

# AC TRANSIT GOES TO SPAIN!

AUGUST 30, 2023



# APTA/FTA STUDY MISSION

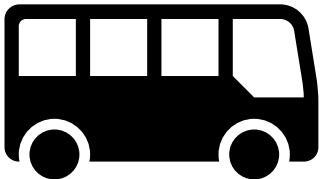
Madrid & Valencia, Spain

Group of 23 which included:

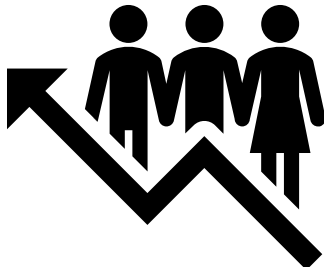
- APTA
- UITP
- FTA
- Board members (AC Transit)
- GMs/Staff (WMATA, CTA, Jacksonville, SORTA, DART)
- Private Transit Organizations (Giro, Clever, WSP, INDRA, USSC, KEOLIS, JW&A)



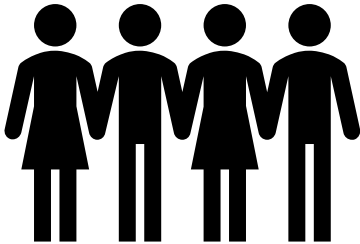
# COMMON THEMES



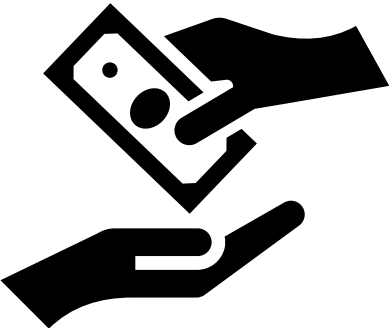
Customer Experience



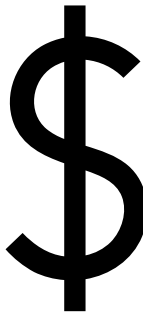
Ridership Recovery



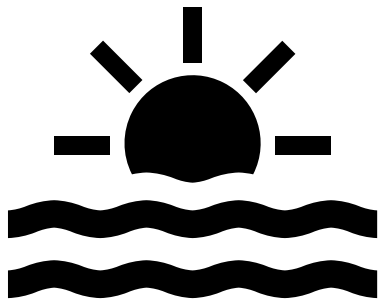
Workforce



Fare Policy



Funding



Climate Change

# COMPARISONS

## Madrid

- 6.8M people 2060 SqM

## Barcelona Region

- 4.5M people 246 SqM

## Barcelona City

- 1.6M people 39 SqM

## SF Bay Area

- 7.76M people 6966 SqM



# CRTM – REGIONAL TRANSPORT AUTHORITY OF MADRID

Diverse uses for transit network: Only 27% of trip purposes are for work

Metro (underground) system	Metro Madrid: Public company owned by Madrid Region (100%), plus 2 sections under concession
Madrid city urban buses system	EMT: Public company owned 100% by Madrid municipality
Suburban railway system	Cercanías Renfe: Public company owned by National Government
Metropolitan and regional buses: Interurban buses	27 private companies operating 30 concessions
Urban buses in other municipalities	35 municipalities: urban bus services under concession (6), 1 public municipal services and 28 integrated in the interurban concessions
Light rail system	3 concessions by private operators
Big bus interchanges	5 concessions (construction and operation) by private operators

# FUNDING

Importance of European Funds: 79% Madrid Region, 14% public-private funding, 7% European Funds (Recovery and Resilience Facility Funds and FEDER)

Madrid has shown that 4 years (legislative period between regional elections) is enough time to build and inaugurate a very important Metro network length at a reasonable cost, to materialize the political commitment.

