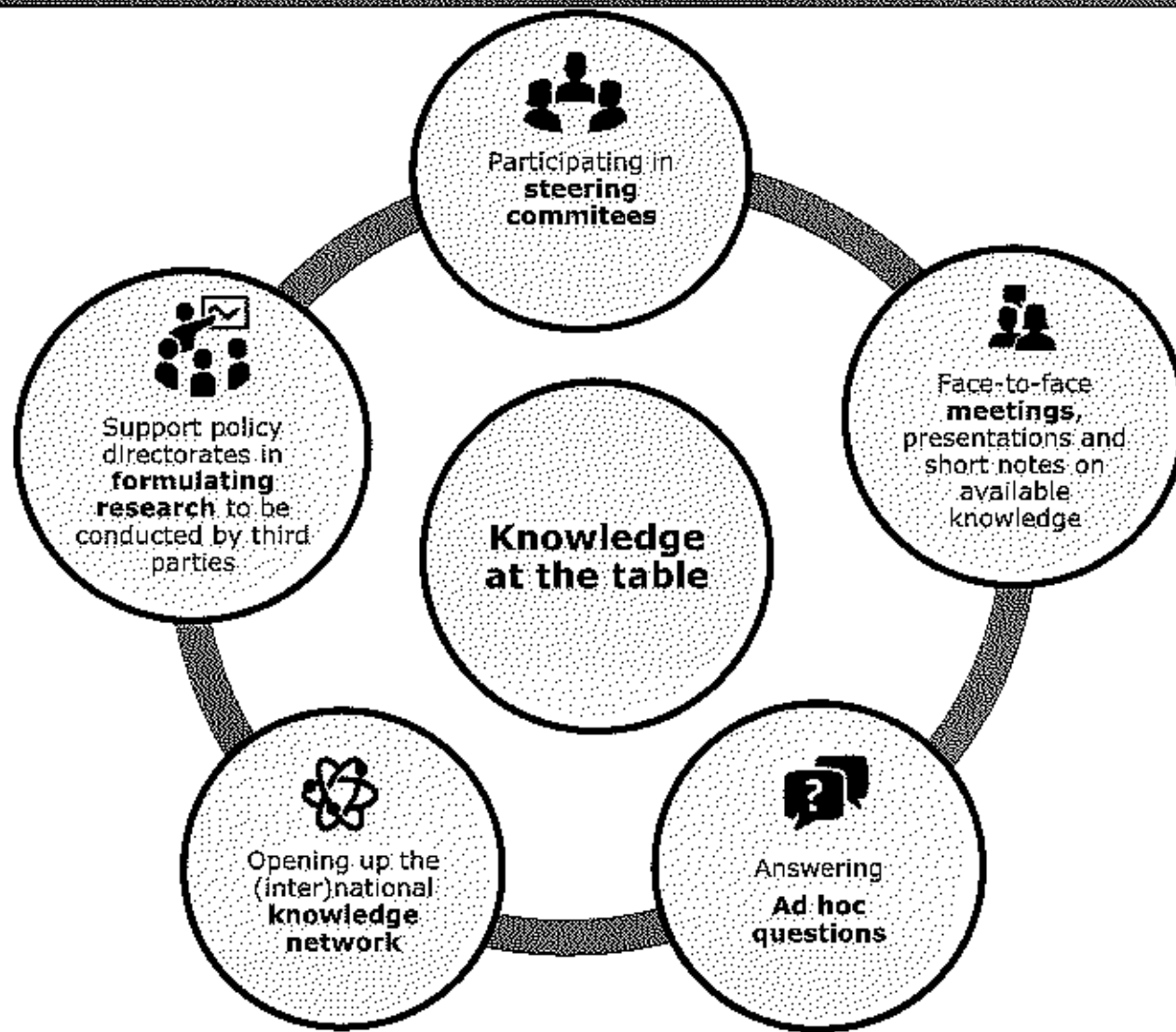
Mobiliteitspanel

www.vias.nl



Recent research

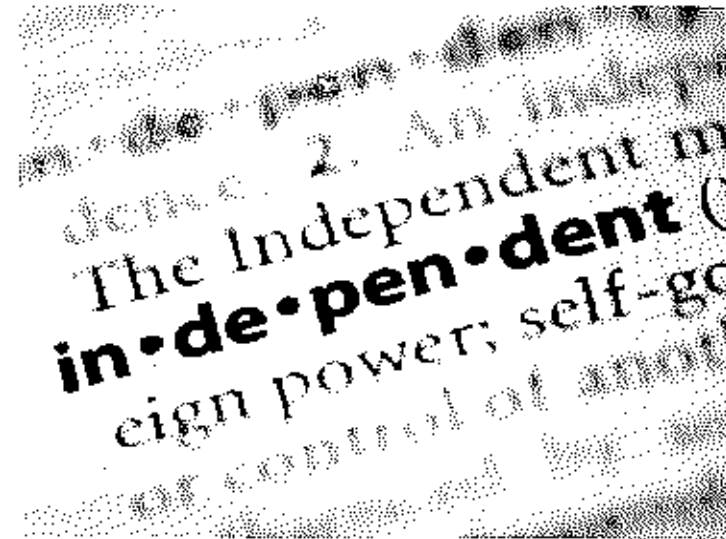






KiM is part of the Ministry, but...

- Methods and publications independent of policy or politics
- Research peer-reviewed by KiM fellows (academics)
- Research published





KiM core themes (2018)

1. Mobility, accessibility and spatial planning
2. Mobility of groups
3. Sustainable mobility, safety and transition
4. Data
5. Social importance, the role of government and market organisation
6. Policy evaluations and assessment frameworks
7. Explanatory- and forecasting models

