

Besser unterwegs



**Verkehrsverbund Ost-Region (VOR) GmbH
Public Transport Authority Eastern Region**

Velkommen i Wien!

14.11.2012

Verkehrsverbund Ost-Region (VOR) GmbH

- ✓ First and biggest transport authority (1984)

- ✓ Shareholders
 - 44 % Vienna
 - 44 % Lower Austria
 - 12 % Burgenland-> company costs split by share

- ✓ „Loss of tariff revenue“: compensation

- ✓ Co-financing of additional service requirements

- ✓ PSO (Regulation 1370/2007)

Organisation

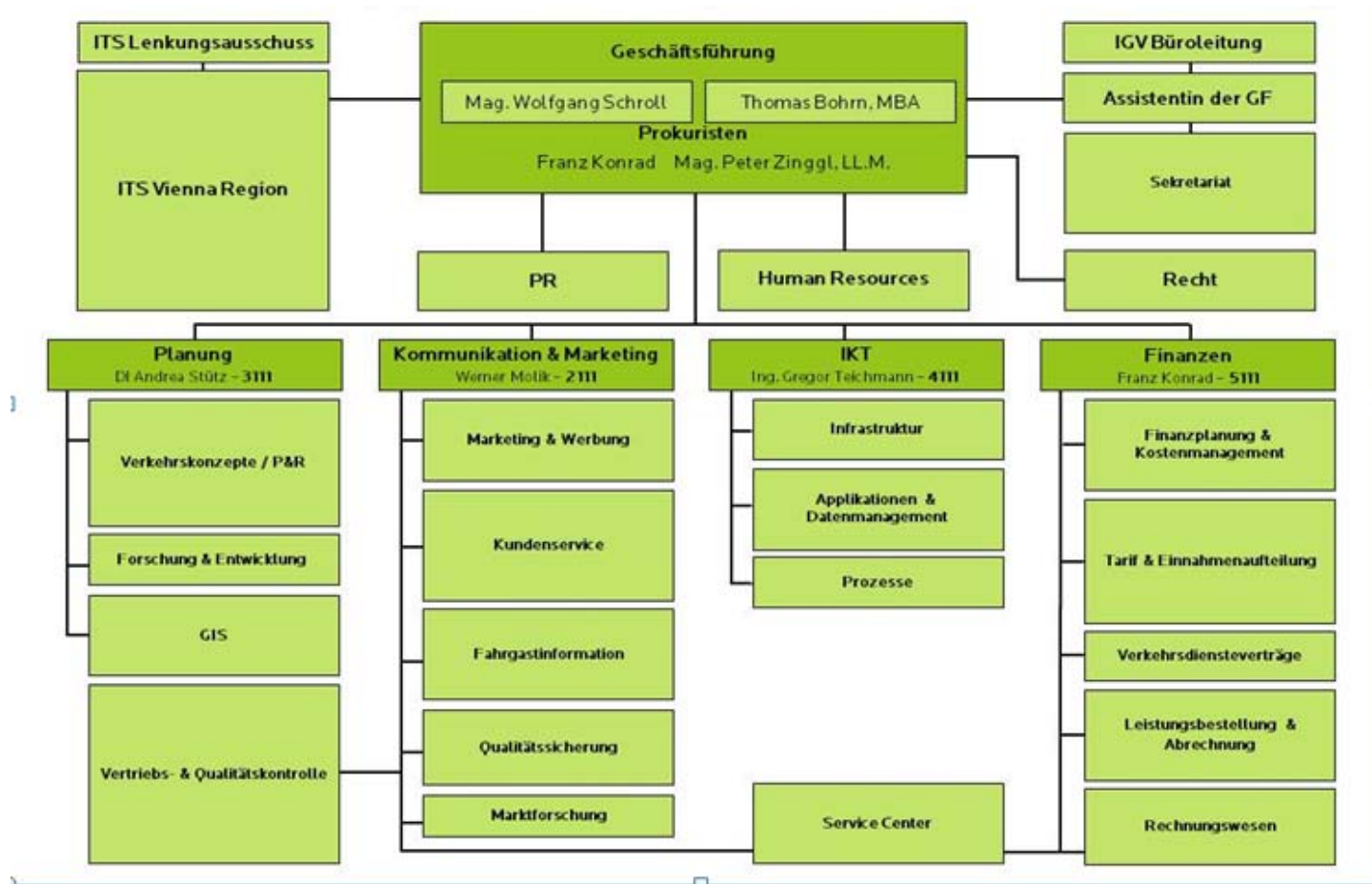
Private limited company acc. to Austrian law

Partners:

