

Check out the KOLLA-project – public transport for everybody

KOLLA has mainly aimed at improving the physical accessibility in Gothenburg and to influence people who use the special transport services (STS) to travel more with flexible bus lines (Flex lines) and other public transport.



**Göteborgs
Stad**



Content of my presentation

- Why did we start the KOLLA-project
- What have we done physically to make it easier to go by PT
- What have we done to influence people with STS-permits to use more PT
- Where are we now
- Our vision for 2021 when Gothenburg celebrates 400 years

Short about Gothenburg

520 000 inhabitants

Public transport:

- buses
- trams
- trains
- ferries



Why the KOLLA – project started?

- A national Action Plan for Disability Policy stipulates that public transport(PT) should be accessible for people with disabilities in 2010
- A trip with STS was 14 times more expensive than if you went by PT
- In Gothenburg the project KOLLA – public transport for everybody was launched to implement the plan of



Vision of the KOLLA-project 2005

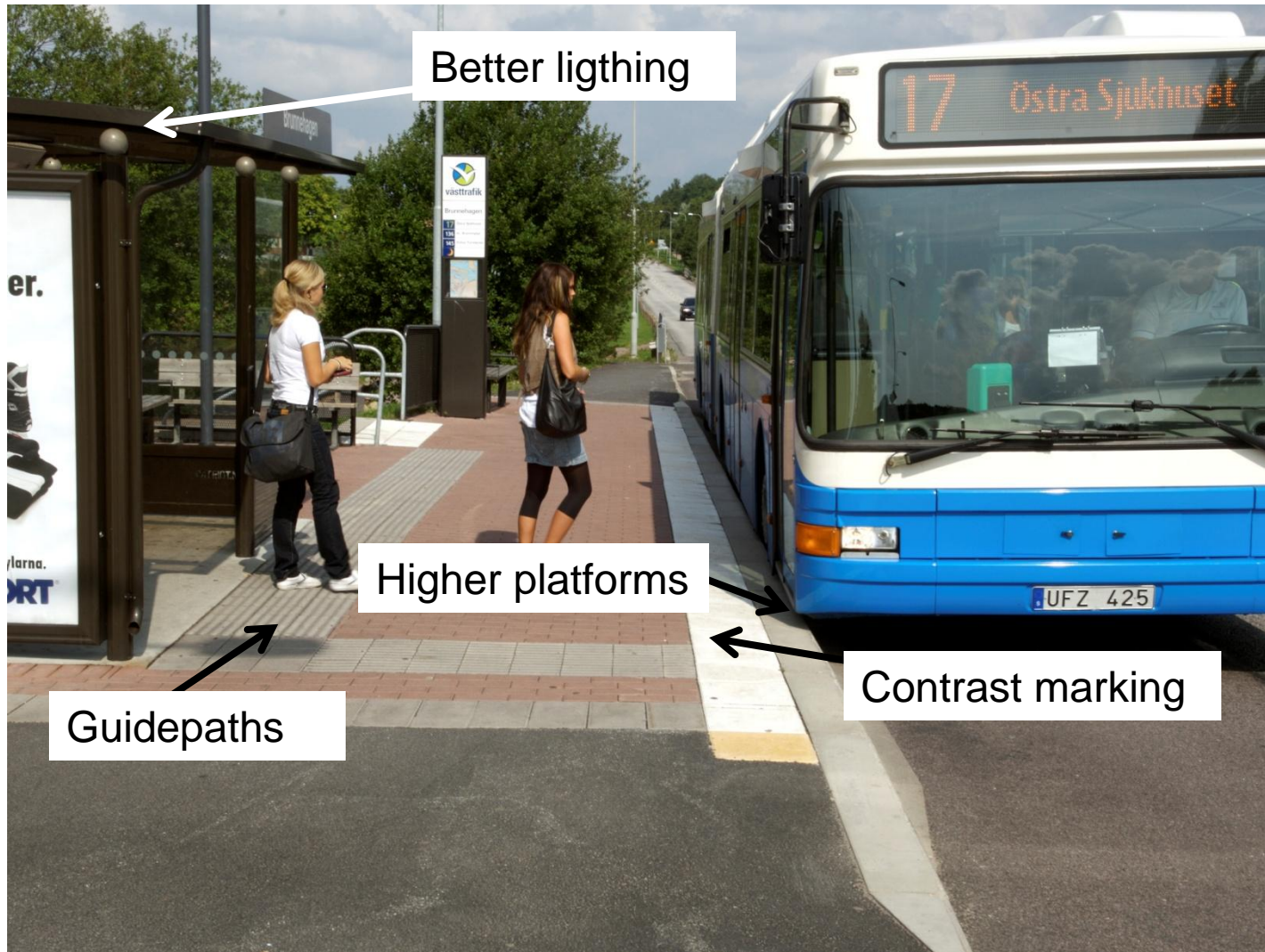
- "Every citizen should be able to travel where they want to by using public transport. The lack of travel options should not prevent anyone from participating in activities."