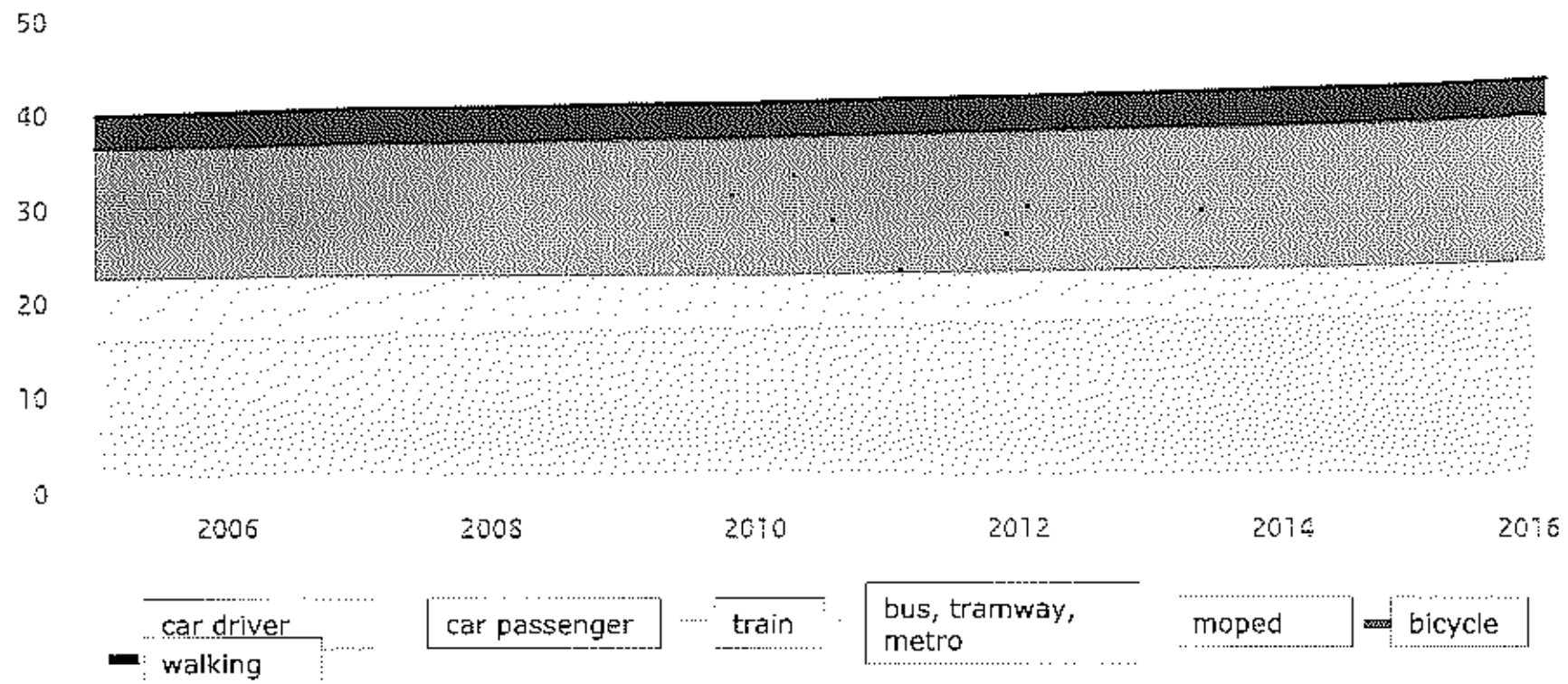


Train share compared to other modes in The Netherlands



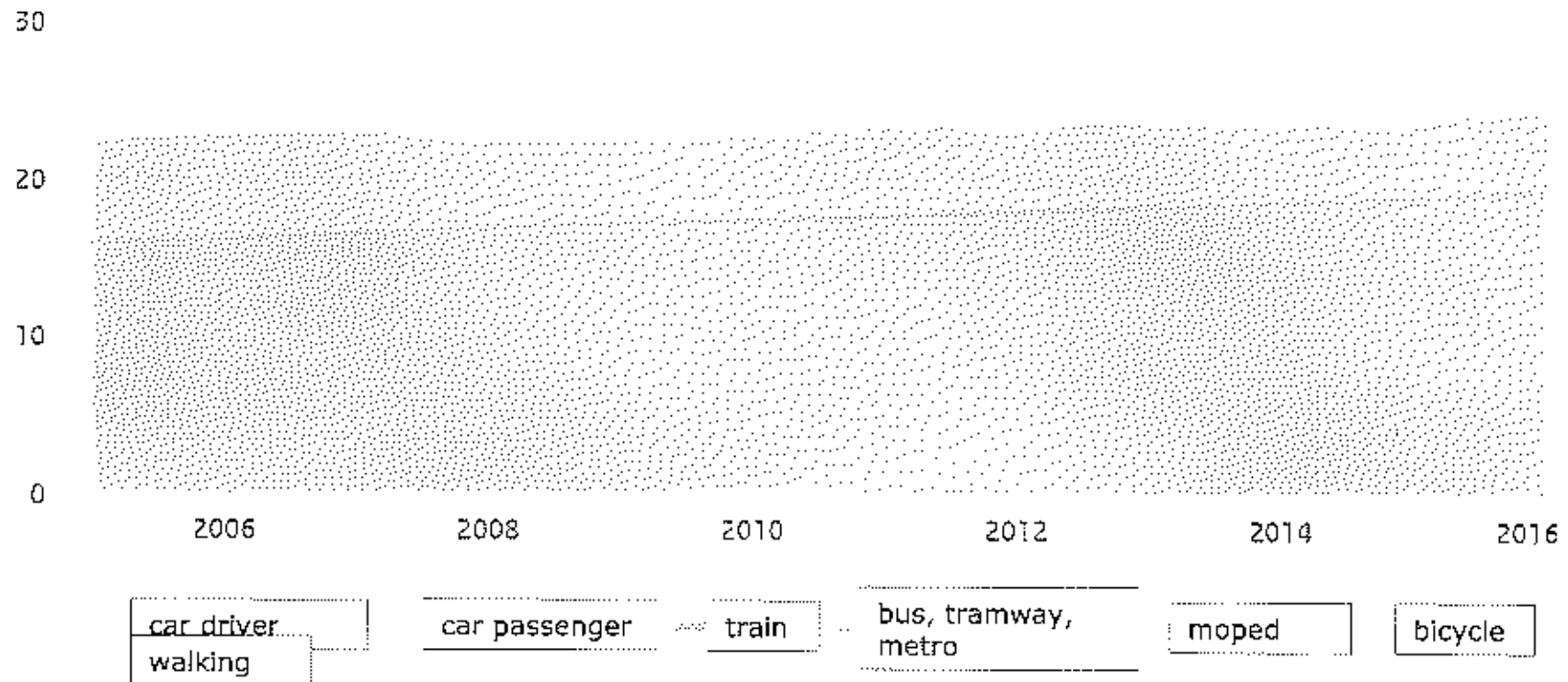


Public transport and non-motorized modes



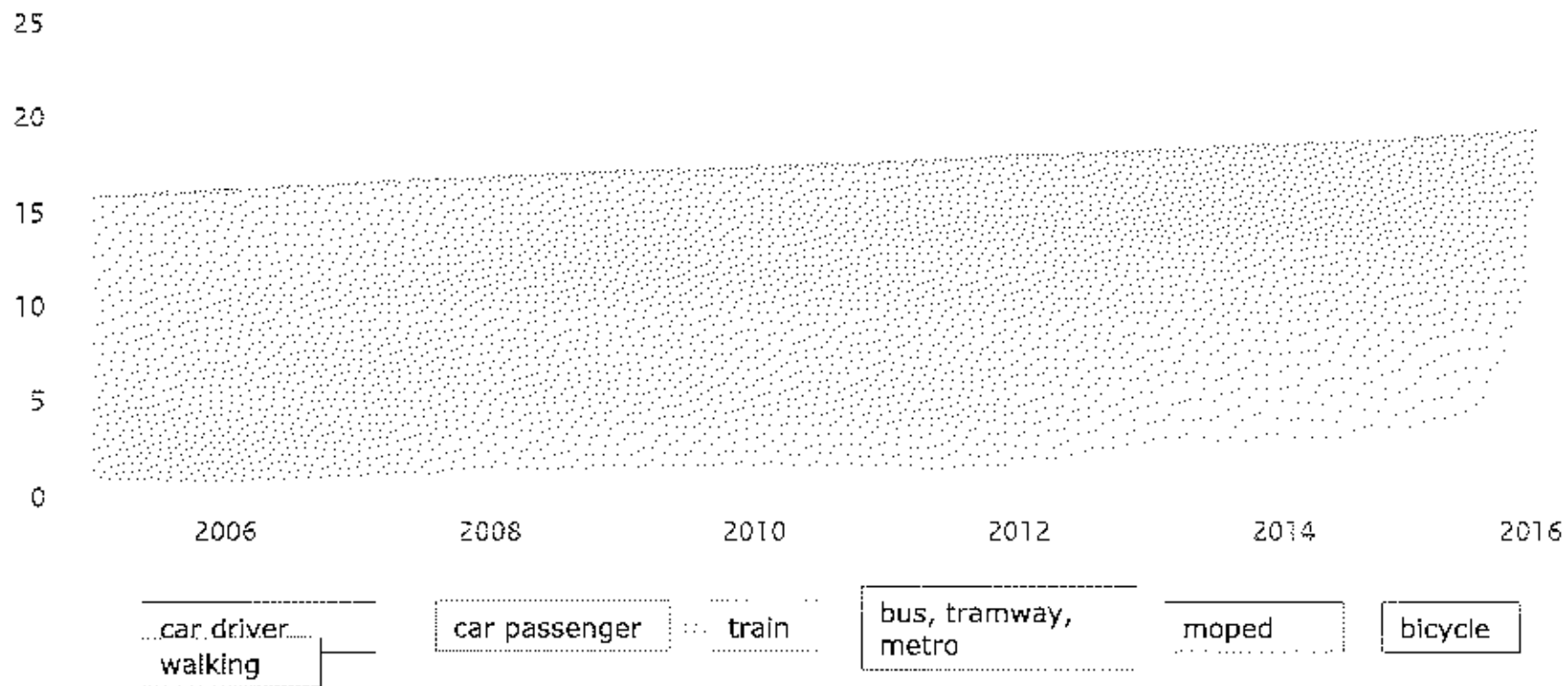


Public transport



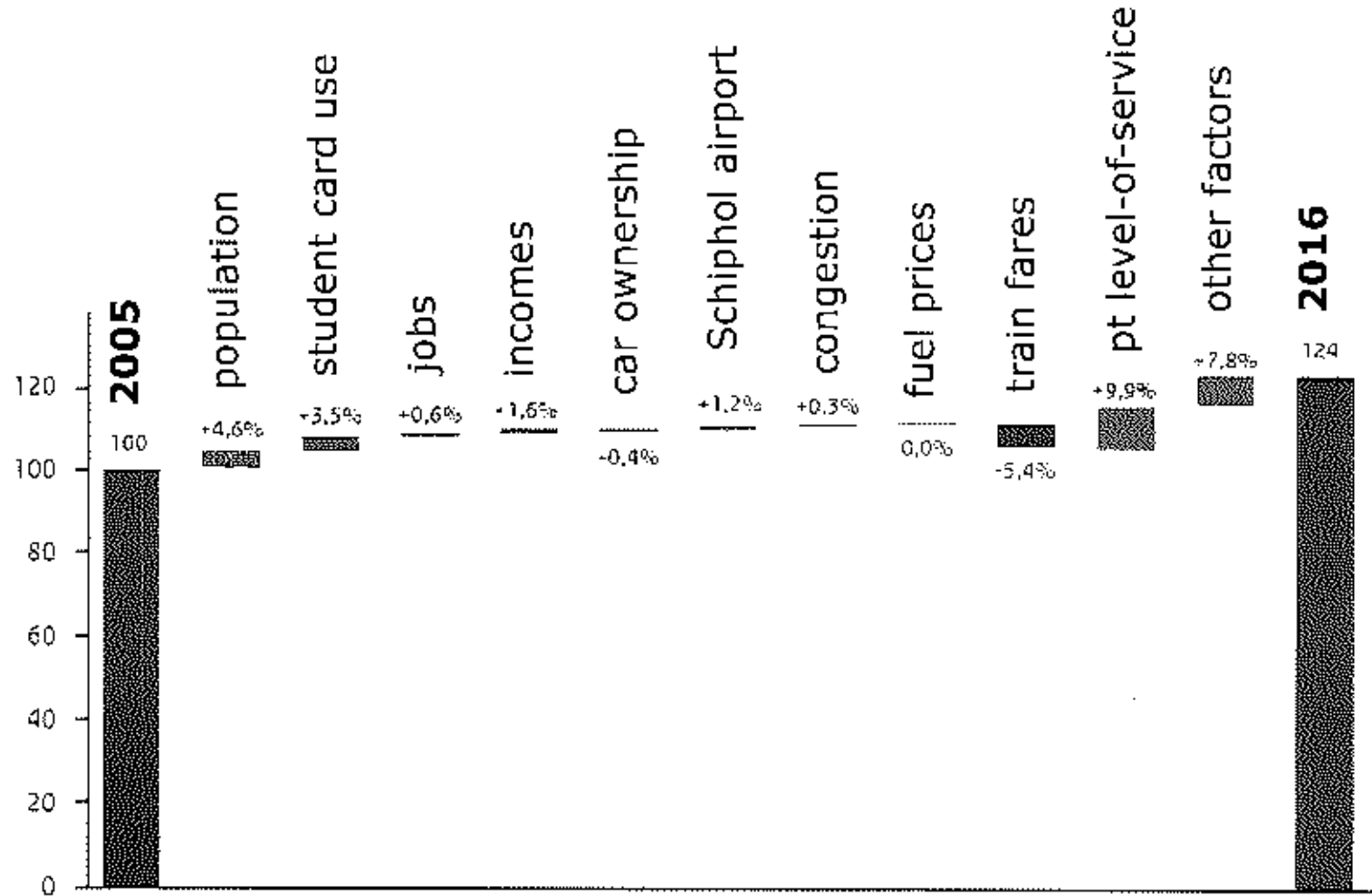


Train





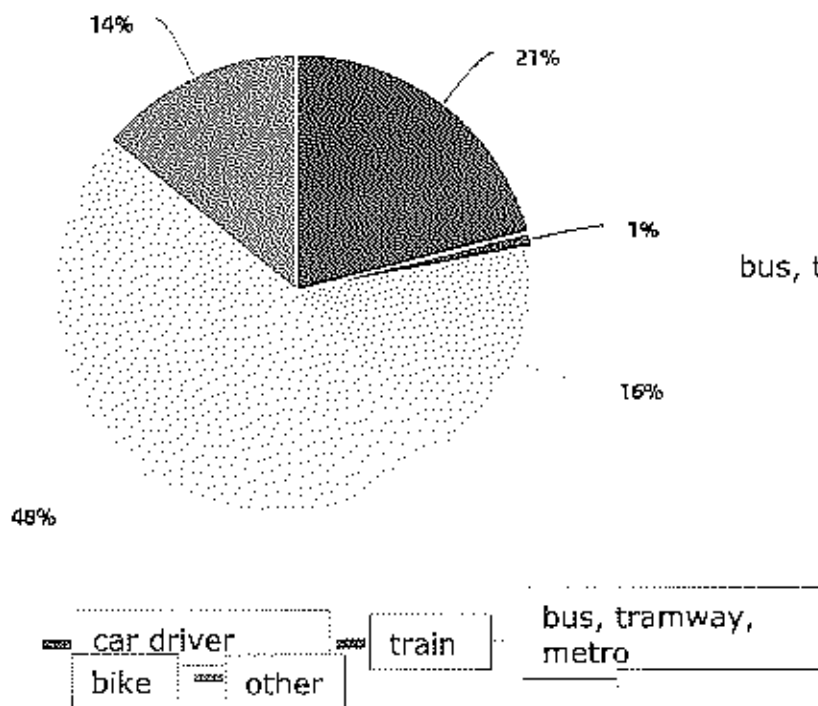
Analysis of increase of train usage 2005-2016