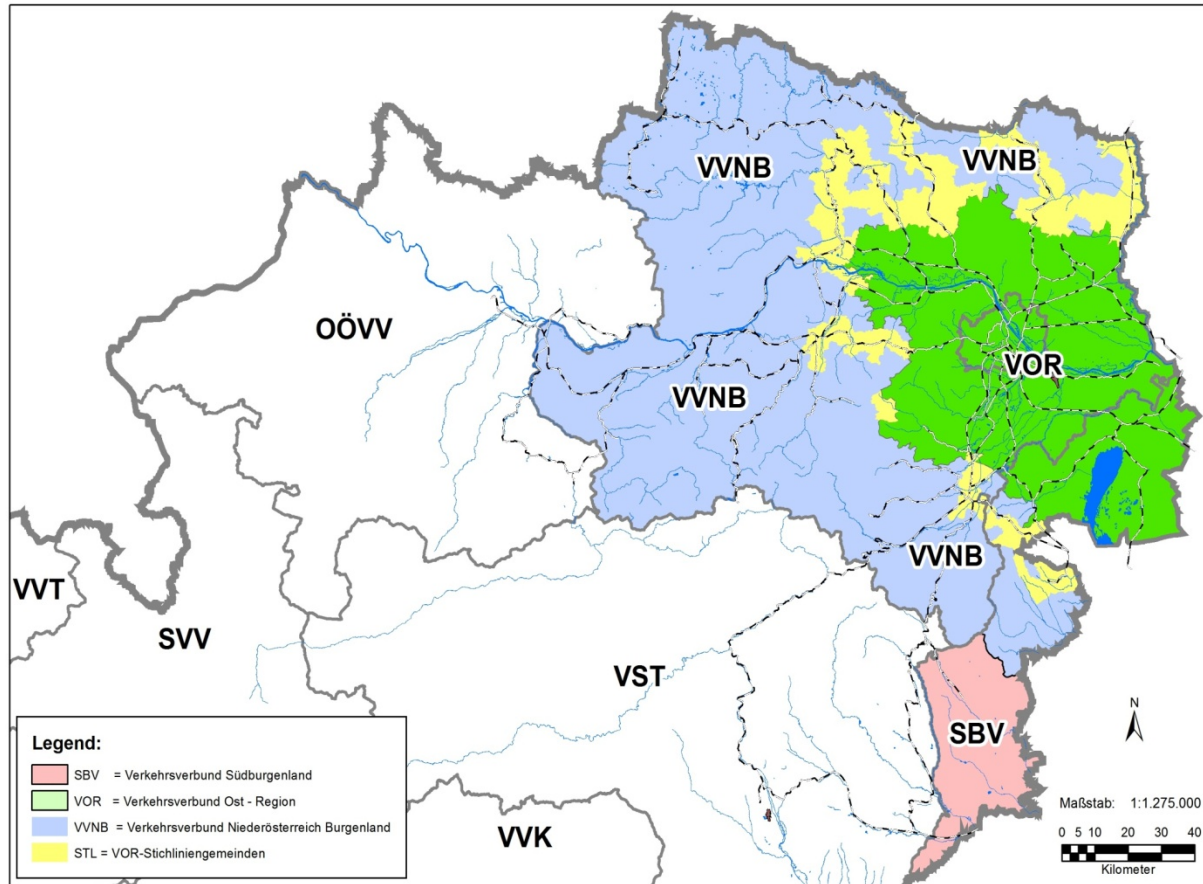
- ✓ Urban public Transport in Vienna (Wiener Linien)
- ✓ Railway operators (ÖBB, Raaberbahn, WLB, WESTbahn)
- ✓ 12 Regional bus operators



Organisation Structure

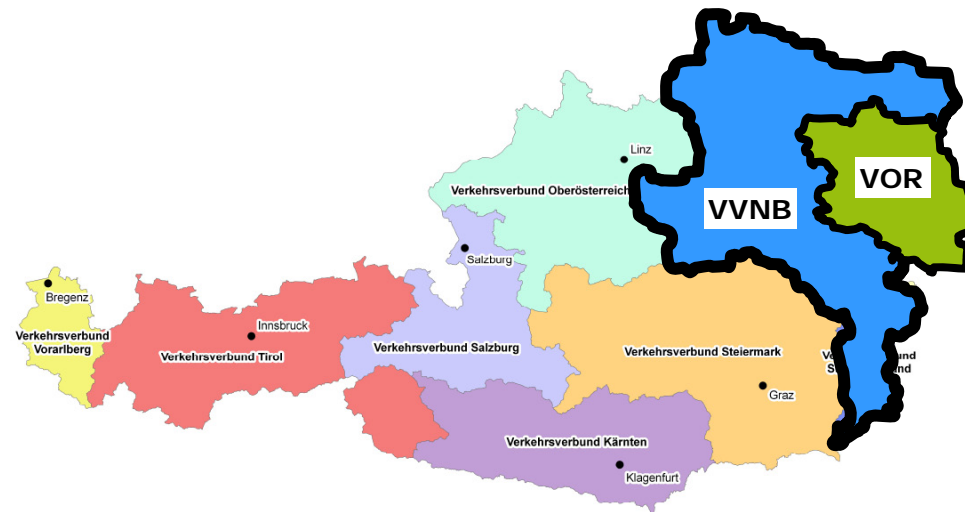


Public Transport Authorities in the Eastern Region



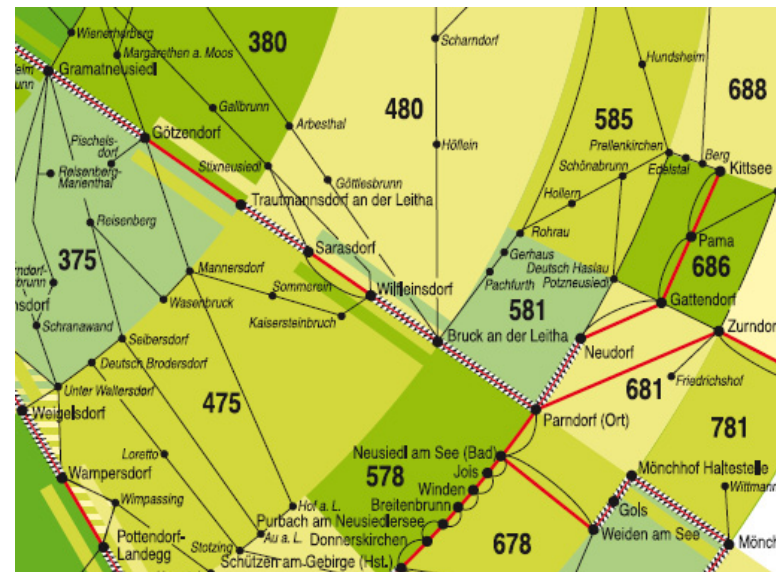
Coverage of VOR

VOR – Verkehrsverbund Ost-Region VVNB – Verkehrsverbund NÖ, Burgenland		Austria	ca. 900 lines ca. 11.500 stops ~900m passengers/year within VOR
Inhabitants:	VOR 2.6m VVNB 1.1m	Inhabitants: 8.065m	~38m train km/year ~65m bus km/year Wiener Linien: ~135m km/year
Area:	VOR 8.841 km ² VVNB 17.131 km ²	Area: 83.858 km ²	