	Up to 1995	Plan	Plan	Plan	Network today	Plan
		1995-1999	1999-2003	2003-2007		2019-2030
Metro (km)	120	56	59	81	294	44
No. stations	164	38	36	80	302	34
Interchanges						4
Investment (million €)	-	1623	3356	4924	-	2587*

# THE FUTURE

Since the creation of CRTM (1986), the public transport demand has risen 68% (until 2019) while the population has increased 36%

Future Challenges:

- Economic Stability
- Adaptation to new mobility patterns
- Decarbonization (Urban buses all electric by 2030)
- User experience focus, quality indicators in contracts, etc
- Maximize regional transit centers in dense/compact urban areas

# VALENCIA

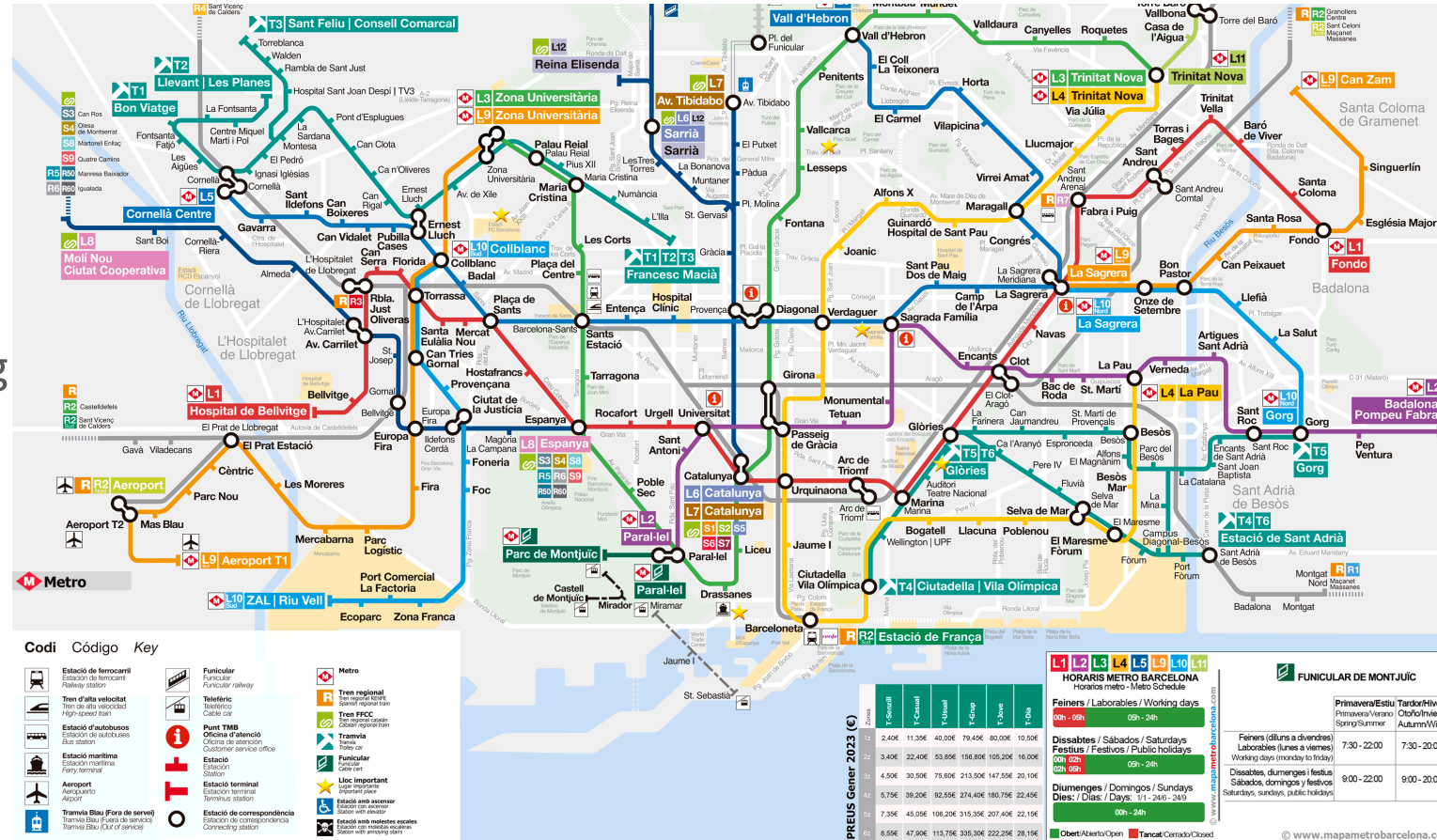
- Put people at the center of all policies
- Very focused on climate change – Valencia 2030
- Increased bike lanes by 50% from 123km to 10km of protected and inter connected bike lanes
- Slowed traffic down by decreasing speed limits (20mph) for most streets with major arterials at 30mph.
- Took one plaza and made it mostly no cars
- What they did was all accomplished in 8 years after 15 years of conservatives
- Focus on neighborhoods and community