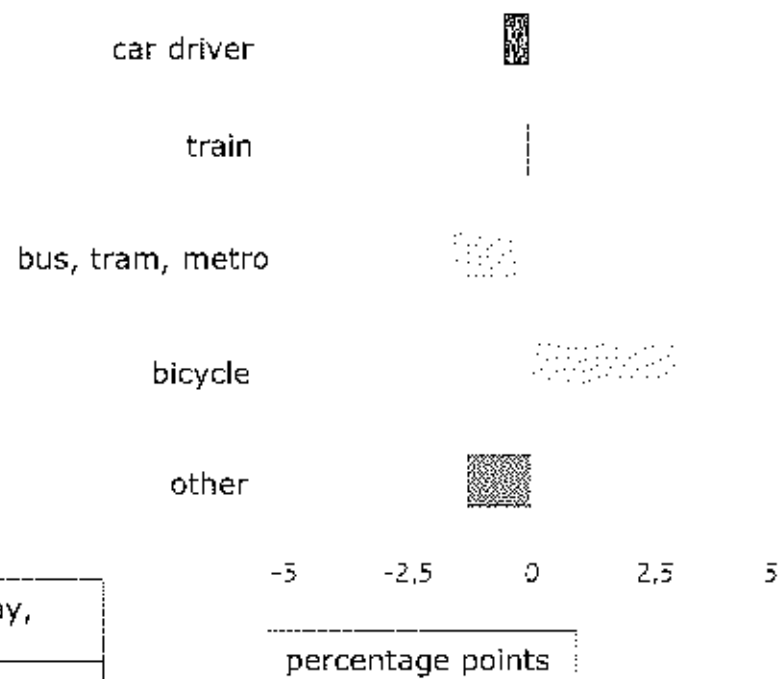


Commuter traffic *within* Amsterdam boundaries

Amsterdam 2016

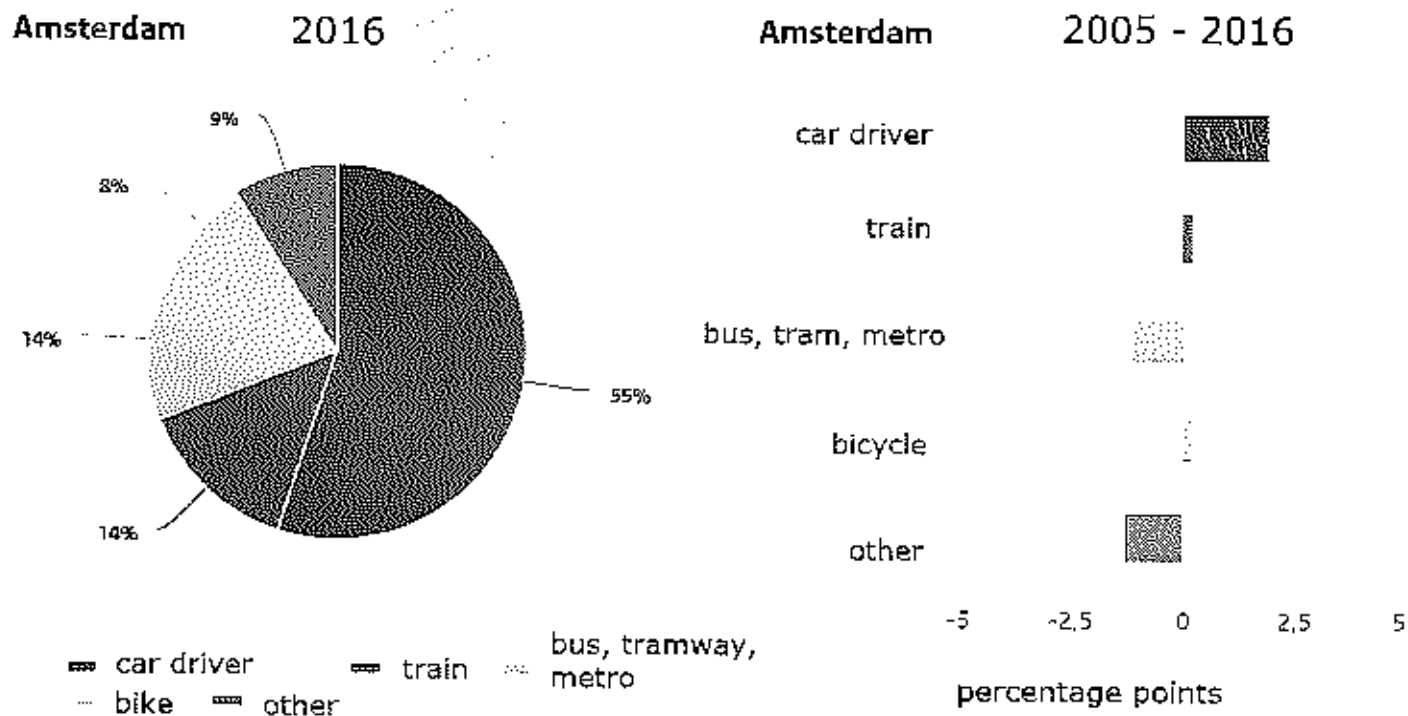


Amsterdam 2005 - 2016





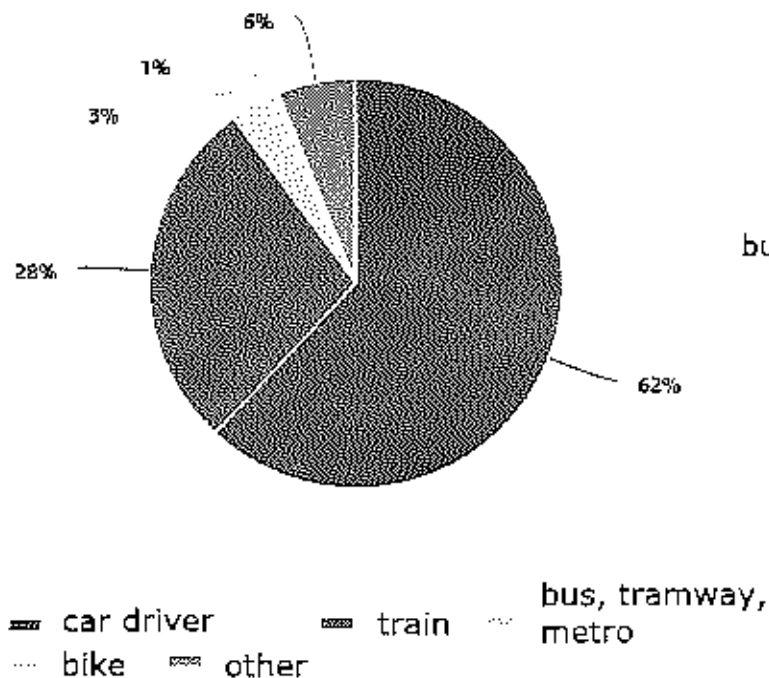
Commuter traffic *between* Amsterdam and suburban surroundings



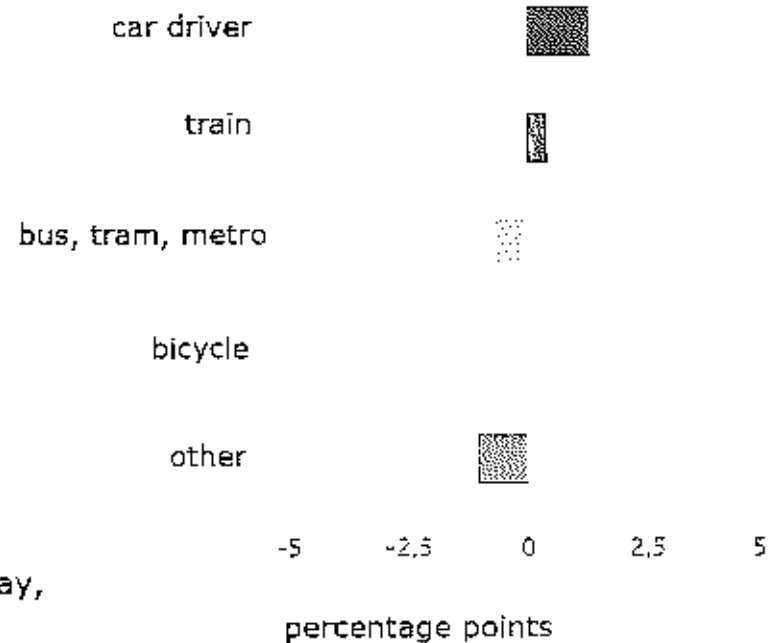


Commuter traffic between Amsterdam agglomeration and elsewhere in the Netherlands

Amsterdam



Amsterdam





More information

KiM English website:
<https://english.kimnet.nl/>

Mobility Report 2016 in English:
<https://english.kimnet.nl/publications/reports/2016/10/24/mobility-report-2016>

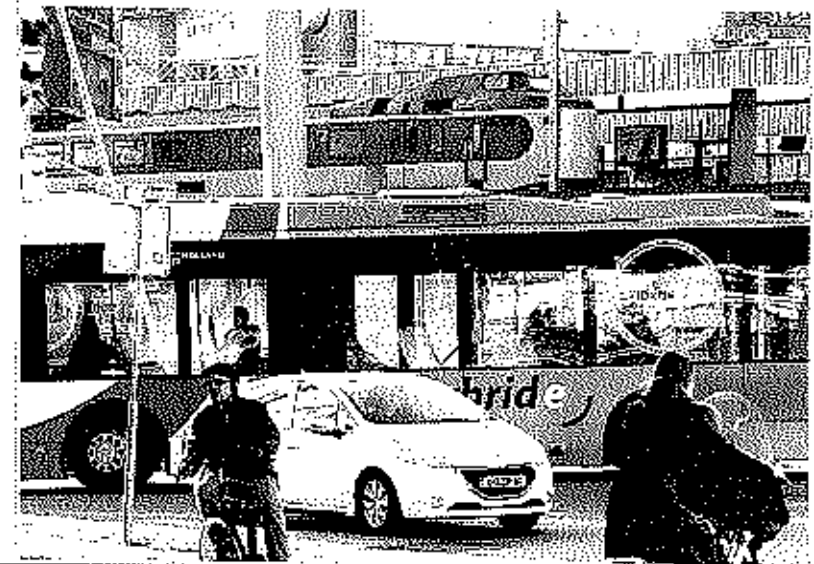
Animation film The choice of the passenger:
<https://english.kimnet.nl/publications/videos/2016/06/09/the-choice-of-the-passenger>