VOR Tariff System

Ticket price depends on the number of zones which are passed



Zone 100: Vienna

Zone 111-971: regional zones

Tickets In VOR

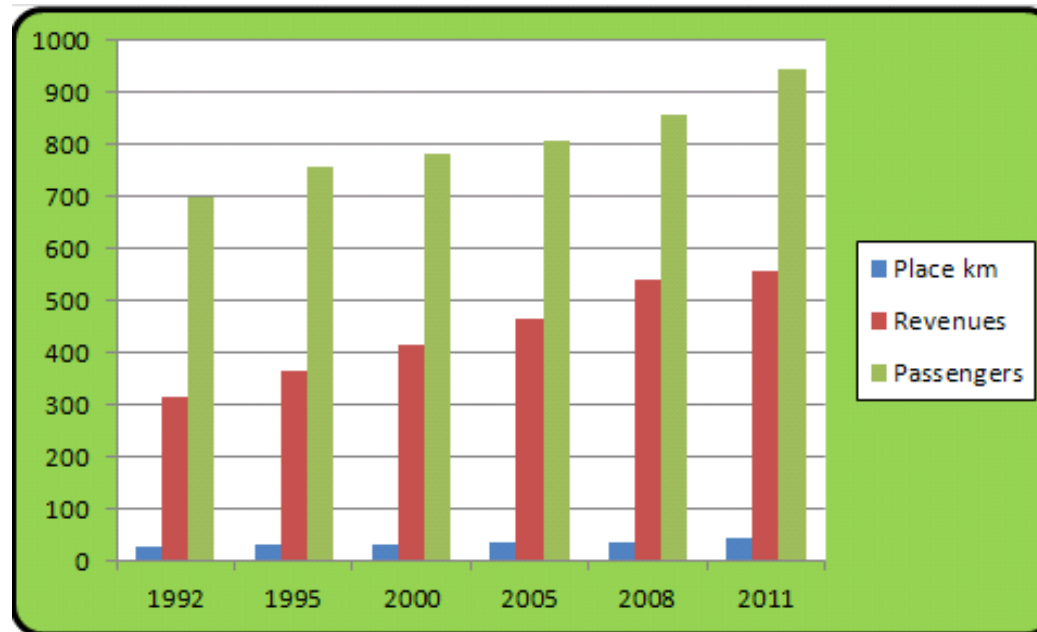
General Tickets

- ✓ Single tickets
- ✓ Stripe tickets
- ✓ Weekly passes
- ✓ Monthly passes
- ✓ Annual passes

Special tickets in Vienna

- ✓ Shopping Card
- ✓ 24-Hours Vienna Card
- ✓ 48-hours Vienna Card
- ✓ 72-hours Vienna Card
- ✓ 8-day Card

Facts & Figures



	1992	1995	2000	2005	2008	2011
Place km	28,6	29,7	31,2	34,1	37,1	42,4
Revenues	317	366,8	414,5	465	542,1	557,5
Passengers	697	755,3	782,6	805,3	857,9	944,4

Basic Agreements

- ✓ **Partnership agreement**
Signed by Vienna, Lower Austria and Burgenland

- ✓ **Master and Financing Agreement**
Defines the responsibilities of the VOR company and the financing; signed by Vienna, Lower Austria and Burgenland

- ✓ **Contract for the distribution of revenues**
Distribution of the revenues between the VOR partners (transport companies), signed by the transport companies and VOR on behalf of the regional bus companies

- ✓ **Contract of cooperation and performance**
Defines the commissioning of bus services (payment, general conditions)

Competencies

Diverse, reliable, innovative

- ✓ Planning of bus & rail services
- ✓ Contracting of bus and additional rail services
- ✓ Clearing Center
- ✓ Quality Management
- ✓ Customer Service
- ✓ Tariff system

Tasks... simply put!

✓ Support

✓ Connect

✓ Inform

✓ Move

Tasks

✓ Holders

- Planning and coordination of continuous mobility
- Commissioning regional Bus services
- Research projects

✓ Partners

- Clearing house for expenses
- Commissioner
- Marketing and PR

✓ Customers

- Integrated tariff
- Customer information and quality control
- Issue Studenttickets

Transport Concepts

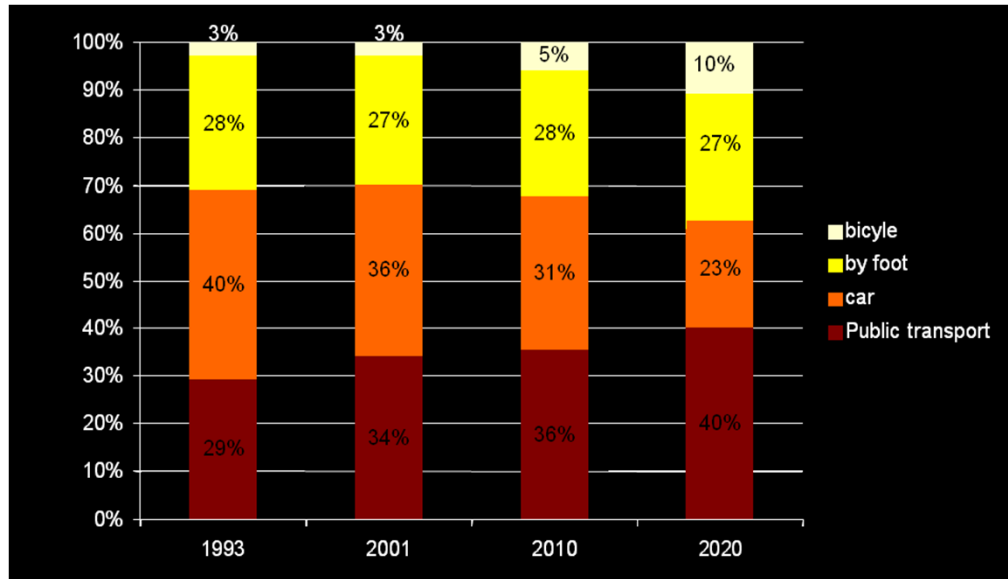
- ✓ Transport concepts for the provinces of Vienna, Lower Austria, Burgenland
 - masterplan (Vienna)
 - transport concept (Lower Austria)
 - transport concept (Burgenland)
- ✓ Ascertainment of data, surveys, and plannings
 - commuter count
 - quality control and passenger satisfaction surveys
- ✓ Tendering plan
 - tendering in 20 regions until 2019
 - 3-4 tenders per year

Quality Management

Continuous Monitoring:

- ✓ Annual customer satisfaction studies on all lines (staff friendliness, comfort, cleanliness, punctuality, timetable)
- ✓ Checks of bus service and stop quality
- ✓ Passenger counts
- ✓ Mobility study (modal split, reasons of modal choice...)
- ✓ Interviews for individualised marketing
- ✓ 21.000 questionnaires filled out by passengers
- ✓ VOR-Award for best regional bus lines and transportation companies in Vienna, lower Austria, Burgenland