# BARCELONA



# BARCELONA

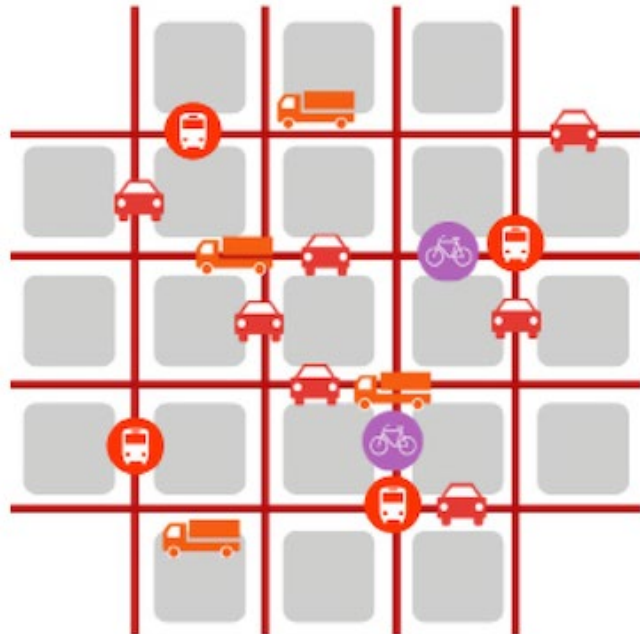
- Beautiful city built on a legible grid
- High quality transit system(s) with fast, frequent service that takes you anywhere you need to go.
- Indicator: 1 – only saw one person running
- ADA access is a challenge
- Inter-system and intermodal connections at rail stations are challenging