Ministry of Infrastructure and the Environment

Mobility Report 2016

KiM | Netherlands Institute for Transport Policy Analysis



Public transport payment systems

12 February 2018



OV-chipcard



Nation-wide accepted payment method in public transport (train, bus, tram, metro, boat)

First introduction 2005 (Rotterdam metro), 2009 NS, 2014 abandoned paper tickets

Always check-in and check-out

Top up increases virtual balance on card

Automatic top up possible (SEPA direct debit)

- Subscriptions can be stored on card
- TransLink Systems (TLS) handles clearing&settlement



OV-chipcard pros/cons

- Data stored on card -> going to account based ticketing (ABT)
- Readers / gates can only handle OV-chipcard -> successor OV-chipcard requires to have nation-wide support, but unclear which technology that's going to be
- High TCO



Etickets

Besided ticket machines it is also possible to buy ticket on ns.nl or NS app. Tickets are valid for a specific day (not specific train)

Printed PDF or import eticket in NS app

Barcode to open gate & ticket inspection

No discounts / subscriptions supported



Swipe&Go

- Pilot for check-in/check-out with mobile app
- Partnership with Fairtiq (Bern, Switzerland)
- Based on GPS and comparing to location stations
- >99% of journeys correct



Invisible Tickets

Proof of Concept for automatic be-in/be-out (BIBO)

Partnership with ING

Based on GPS and comparing to location stations & train tracks

First tests in February 2018



EMV

- Proof of concept paying with contactless bank card (EMV)
- Q3 2018 limited number of stations
- 1st phase not supporting subscriptions



EMV

Proof of concept paying with contactless bank card (EMV)

Q3 2018 limited number of stations

1st phase not supporting subscriptions



Additional slides



Alternative means of transport in NS app

- Displaying number of available bikes in travel advice
- Displaying weather prediction to let user decide if he/she wants to go by bike
- Map with car parking options
- Integration with (real-time) bus info



07:55 Amsterdam Centraal platform 5a

€7,60 Second class, Full rate, One way

Buy ticket > All fares

Amsterdam Centraal

- OV-fietsen 263 now available >
- Shops 0 open at 07:55 >
- Services 0 open at 07:55 >

2 degrees and clouds at your destination

Amsterdam Centraal Oost
Distance 38.1km

Monday	07:00 - 24:00
Tuesday	07:00 - 24:00
Wednesday	07:00 - 24:00
Thursday	07:00 - 24:00
Friday	07:00 - 24:00
Saturday	08:00 - 24:00
Sunday	09:00 - 24:00

Bicycles available 117 feedback



20:29 56%

[Back](#) **Groeselaan 128 to Amsterdam Centraal**

07:18 **Bushalte Van der Goesstraat** Utrecht

Bus 1 (U-OV) direction Overvecht via Utrecht CS

07:21 **Bushalte CS Jaarbeurszijde** platform D4 Utrecht

Walk 7 minutes

07:28 **Utrecht Centraal** Train station platform 7

NS Intercity direction Schagen 1 stops

07:55 **Amsterdam Centraal** platform 5a

20:31 55%

[Back](#) **Line 1**

1 Overvecht via Utrecht CS

20:26 Utrecht, Van der Goesstraat

1

Utrecht, CS Jaarbeurszijde (Perron D4)

1 2 N02 4 5 7 N07 8 9 12 N20 24 37 38

20:32 52%

[Line 1](#) **Line 1**

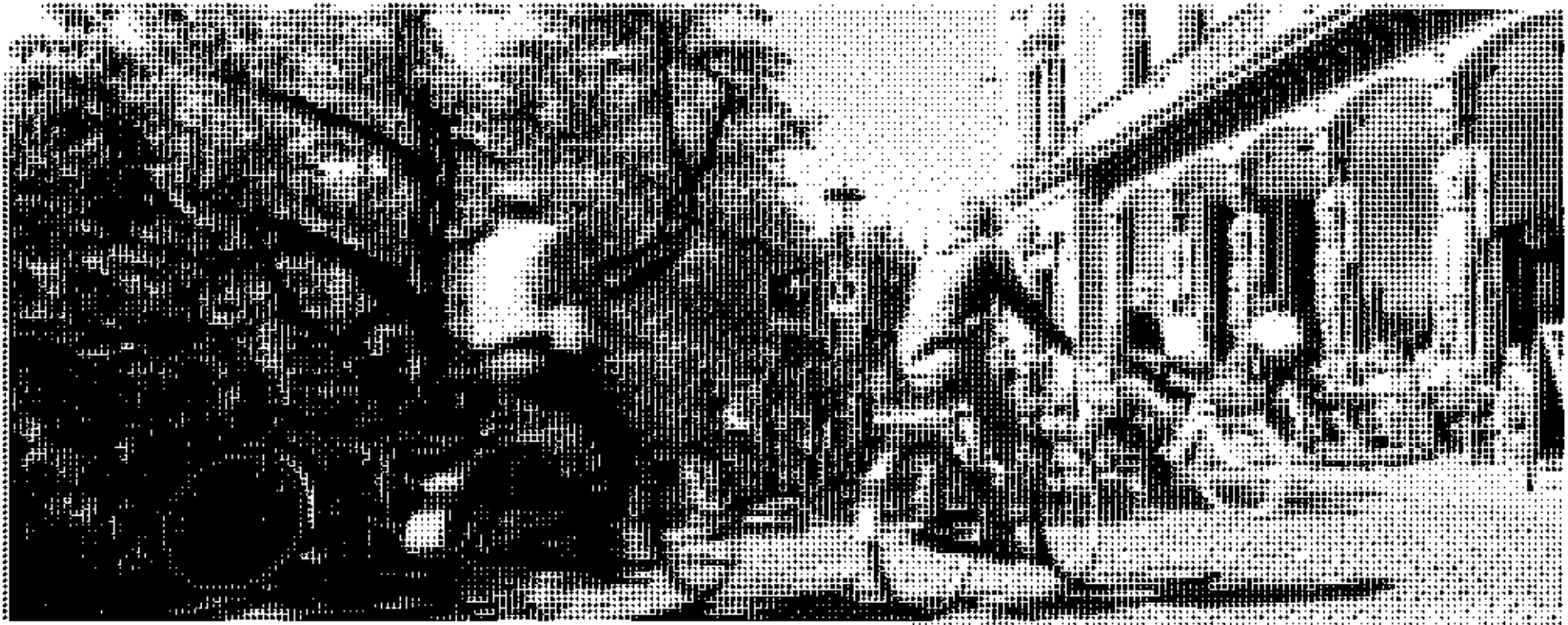
1 Overvecht via Utrecht CS

Show line 1

Utrecht, Van

Utrecht bike capital of the world!?