Modal Split



- ✓ In Vienna, the modal split regarding public transport was increased and reached a peak of 37%
- ✓ A dense network of public transports alternates the mobility behavior and increases sustainable and environmentally friendly modes of travel such as walk, cycling, and public transport
- ✓ Modal Split aims until 2020:
 - Public Transport 40%
 - MIT 25%
 - Cycling 10%

Recent Developments

- ✓ Yearly pass for € 365 / year (PT in Vienna / zone 100)
- ✓ Pilot project „Top-Jugendticket“
 - 60 €, valid 365 days per year
 - 3 provinces
 - Valid for all trip purposes (e.g. school, free time, sport)
- ✓ Regulation of parking spots
 - Extension of parking permits up to 14 districts, out of 23, since Oct. 2012
- ✓ Infrastructural sanctions like modernisation of railwaystations inkluding passenger information



Infos & Services

✓ As transport service company VOR offers diverse services for an attractive and easily accessible public transport in eastern region.

✓ Electronic Timetable Information – www.vor.at

✓ Mobile app „qando“ – www.qando.at

✓ Route planner „AnachB.at“- www.anachb.at

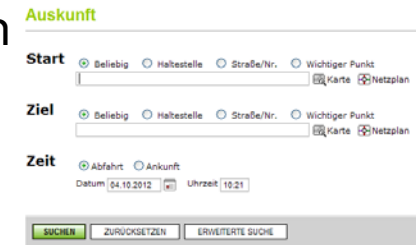
✓ Timetable - (16 volumes, USB Stick)

✓ Information brochure

✓ Hotline 0810 22 23 24

✓ ServiceCenter

✓ Facebook – www.facebook.com/vorgmbh

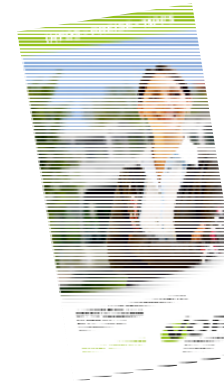


Auskunft

Start Beliebig Haltestelle Straße/Nr. Wichtiger Punkt
 Karte Netzplan

Ziel Beliebig Haltestelle Straße/Nr. Wichtiger Punkt
 Karte Netzplan

Zeit Abfahrt Ankunft
Datum: 04.10.2012 Uhrzeit: 10:21



A nach B .at

Routenplaner Suche

Start: z.B.: Wien, Mariahilferstraße 77
Ziel: z.B.: St. Pölten, Landhausplatz

Abfahrt: 10:23 Uhr
Ankunft: 04.10.2012 Datum

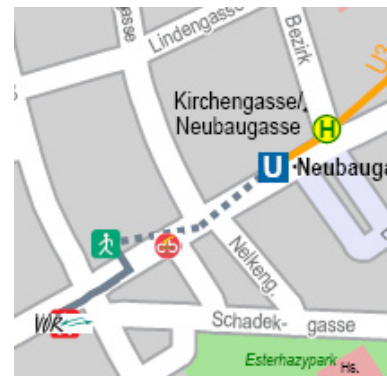
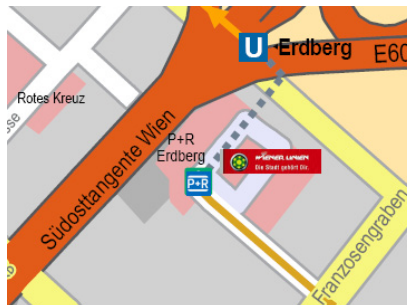
Verkehrsmittel: ÖV Rad Fuß PKW
Optionen: [ÖV](#) [Rad](#) [Fuß](#)

Electronic Timetable Information

1. Fahrt: Dauer 00:26

[Interaktive Karte](#) [Fahrt im Detail](#) (PDF)

Zeit	Haltestelle	Umgebungsplan	Linie / Weg
12:25 12:32	ab Rosiwalgasse 5 an Erdberg	PDF	Autofahrt ca. 7 Minuten ca. 7,6 km
12:32 12:36	ab Erdberg an Erdberg	PDF	Aufzug nach oben/Treppe abwärts/Fußweg ca. 4 Minuten
12:36 12:48	ab Erdberg an Neubaugasse	PDF	U-Bahn U3 Ottakring
12:48 12:51	ab Neubaugasse an VOR	PDF	Rolltreppe aufwärts/Rolltreppe aufwärts/Fußweg ca. 3 Minuten ca. 0,1 km



P&R and B&R facilities

- ✓ P&R and B&R facilities serve as an important intersection between rail and individual transport
 - Over 200 facilities
 - Over 33.000 car spaces
 - Over 22.000 bike spaces

- ✓ Result of the high-level interface
 - 38% of commuters use P&R
 - 11% of commuters use B&R

- ✓ Facilities need high quality standards
 - roofing or lock up facilities for bikes

- ✓ The P&R ticket fare is less expensive than the parking fare in car parks in Vienna



qando – when, how, where

- ✓ Timetable
- ✓ Real-time monitoring
- ✓ Mobile Ticketing
- ✓ City information
- ✓ News
- ✓ Disturbance function



- ✓ Further information is also available via AnachB

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 **ITS** *Vienna Region*
Intelligent Transport Systems