STS in Gothenburg



What we did physically to make it easier
to go by public transport

Rebuilt busstop



Improve the way to the bus stop



Electric ramps and wheelchair space



The ramp can take a total weight of 250 kg

The measures of the wheelchair can be at max. 70x120 cm

Flexline mini buses



- You call and book a ride (transport on demand)
- Today the Flexlines cover almost all of the city of Gothenburg
- 99 % of the travellers are content with the drivers

What have we done to influence people
with STS-permits to use more PT

STS permits become more individually customized



Does a person have great difficulties travelling by public transport?

What kind of vehicles does a person manage to travel by?

How many journeys does a person get?

Education for everyone who works with public transport

Education

Influence all staff in order that the way they treat passengers and the way they drive the vehicles functions well from the point of view of old and disabled people

Driver coaches

- Part of coachings performed = 100%
- The coaching is part of the annual safety education
- Part of passengers that are satisfied with the driver is 92 %



The driver can see the traveller who use the ramp

Accompanying service is available at major transfer points

Help while transferring

Available at one major transfer point in Gothenburg, it's the Central Railway Station and 10 more places

It is free of charge for all people who travel with Västtrafik



Travel training



An experienced person – a travel coach, assists you while making your first trips by tram, bus or ferry.

The travel coach can teach how to get on board with a walker, how to buy a ticket etcetera.

Directing permit holders while ordering their journey

- The STS travel booking books a Flexline trip when it is possible
- From next year they will also inform travelers if there is an option to go by public transport



Brochures magazines, informations-meetings and letters

Lördagsflexlinjen

Högsbo-Sisjön

Färdskrivaren

INFORMATION OM KOLLEKTIVTRAFIK, FLEXLINJER OCH FÄRTJÄNST

Nr 1 • Juni 2011



Visa legitimation för föraren
sid 5

Nu gäller 65+ kortet på Flexlinjen
sid 6

På utflykt med kollektivtrafiken
sid 12

Färdskrivaren

INFORMATION OM KOLLEKTIVTRAFIK, FLEXLINJER OCH FÄRTJÄNST

Nr 2 • November 2011



Flexlinjen – nu på lördagar, jul- och nyårsafton
Beställ din julresa
Ny reseplanerare
Tyck till om Färdskrivaren

Hjälp att komma igång att resa

Färdtjänstens resinstruktörer: 031-41 96 60
om kollektivtrafik



västtrafik



What's now

- In may 2011 we got 1 170 000 € to use for journeys for people who can travel only by STS
- The reaction on that decision was that 805 persons made 18 500 more journeys than the year before
- The Flexlines also got extended traffic which made travellers make 32 000 more journeys than the year before
- We got the same amount of money for 2012 for the same groupe of people

Thanks!

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