Frans Jan van Rossem, head of the bicycle program, Utrecht



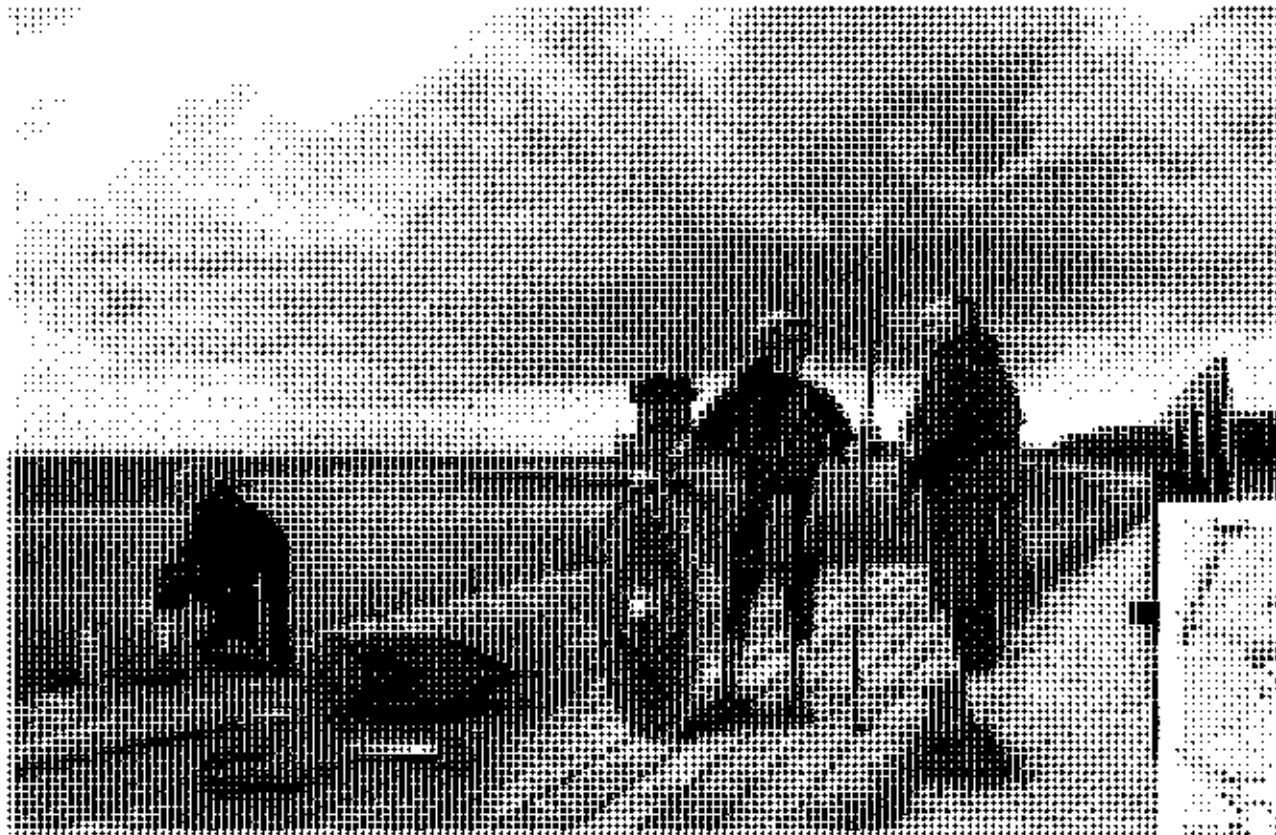
Utrecht  we all cycle

Our vice Mayor; Lot van Hooijdonk



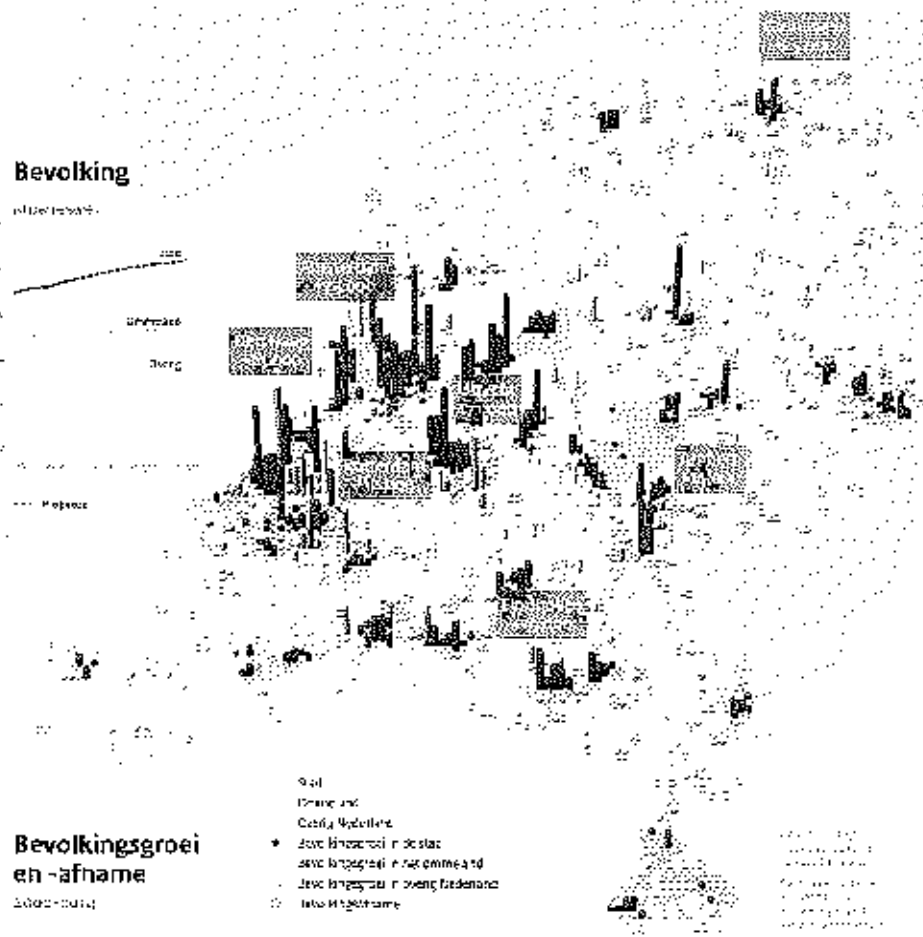
Utrecht  owe all cycle

A city founded by the Romans (around 70 AD)



Utrecht  we all cycle

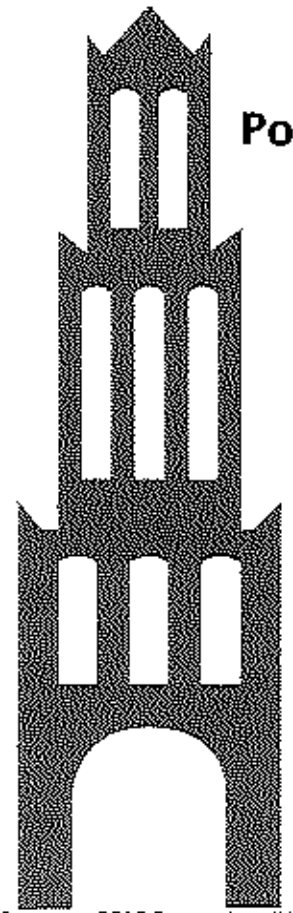
Population growth in Dutch largest cities



G4

Population growth 2030

- Utrecht + 19%**
404.600 inhabitants
- Amsterdam +8%**
898.200 inhabitants
- The Hague +6%**
550.400 inhabitants
- Rotterdam + 4%**
657.900 inhabitants

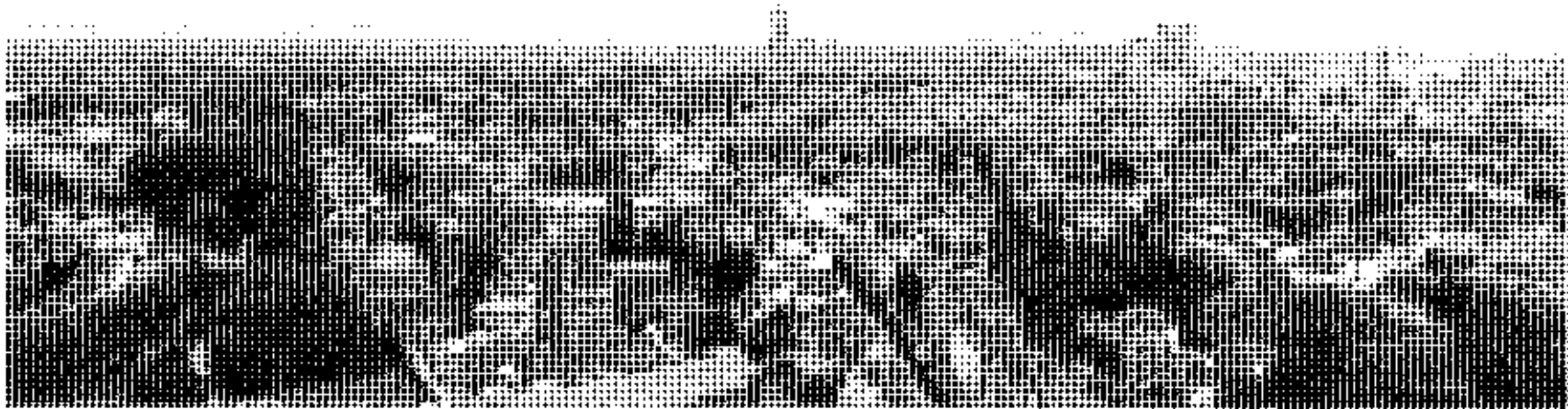


Base year: 2016 Source: bevolkingsprognose PBL/CBS, 2013



Utrecht.nl

BIKE! The amazing world of cyclists in Utrecht

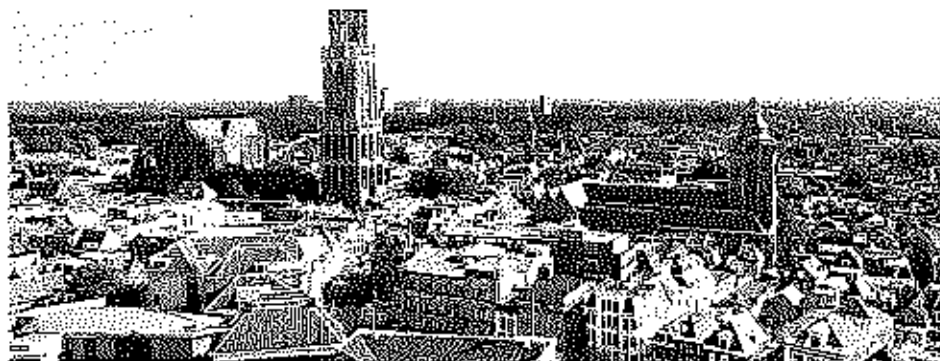


Utrecht  we all cycle

Utrecht

Culture and cafés in the capital of two wheels

Utrecht and the Tour de France's Grand Départ: Hooked on pedal power



GOING DUTCH

Tamara Hinson saddles up to explore the Dutch city of Utrecht, starting point for this year's Tour de France

Take me there
Utrecht, Holland

Utrecht kommer ud af skyggen

I denne weekend begynder årets Tour de France i de brostensbelagte gader i Utrecht. Den hollandske by er 200 år ældre end Amsterdam, men har altid stået i skyggen af storebror. Men Utrecht ligger blot 30 minutter med tog fra Amsterdam Lufthavn og er en by rig på historie, liv og arkitektur.

Utrecht, metti un caffè nell'ex carcere

Nell'ex complesso carcerario della bella cittadina olandese apre un nuovo locale che, tra caffè e pranzi sull'acqua, è pronto a diventare un nuovo punto di riferimento

VOYAGE

Un petit tour à Utrecht

ESCAPADE Samedi, le Tour de France s'élançait de la quatrième ville des Pays-Bas. Visite guidée.

Scenic rivers, palaces and the starting point for the Tour de France: Why Utrecht is the perfect place for a biking holiday


Tour de France, a Utrecht è già febbre gialla

Meno 99 giorni al via della Grande Boucle dalla città olandese: Hinault, Thevenet, Janssen e Zoetemelk battezzano il conto alla rovescia

Faites un tour à Utrecht

BALADE. Cette ville méconnue des Pays-Bas accueille le départ du Tour de France, les 4 et 5 juillet. La petite Amsterdam, où la petite reine règne dans chaque rue, même vraiment qu'on y fasse étape.



Utrecht  we all cycle

Why is cycling so important in Utrecht?

- Utrecht = 'Healthy Urban Living'.
- More attractive public space.
- Cyclist represent value, health, liveability, spending
- Cycling in Utrecht is for 8-80 years
- Cycling provides social meeting
- Societal benefits are €250.000.000 each year.