14.11.2012

A nach B .at



urban traffic information for modal shift

ITS Vienna Region / AnachB.at

DI Hans Fiby, Projekt Manager of ITS Vienna Region

14.11.2012



clean air



low noise pollution



safe and nice environment



enough space and privacy



what many people dream of



Besser unterwegs

urban quality of life



urban quality of life



urban quality of life



urban quality of life



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urban quality of life



14.11.2012

urban quality of life



urban quality of life



urban quality of life





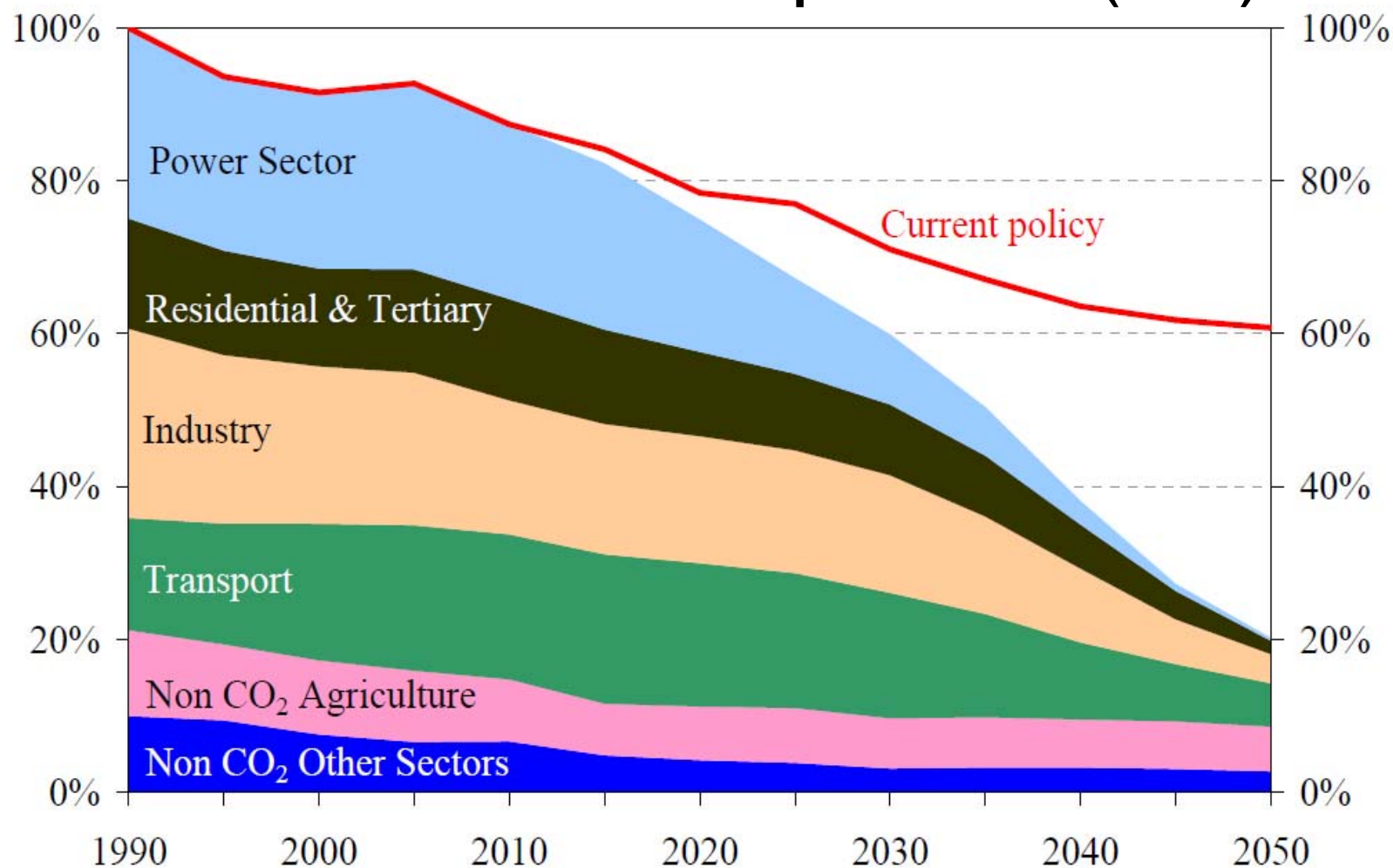
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300.000 commuters a day



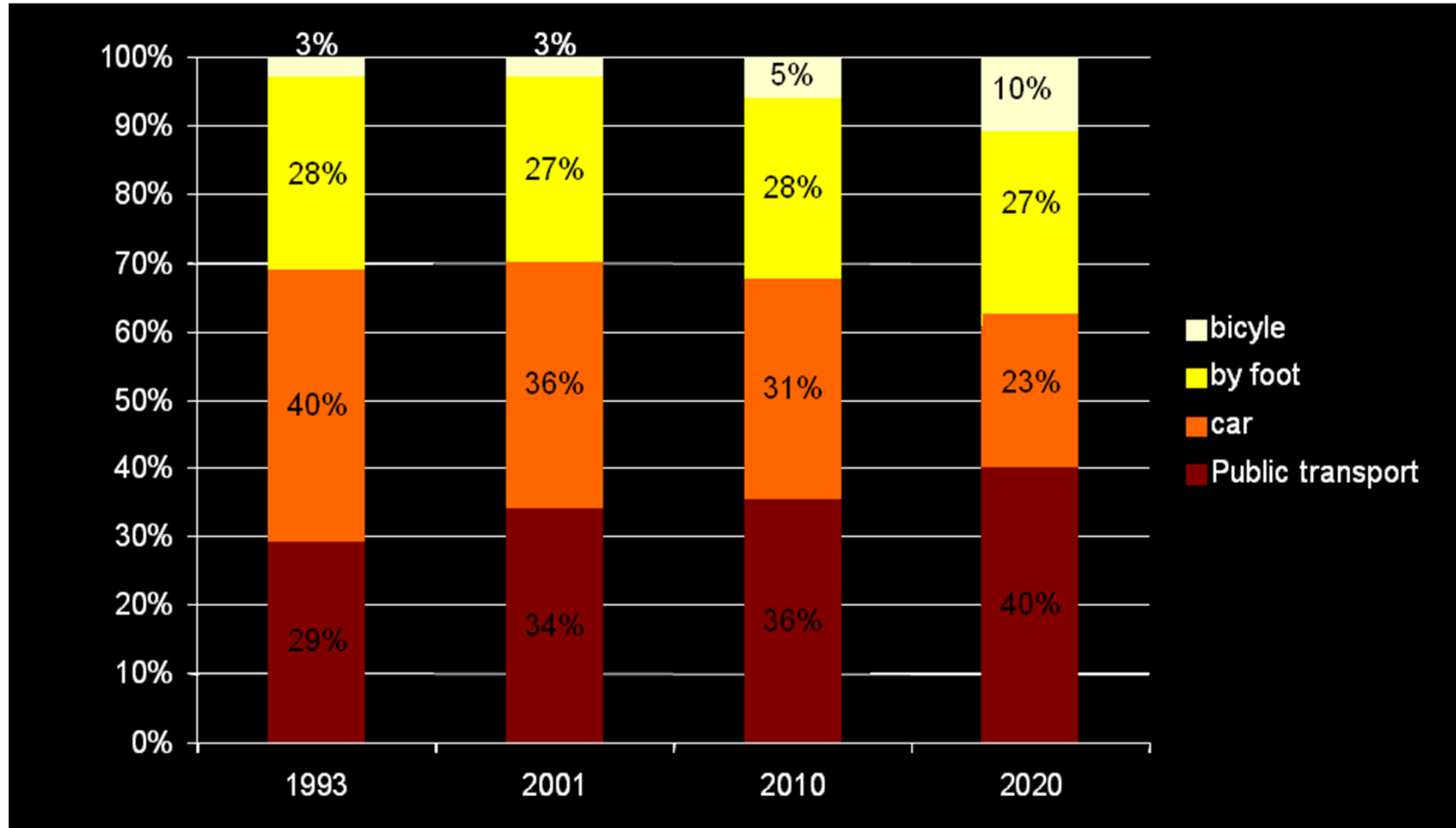
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environmental policies (EU)



