

# D-Air Project

## ***Public Transport Reform: The Case for Malta***

Malta Study Visit  
20th & 21st February 2013

# Transport Malta



## The Land Transport Directorate

Our aim is to provide an efficient, integrated and sustainable public transport service in meeting the traveler's needs and expectations, together with an effective regulatory framework for land transport with road safety as a top priority, whilst at the same time promoting socio-economic development and protection of the environment.

MODAL  
SHIFT

ROAD  
SAFETY

ECO-  
FRIENDLY  
TRANSPORT

CUSTOMER  
SERVICE

# Accessibility

## To and From the Airport



### Scheduled Public Transport

Direct Routes from major tourist localities

Easy Interchange to other locations

Available between 05:15 and 23:00hrs

Inexpensive

### Taxi Service

Available on a 24/7 basis

Taxi Booth at the Airport

Fixed rates

### Unscheduled Transport Service

Pre-booked offering service from point to point

Usually included within package

## Scheduled Public Transport



The Scheduled Public Transport Service reform, which came into effect on the 3<sup>rd</sup> July 2011 saw the heralding of a number of improvements in relation to airport services. These included :

### Bus Fleet

- All buses deployed on the service are EuroV compliant
- All buses deployed on the service are Low Floor
- Buses deployed on Airport routes have luggage space

### Routes

- Direct express connections to principal tourist destinations such as Sliema, St. Julians, Bugibba/ Qawra, Valletta and Cirkewwa Ferry Terminal
- Easy interchange facilities to other localities

### Other

- Inexpensive fares
- Longer operational hours
- Higher frequency
- Real time information panels
- Destination displays on board buses
- Online and printed information
- Comfortable buses including air conditioning.

## Scheduled Public Transport



The primary objective is to promote modal shift from private to public passenger transport, and to provide a sustainable, efficient and safe public transport system.

What do passengers expect in order to make use of the service?

Punctuality

For the services to be on time, with minimal delays

Reliability

To arrive at the desired destination safe and on time

Affordable

Affordable fares

Comfortable

Comfortable, safe and accessible

Accessibility

Connectivity with no, or little interchanging

## Scheduled Public Transport

Monitoring of service Reliability and Punctuality

Monitoring of service is carried out through on the ground surveys, electronic means and market research.

Monitoring of Bus Status

On a daily basis compliance checks are carried out on board buses, at bus stops and termini to ensure the level of service agreement is maintained.

Range of Ticketing Options

A range of tickets is available to choose from. These range from 2hr trips to 7 day tickets and are extended to 30 day and 90 day tickets for frequent users.

By-Yearly Route Reviews

Transport Malta in coordination with the Public Transport Operator review routes from suggestions received by the general public and other entities with the objective of trying to meet customer expectations and demand.

## Taxi Services



In 2010 Transport Malta introduced a reform in the Taxi Services. This reform entailed :

Increase in supply of Taxis

Increased competition

New registered vehicles on the service have to be Euro V compliant

Average age of fleet has been reduced to 7 years

Improved training for Taxi drivers' emphasizing on Eco-Driving

# Taxi Services



## Fares

Fixed rates from the Airport and bought from a Taxi booth available 24/7;

## Reliability

The service is provided on demand;

Transport Malta is also adopting the monitoring of Taxi services through vehicle tracking. This system also includes monitoring speed and distance travelled;

## Accessibility

Accessible to all localities around the island of Malta.

Emergency buttons are available both for the driver and passenger;

## Safety

The journey is recorded in the vehicle by means of DVR recording which is only accessible by the Police during an investigation.

## Unscheduled Transport Services



Unscheduled transport services provided at the Malta International Airport are offered through pre-booked service which is normally included in a package.

During the reform in 2009 on Coaches and Mini-buses, efforts were made to reduce the age of fleet and incentives were provided for registering vehicles with a Euro IV and V emission level. These incentives were:

No Registration tax is applicable when registering a Euro IV or V vehicles

No entry fee is applicable for new vehicles registered

Newly registered vehicles on the unscheduled service must not be older than 5 years

Registration of vehicles between 5 to 10 years is only permitted through the replacement of an older vehicle which is removed from service

Monitoring of unscheduled transport service is carried out by the Enforcement Directorate within Transport Malta.

In 2015, vehicles older than 35 years will need to be removed from service.

**Thank you... any questions?**