**THIS ONE
RUNS ON FAT
AND SAVES YOU MONEY**

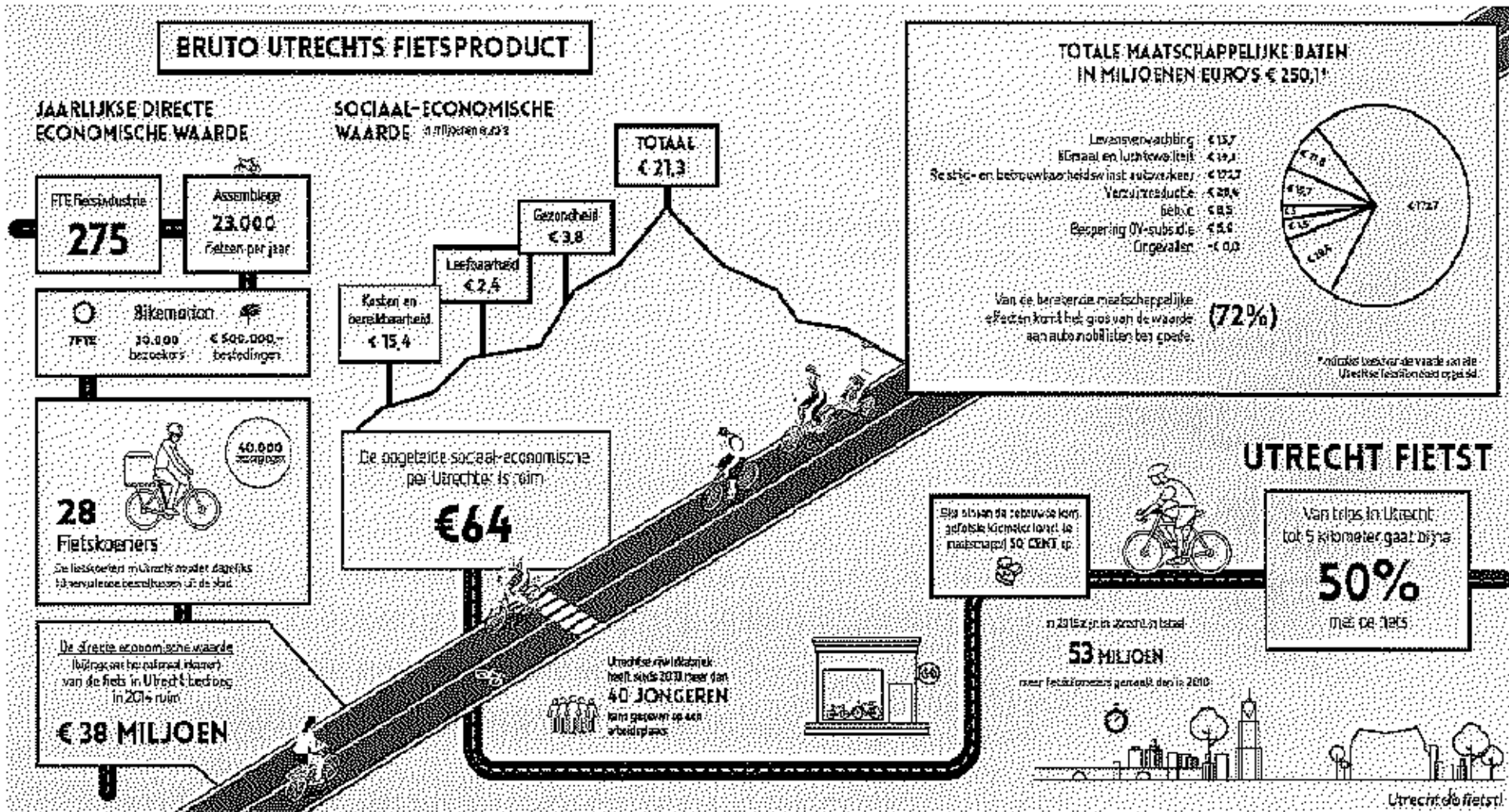


**THIS ONE
RUNS ON MONEY
AND MAKES YOU FAT**



Utrecht  we all cycle

Bruto Utrechts Cyclingproduct (BUF)



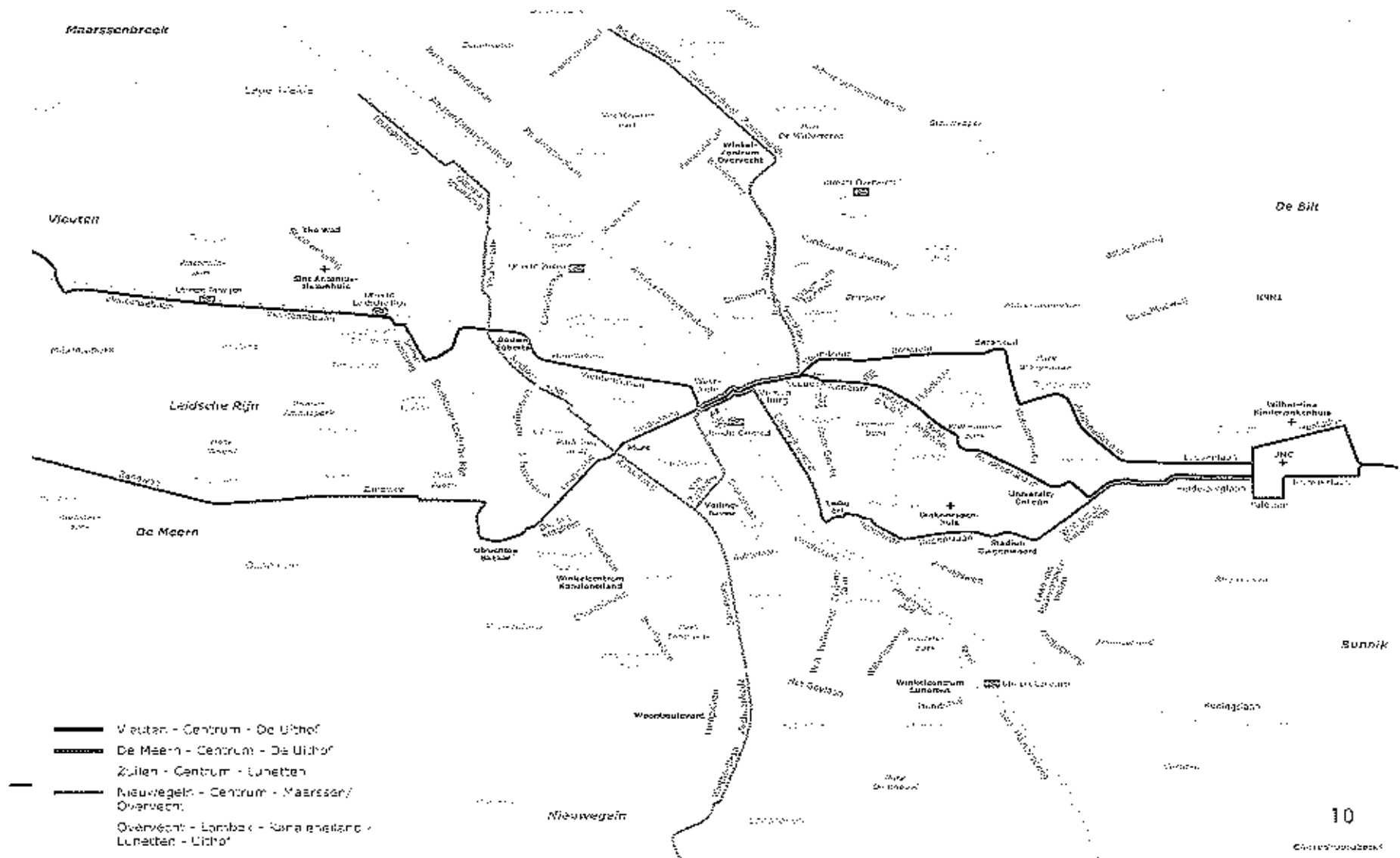
Utrecht fietst!

Some facts about cycling in Utrecht in general:

- Daily number of cyclists passing through downtown Utrecht: 125.000
- 61% says they cycle into downtown Utrecht (resident survey 2016)
- 43% modal share bicycle up to 7,5 km.
- 51% use the combination of bike and train to travel to and from work.
- The highest number of cyclist measured on the busiest route: 41.000
- 96% of the households has 1 or more bicycles; 50% 3 or more
- 83% is satisfied with the accessibility of the city by bike
- Investments in cycling roughly 194 million euro's from 2015–2020
- 1885: First mention of cyclepath in the Netherlands: Maliebaan Utrecht

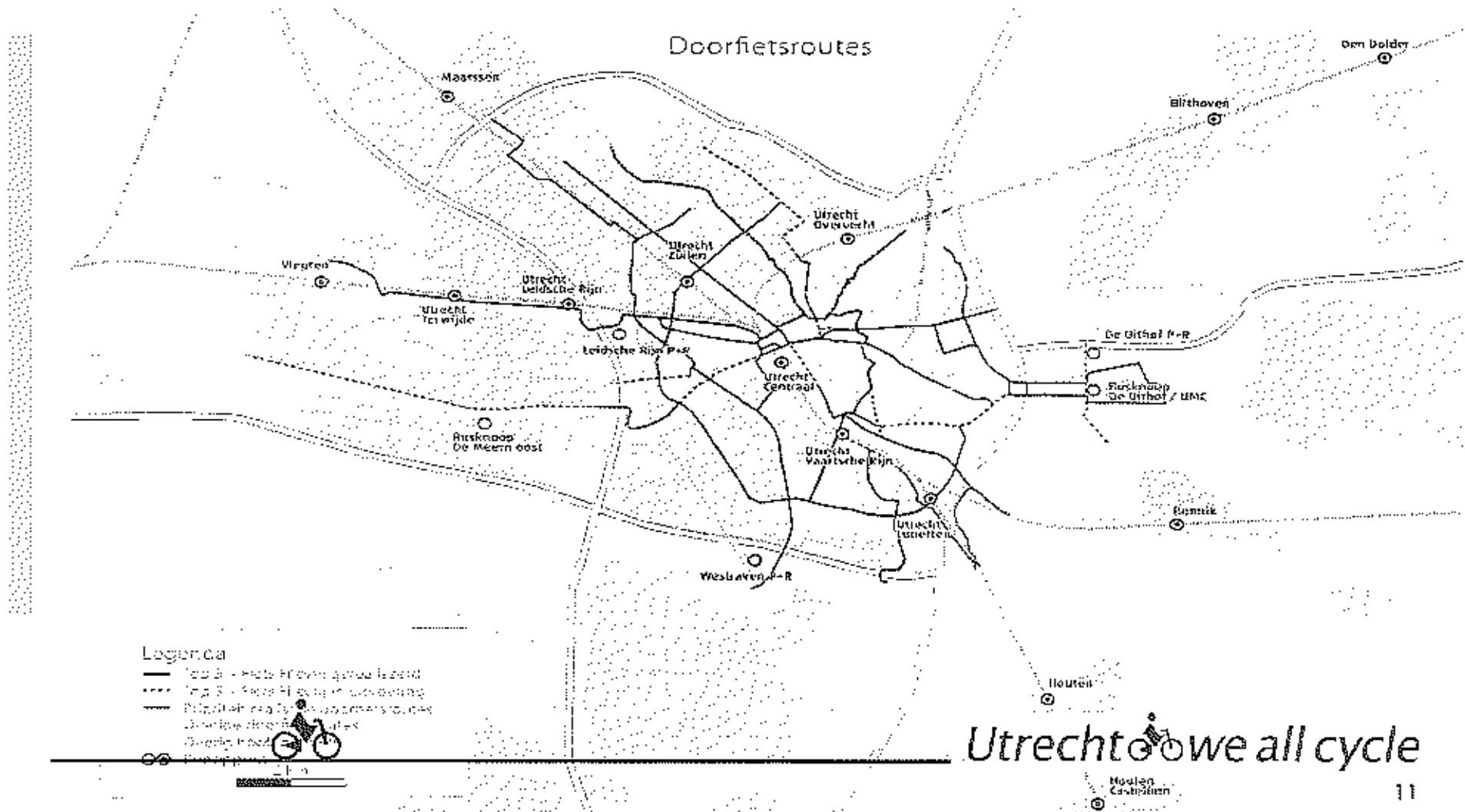


Bicycle infrastructure, upgrading the busiest Top 5 routes, and construction of missing links. Ready!