Low Carbon Economy Roadmap 2050

traffic policies (Vienna)



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attractive public transport

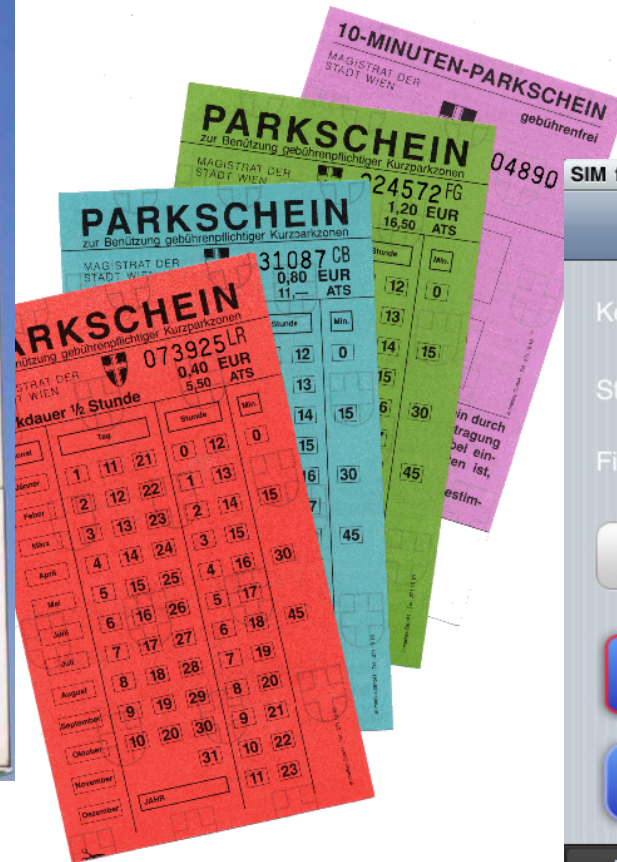


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innovations



parking restrictions

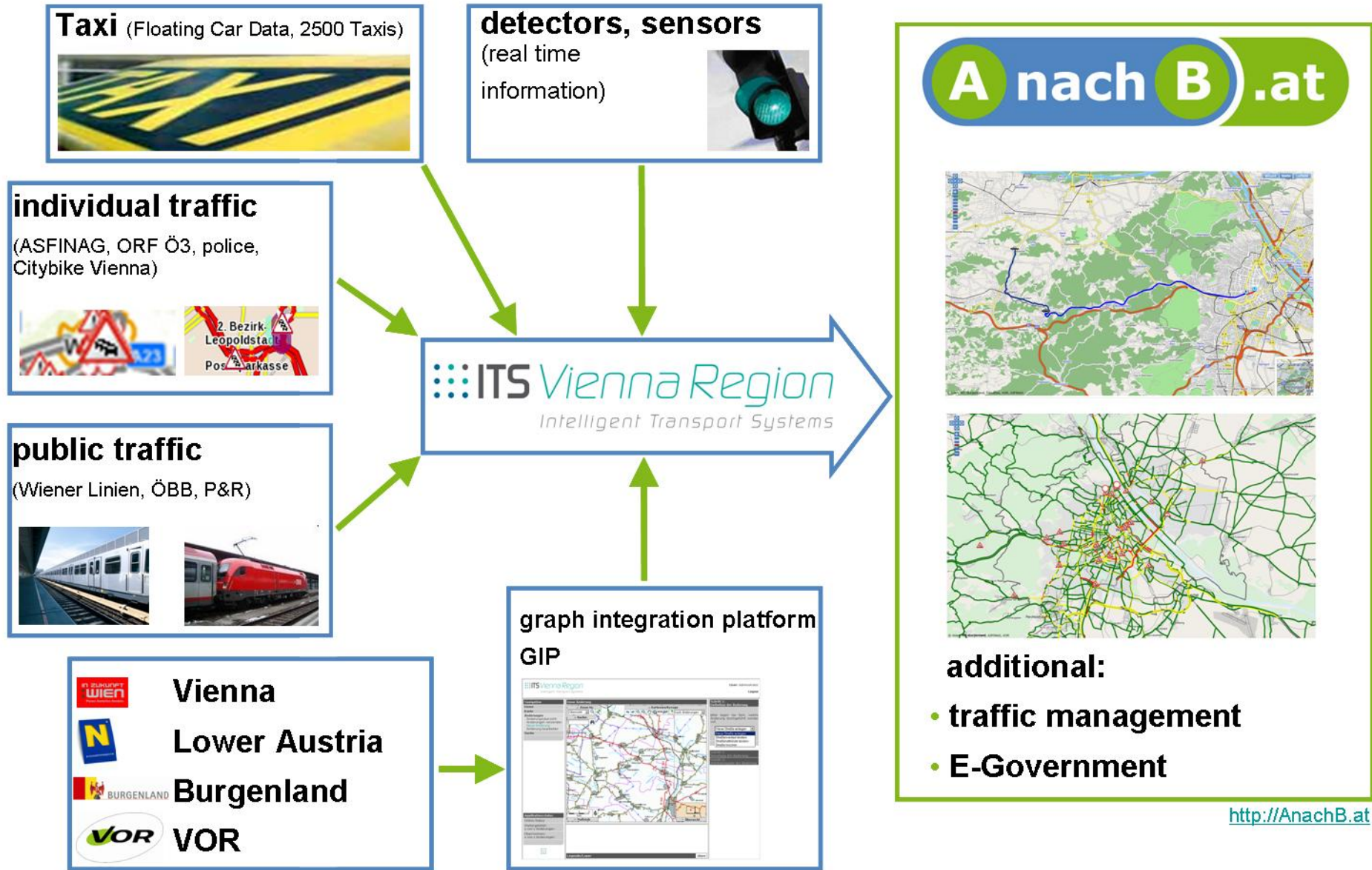


multi- / intermodal information



Besser unterwegs

ITS organisation



ITS services

The screenshot displays the AnachB.at website interface. On the left, there is a 'Journey Planner Enquiry' form with fields for 'From' (e.g., Wien, Mariahilferstraße 77) and 'To' (e.g., St. Pölten, Landhausplatz). It includes input for departure and arrival times, and checkboxes for 'public transport', 'bike', 'walk', and 'car'. Below the form are sections for 'AnachB.at - new routes' and 'AnachB.at - Partners'. The partner logos include: Wien! voraus, Städt+ Wien, WIEN, BURGENLAND, VOR, WIENER LINIEN, OBB, ASFINAG, and ITS Vienna Region. On the right, a map shows the Vienna region with various routes highlighted in red and yellow. The map includes labels for Sankt Pölten, Wien, Baden, Bad Wöslau, Eisenstadt, and Wiener Neustadt. The website header features navigation links: Journey Planner, Cycling Planner, Park & Ride, Traffic Situation, Parking Situation, Address Search, and About ITS. The footer of the map area contains the text: © Wien, NO, Burgenland, Teleatlas, VOR, ASFINAG.

All modes of transport

The screenshot displays the 'A nach B .at' journey planner interface. The left sidebar contains the following information:

- My Enquiry:** Origin: Wien, Westbahnhof; Destination: Wien, Flughafen Wien; Departing: 17.09.2012, at 09:45; Means of transport: public (fastest route, max. 15 min walking), walk (walking speed average), bike (Preference for cycle infrastructure, special preference for cycle paths, cycle lanes and routes without motorized traffic, avoid steep climbs).
- Results:** Two routes are shown. Route 1: Duration 51 min, from 09:31 to 10:22, 2 interchanges. Route 2: Duration 41 min, from 09:47 to 10:28, 1 interchange.
- Route Details:** Starts with a 4 min walk from 09:47 at Wien, Westbahnhof. The route includes a U-Bahn U3 to Simmering (09:51), a walk to Landstraße (10:00), and a CAT 9029 bus to Flughafen Wien (VIE) (10:08). The final destination is Flughafen Wien (VIE) at 10:24.

The main map area shows a detailed view of the Vienna region, with the route highlighted in orange and blue. Key locations like Wien, Schwechat, and Leopoldsdorf are visible. The map includes street names, public transport lines, and a legend for various transport modes.

Realistic travel times