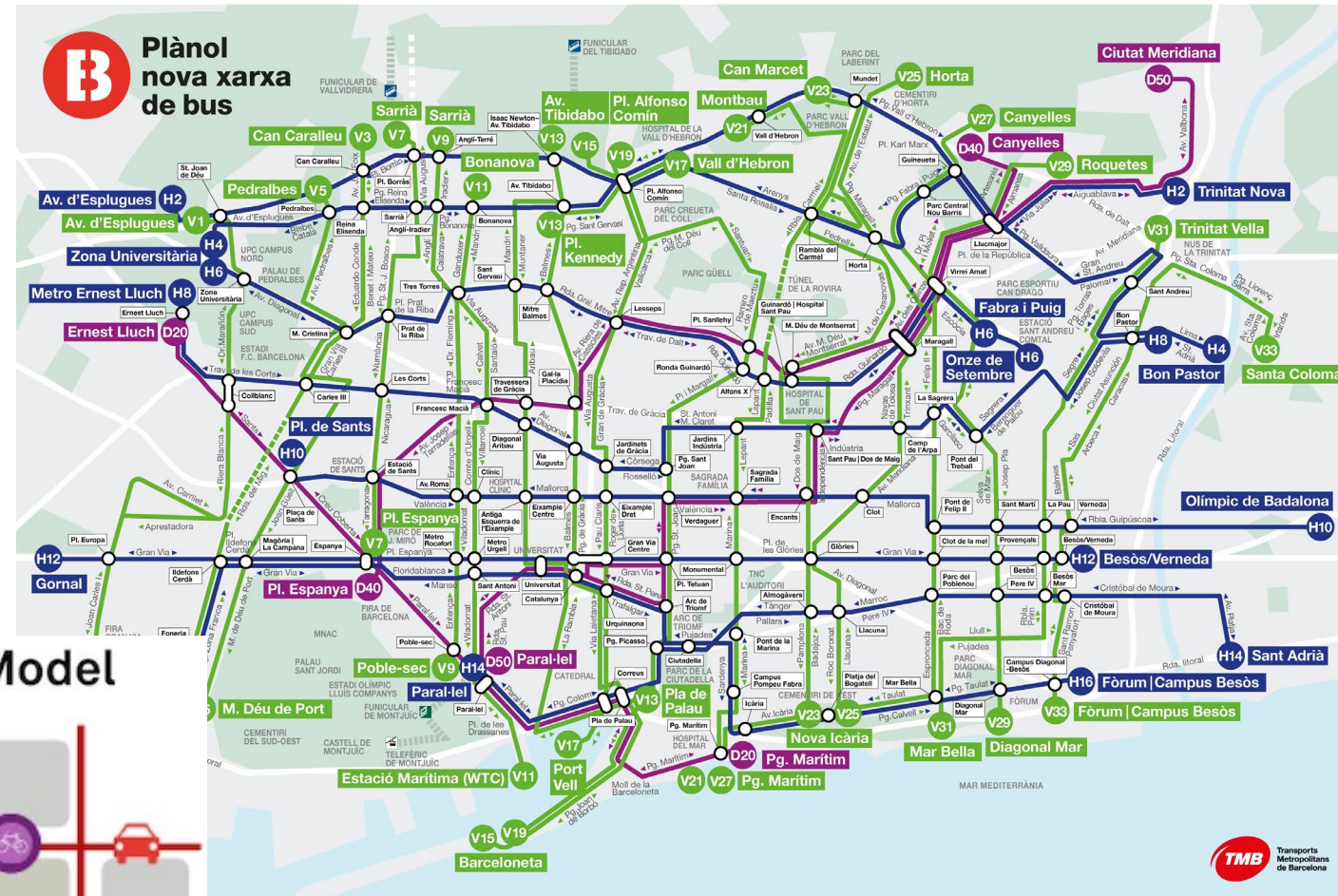
# BARCELONA

- Very focused on climate change (moving to hydrogen)
- Changed to a grid system – L, V, D (Horizontal, Vertical, Diagonal)
- Superblocks

Current Model



Superblocks Model





# EXHIBITS



# THINGS WE LEARNED

- Things are very different in other parts of the world!
- Much of Europe is able to focus on the future – innovative strategies for operating and powering service - while American agencies are struggling with funding and workforce availability.
- Operator availability is more of a challenge in higher-income countries where driving the bus is less of a path to the middle class
- Southern European countries pay operators at a rate similar to the US which affords operators a salary above the country median. Spanish operators make about \$40k annually and the median for all workers is \$28k.
- In some space-confined corridors, a single bus lane is used bi-directionally, either at certain times of day or using signals to avoid bus conflicts.

# THINGS WE LEARNED

## Highlight Session – Operator Workforce Strategies

### Hiring Process:

- Be quick; compress the time between an application and the first day of training to as short as possible.
- Make hiring everyone's responsibility.
- Consider hiring non-violent ex-felons or other folks who face employment challenges. Work with social service providers to provide wrap-around services to support them.
- Create part-time shifts for folks in school or who have other means of part-time employment.
- Re-hire folks who have retired (PT or FT)

# THINGS WE LEARNED

## Training:

- Audit reasons why folks are dropping out of training.
- Be more lenient about some reasons why folks get removed from training (tardiness, dress code, etc.) and provide more resources for those who are struggling (extra time, one-on-one attention, etc.).

## Retention and Quality of Life:

- Provide housing, RATP has built 8k units for its operators.
- Provide more flexible hours or options for flexible assignments or ways for operators to swap assignments.
- Compress step progression.
- Consider piloting 4-day assignments (less Friday service?)
- Partner with licensed childcare provider for on-site childcare for operators.
- Provide all operators with phones and email addresses. Give them a platform/app (“Connected Driver App”) for signing in-out each day and getting/swapping assignments.
- Retention bonuses are better than signing bonuses.

# KEY LINKS

- <https://www.uitp.org/>
- [Guest Post: Barcelona's Bus Network: Better Access, If You Change Buses — Human Transit](#)