The next step:

Cycling lanes are getting too busy. Alternative routes with less obstacles and traffic lights, priority at intersections, constructed in comfortable red tarmac and ready for electric bicycles.





Utrecht  we all cycle



Jtrecht offbare all cycle







Our own Highline.

Interchanges all over.



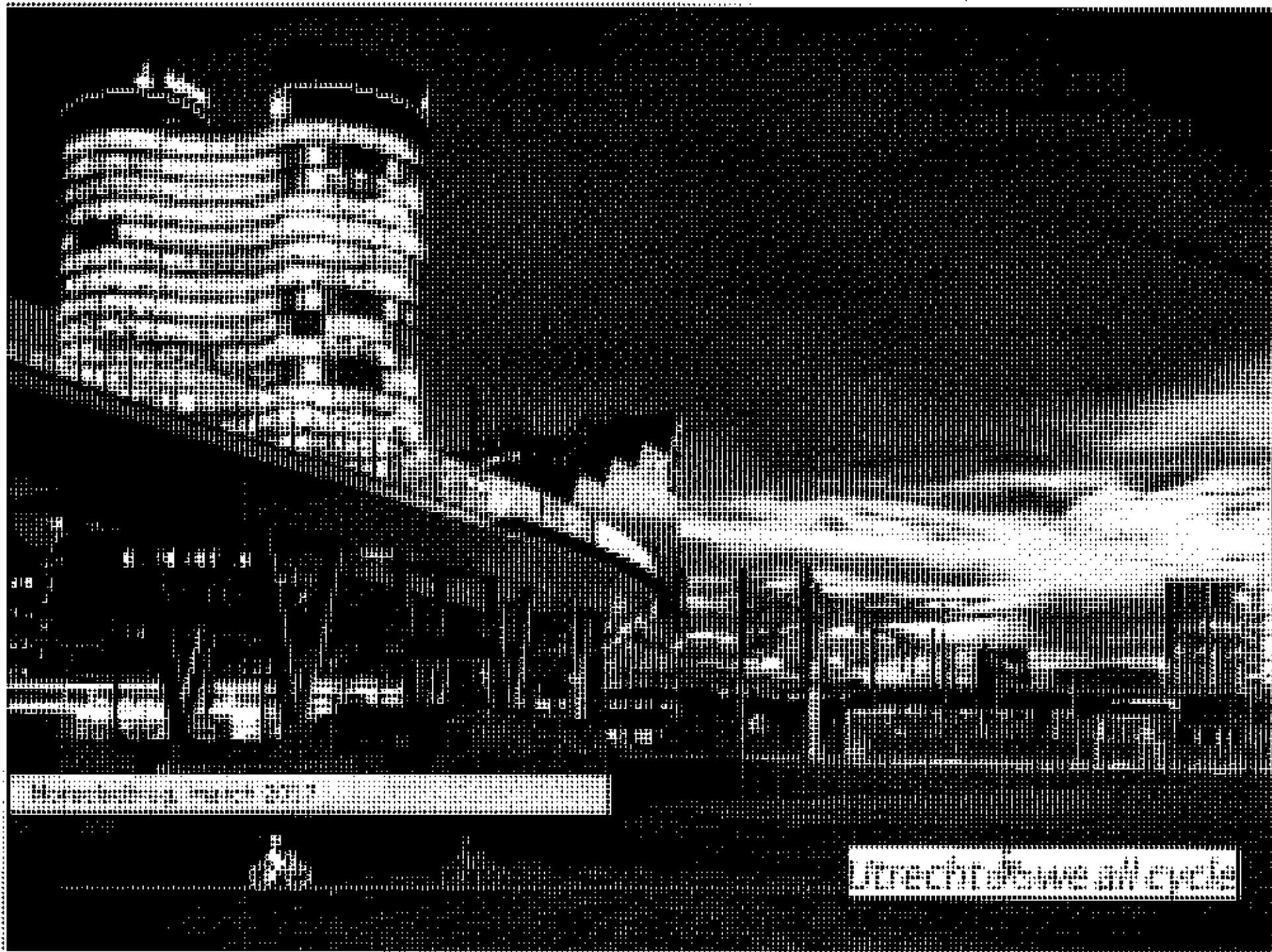
Utrecht  we all cycle



Utrecht  we all cycle





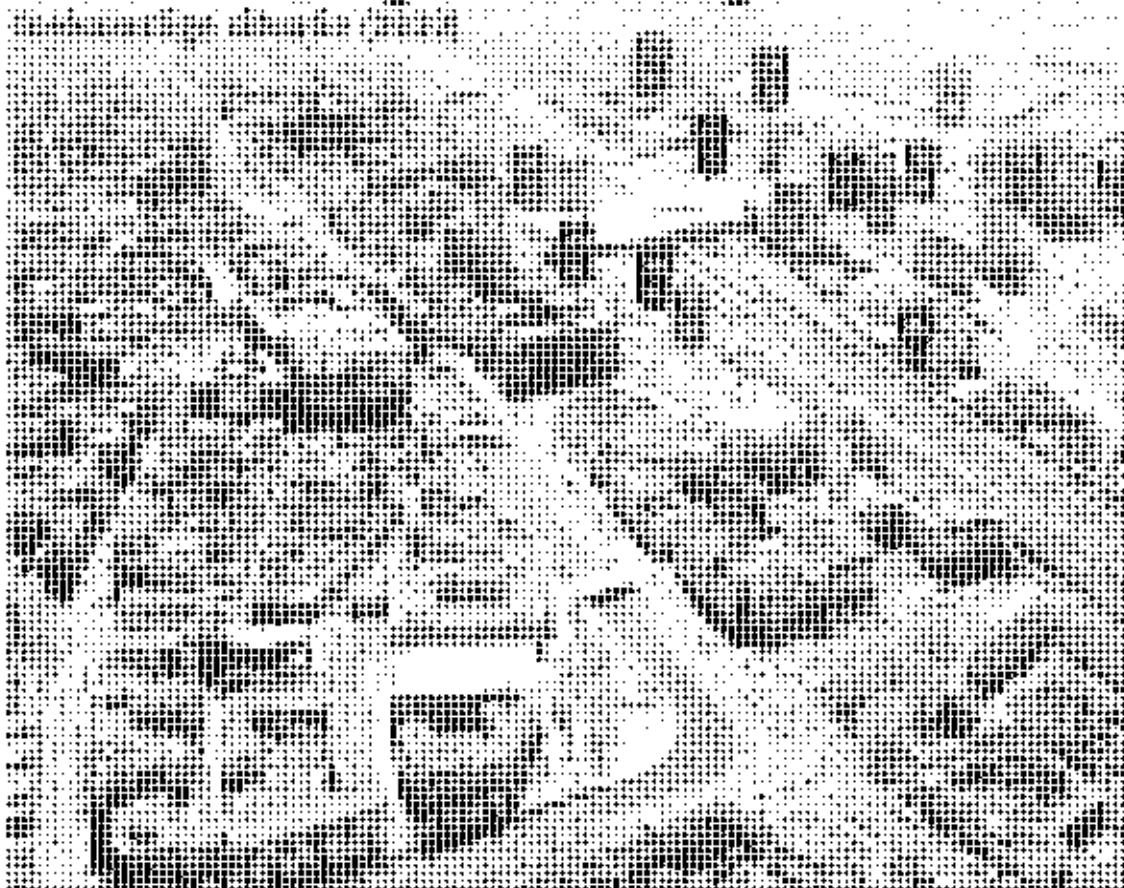


Utrecht is a city of contrasts, where the old and the new meet in a harmonious blend of architecture and urban planning.

Utrecht flows all cycle

33.000 Bicycle parking places around the central trainstation

Fietsaanstallingen Stationsgebied Utrecht



OVT gerelateerd
21250 plaatsen

- P1 Stationsplein Oost (2017-2018)
- P2 Verschuilde Noorderstalling (2017)
- P3 S-pasteerstalling (2017)
- P4 Stationsplein West
- P5 Knooppolderstalling (2017)



Openbaar, deels betaald
5300 plaatsen


- P6 Hoog Catharijne Stationsplein
- P7 Laag Catharijne Singelborch
- P8 Laag Catharijne Poortgebouw
(locatie nader te bepalen)
- P9 De Wiedenburg
- P10 Lange Koestraat
- P11 Megabioscoop (2017)