The screenshot displays the 'A nach B .at' website interface. On the left, there are sections for 'Car Traffic Conditions' with four circular gauges showing traffic density (0, 15, 30, 45, 60) and corresponding travel times (current, in 15 min, in 30 min, in 45 min). Below this is a 'Legend' with color-coded lines: green for free flow, yellow for dense, and red for traffic jam. There are also checkboxes for 'auto-update' and 'Version for colour-blinds'. The 'Current notices' section lists several road incidents with icons: 'Radfahre Illmitz - Mörbisch', 'Donaufahre Grein - Wiesen', 'Bruck/L. Raiffeisengürtel/Lagerstraße' (with a detailed note about lane closures on L2040), 'Stadtzentrum Wien, Westeinfahrt', and 'A2'. The main area is a map of Vienna and surrounding regions, with roads color-coded according to traffic conditions. A live camera feed from ASFINAG shows a highway (A21) with the text 'A21, nach Anschlussstelle Giesshübel, Blickrichtung Wien - Km 32,80'. The website header includes navigation links like 'Journey Planner', 'Cycling Planner', 'Park & Ride', 'Traffic Situation', 'Parking Situation', 'Address Search', and 'more'. The footer of the map area reads '© Wien, NÖ, Burgenland, ASFINAG, VOR'.

Parking times

A nach B .at

from 10:08 to 10:42 1 interchanges

4. route Duration 34 min from 10:23 to 10:57 1 interchanges

5. route Duration 1 h 10 min from 09:59 to 11:09 Distance 17.41 km

6. route Duration 30 min from 09:59 to 10:29 Distance 16.84 km

from 09:59 Mödling, Bahnhof
[partial route map \(PDF\)](#)
 approx. 16.84 km Car

estimated time to find parking: 6 min

estimated walk to destination: 3 min

to 10:29 Wien, Map destination
[close turn-by-turn instructions](#)

Street	Distance	Duration
Wiener Straße/B1...	646 m	47 sec
Karls-gasse	100 m	8 sec
Wiener Straße/L2...	272 m	24 sec
Roundabout L2089	32 m	5 sec
Exit Roundabout Wiener Straße/L2...	718 m	56 sec
Wiener Straße/B1...	789 m	43 sec
A2/A0020001017_R...	9.37 km	9 min
Wienerbergstraße...	652 m	58 sec
Kastanienallee	169 m	20 sec
Kundratstraße	297 m	31 sec
Kerscheneiteiner...	157 m	16 sec
Längenfeldgasse	313 m	48 sec
Eichenstraße/B12...	764 m	1 min 20 sec

Garage am Mariahilfer Platzl

Select Parking

Number of parking spaces : 360

[More information](#)

Rerouting to park house

A nach B .at

My Enquiry
Origin: Mödling, Bahnhof
Destination: Wien, Westbahnhof
Departing: 17.09.2012, at 09:50
Means of transport:
public transport: fastest route, max. 15 min walking

Results

Fahrtenübersicht [Print](#) [PDF](#)

route
Duration 30 min
from 09:50 to 10:20
0 interchanges

approx. 21 min Car

from 09:50 Mödling, Bahnhof
to 10:11 Garage am Mariahilfer Platzl
[open turn-by-turn instructions](#)

approx. 2 min Garage am Mariahilfer Platzl

approx. 7 min walk

from 10:13 Wien, Garage am Mariahilfer Platzl
to 10:20 Wien, Westbahnhof
[close turn-by-turn instructions](#)