Niet openbaar
6625 plaatsen

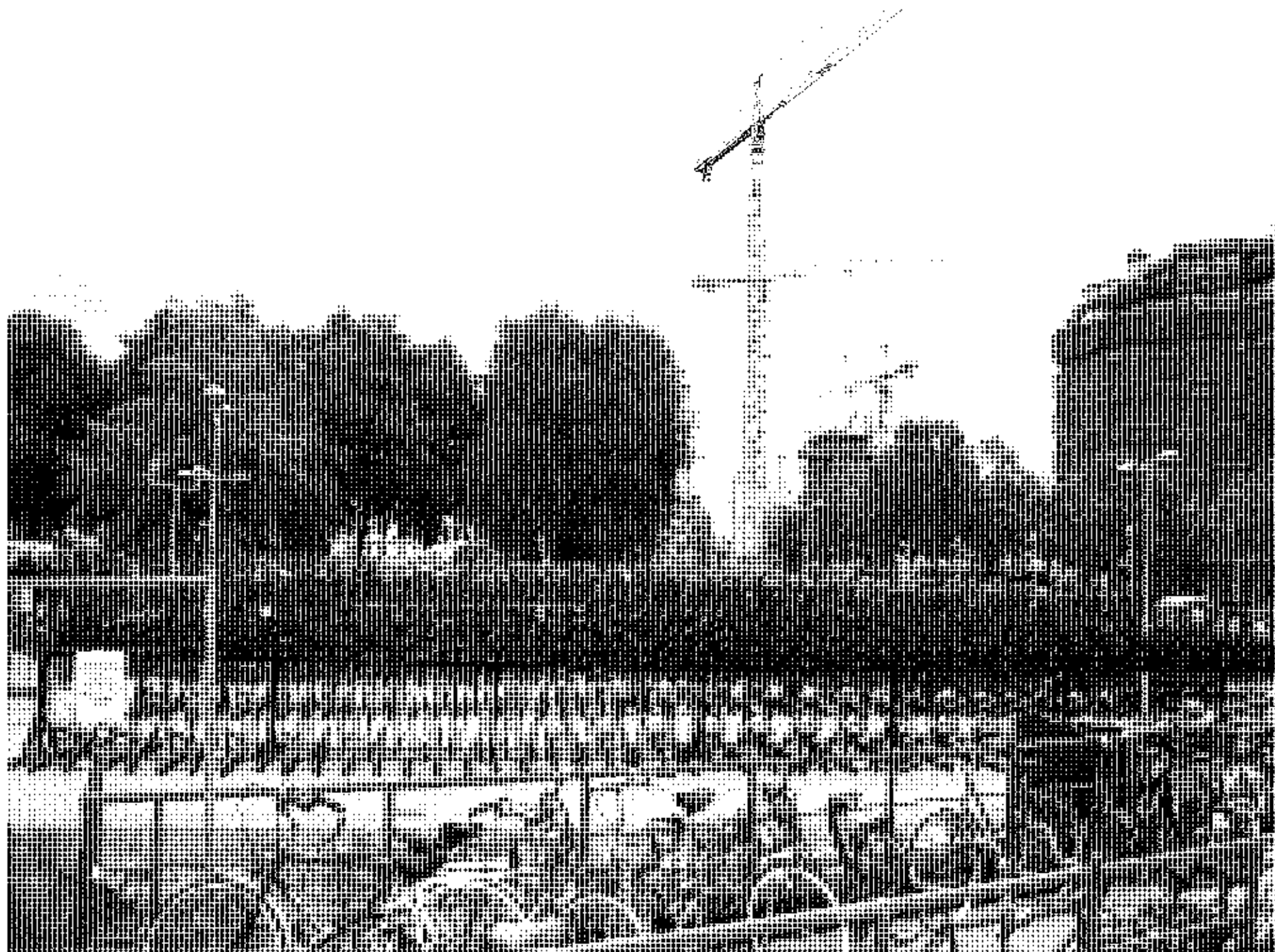
- P12 Het Platform (2016)
- P13 Noordgebouw (2019)
- P14 Molares / FGH
- P15 Robobank
- P16 Knooppolderne (2018)
- P17 Stadskantoor
- P18 WTC Jaarbeursplein (2016)
- P19 Jaarbeurspleingebouw (2020)
- P20 Hojes
- P21 SNS Reaal / Belastingdienst



Utrecht  we all cycle

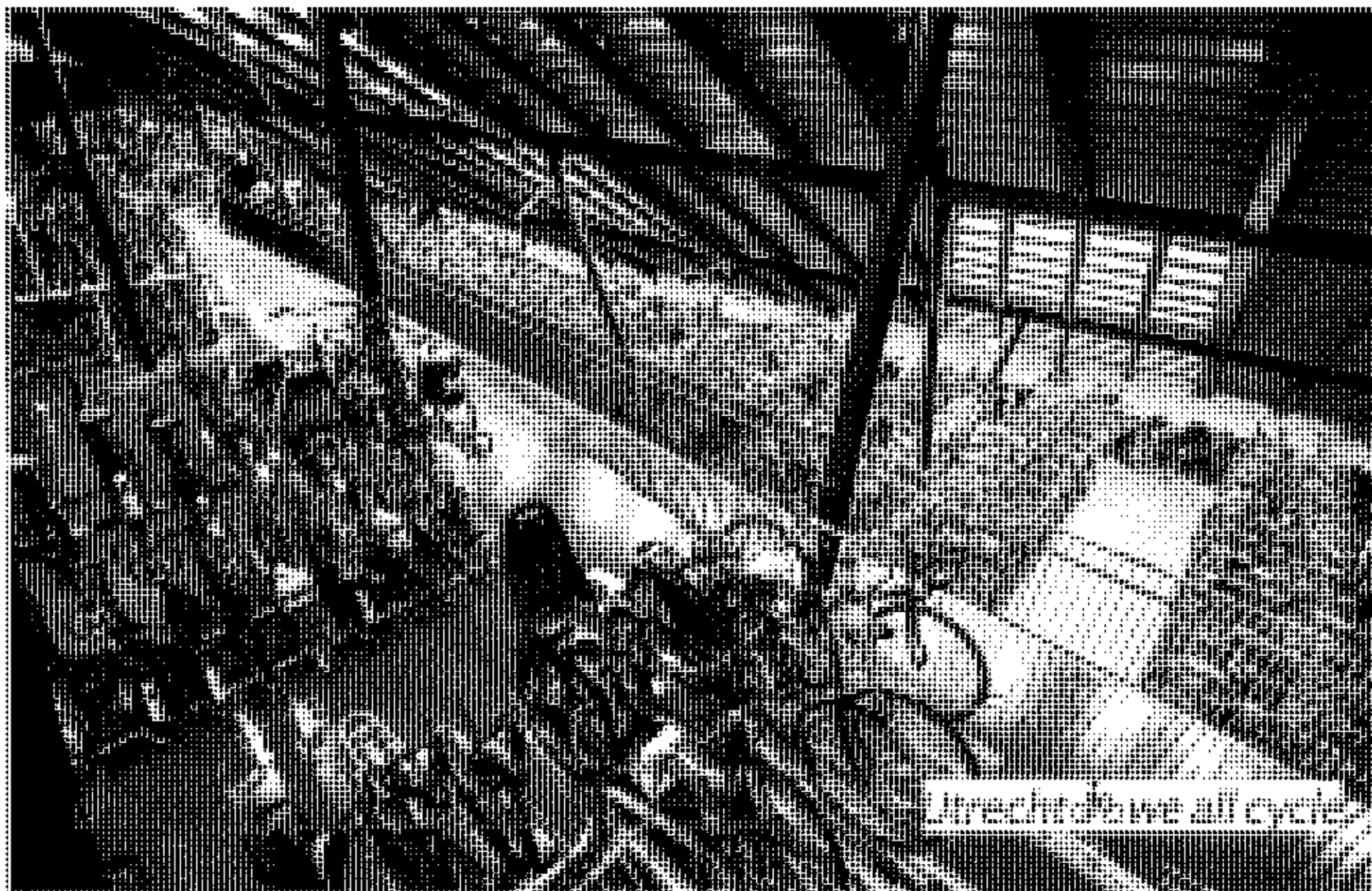
We want our public space back.

It's not time all cycle.



Jaarbeursplein

After 1 year: 1.300.000 customers



Stationsplein, in 2019 the largest in the world





Leuven: la città al ciclo

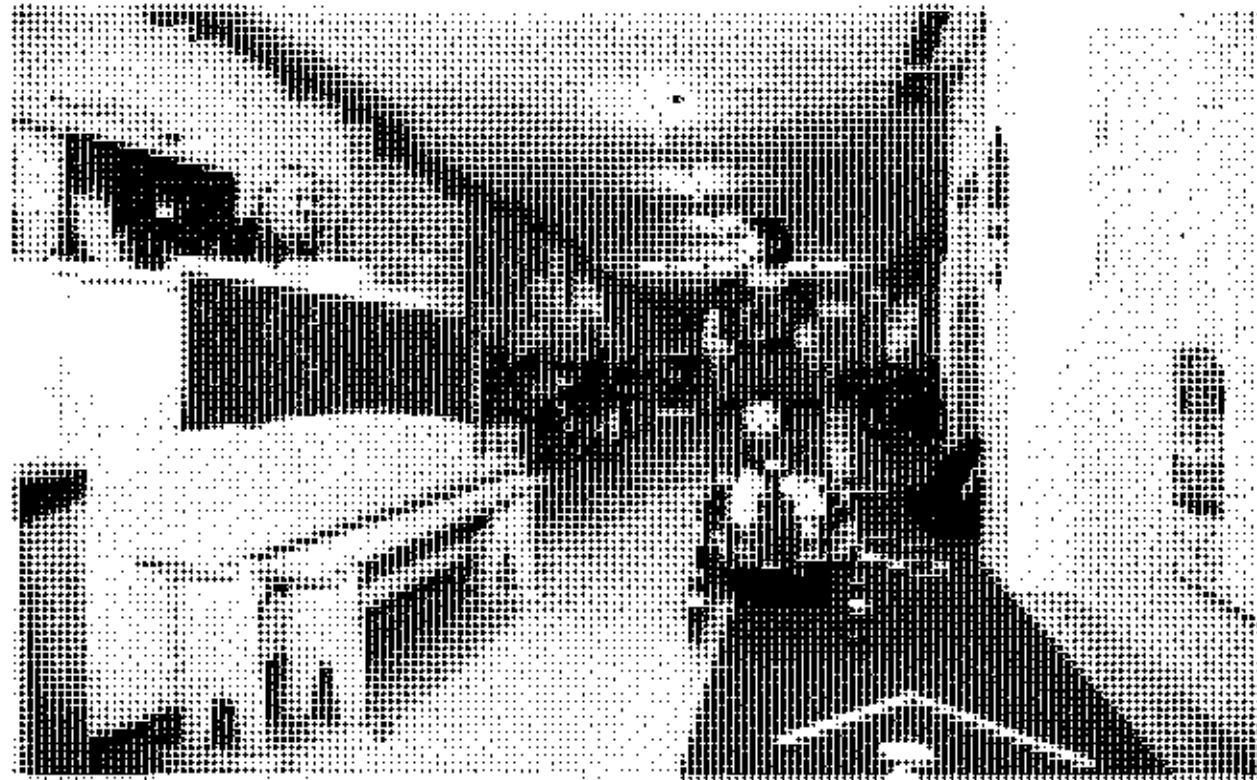
Experimenting with the exploitation of large bicycle parkings


Goals: creating inviting public spaces, making a very good connection between bicycle and public transport, accommodating the growth

- First 24 hours are free of charge and 24/7 open.
- Quick and easy access through an electronic entrance system
- Internal guiding system to find empty spots
- Easy access to the train and bus terminals
- Sharing the costs with the National Railway company and the City of Utrecht
- Very cost effective compared to the amount of money needed to enlarge the highways.



Promoting cycling as a way of living: Service bicycle parks, rent a cargo-bike, rent a stroller, use of storage facility's, toilets, coffee and information-desk.



Utrecht  owe all cycle

Innovation:

P-route fiets: Innovative electronic information system to inform cyclists about the available parking spaces. First in the world! Started June 2015.

Flo: everybody wants to catch the green light: radar detection to calculate how fast you should cycle in order to catch the green light.

Pilot: What will be the position of high speed e-bikes (speedpedelecs) in the city.

Pilot: How will we be able to implement bike-sharing successfully.



Bicycle safety and behaviour


- (Electric)cycling information days specially for older people and lessons to enhance cycling skills.
- Cycling lessons
- Bike repair Café's
- E-bike roadshows
- Hotline traffic lights
- Mopeds on roadway
- The separate Road Safety Action Plan includes measures to enhance safety for cyclists of all ages





Questions?



Utrecht  we all cycle