Street	Distance	Duration
↑ Mariahilfer Stra...	271 m	4 min 2 sec
↖ Gerstnerstraße	115 m	1 min 42 sec
↘ Langauergasse	54 m	48 sec
	441 m	approx. 7 min

[Edit Search Options](#) [Return Journey](#) [Onward Journey](#)
[Earlier](#) [Later](#) [Earliest](#) [Latest](#)

AnachB.at – exactly my route

Journey Planner [Cycling Planner](#) [Park & Ride](#) [Traffic Situation](#) [Parking Situation](#) [Address Search](#) [more](#)

Wizard [street map](#) [satellite](#)

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Use bike lanes

A nach B.at

Results

Fahrtenübersicht | Print | PDF

Route:

Duration **30 min**
from **09:57** to **10:27** | Distance **4.71 km**

approx. 4.71 km Bike

from **09:57** Wien, Sobieskigasse 9
to **10:27** Wien, Westbahnhof

Street	Distance	Elevation	Info
Sobieskigasse/Sobieskiplatz/Sobieskiplatz/Sobieskiplatz	22 m	▲5 m	
Währinger Gürtel...	280 m	▲2 m	
Währinger Straße	17 m	▲1 m	
Währinger Gürtel...	273 m	▲8 m	
Währinger Gürtel...	623 m	▲9 m	
Borschkegasse	57 m	▲6 m	
Währinger Gürtel...	1.53 km	▲22 m	
Herbststraße	58 m	▲1 m	
Leichenfelder Gü...	804 m	▲7 m	
Stollgasse/B224/...	59 m	▲1 m	
Europaplatz/B221	294 m	▲5 m	
Mariahilfer Strau...	198 m	▲3 m	
Fuchsgasse	114 m	▲3 m	
Lannauer gasse	124 m		
Total	4.71 km		

[Elevation Profile](#)

Journey Planner | **Cycling Planner** | Park & Ride | Traffic Situation | Parking Situation | Address Search | more

Map showing a route through Vienna with highlighted bike lanes (yellow and green). Key areas include Währinger Gürtel, Alsergrund, and Leopoldstadt.

Car sharing, free bike rental

A nach B .at

Journey Planner Enquiry

From:

To:

departure time

arrival date

Means of transport:

public transport bike walk car

Options: [public transport](#) [bike](#) [walk](#)

AnachB.at – exactly my route

Permanently updated and for all means of transport in Vienna, Lower Austria and Burgenland.

The AnachB.at routing planner always offers you the best route – via public transport, bicycle, car, by foot or with an intermodal combination. Also try our special routing planners for cycling and park & ride!

The AnachB.at image of the traffic situation offers you an instant and always up to date overview.

AnachB.at – Partners

The AnachB.at-Partners update the AnachB.at-data pool permanently with their traffic data – so AnachB.at anytime is able to generate the optimal route.

ITS Vienna Region
Intelligent Transport Systems

CarSharing W15-Westbahnhof U3/U6

Get directions: [From here - To here](#)

[more information](#)

Source: DENZE CarSharing

Freie Räder: 10
Freie Boxen: 30

Citybike Westbahnhof Europaplatz

Get directions: [From here - To here](#)

Source: Citybike Wien

Zieglergasse

Get directions: [From here - To here](#)

Dep.	Service	Towards
10:04	U3	Simmering
10:05	U3	Ottakring
10:09	U3	Ottakring

© Wien, NO, Burgenland, Seatlas, VOR, ASFINAG

Mixed mode

The screenshot displays a journey planner interface for a route from 'A' to 'B' in Vienna. The route is a mix of cycling, walking, and public transport (U-Bahn).

Results Summary:

- Duration:** 36 min
- Time Range:** from 10:06 to 10:42
- Interchanges:** 1

Route Details:

- 10:06:** Start at Wien, Hackenbergweg 11/3. Mode: Bike (approx. 17 min).
- 10:23:** Arrive at Nußdorfer Straße. Mode: Walk (approx. 2 min).
- 10:25:** Arrive at Nußdorfer Straße. Mode: U-Bahn U6 (towards Siebenhirten).
- 10:36:** Arrive at Westbahnhof. Mode: Walk (approx. 6 min).
- 10:42:** Arrive at Wien, Westbahnhof. Mode: Footpath (approx. 5 min).

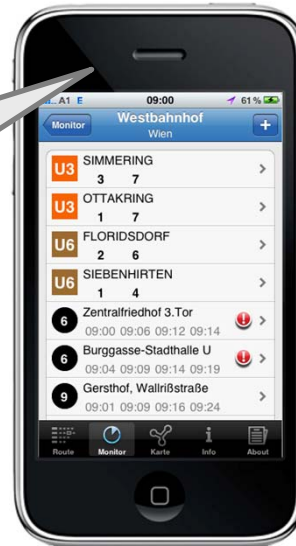
The map shows the route starting in the northern part of Vienna, cycling through the Währing and Alsergrund districts, then taking the U-Bahn U6 line through the city center, and finally walking to the destination.

Besser unterwegs

AnachB.at App



departure monitor



map



ANDROID + iPhone



turn by turn routing

14.11.2012

Besser unterwegs

AnachB.at has effect



Web, iPhone, networking



More than 1 Mio.
route calculations
per month

led Graph GIP

alle big actors a

6% potential
for modal shift



c...entire
na Region



14.11.2012



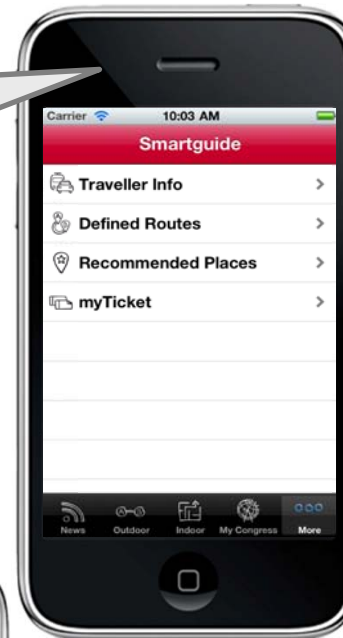
19. ITS Weltkongress
Wien, Österreich
22. bis 26. Oktober 2012

Congress Navigator



Verkehrsverbund
Ost-Region

smartguide with tourist
information and ticketing



congress program
and personalised
timetable

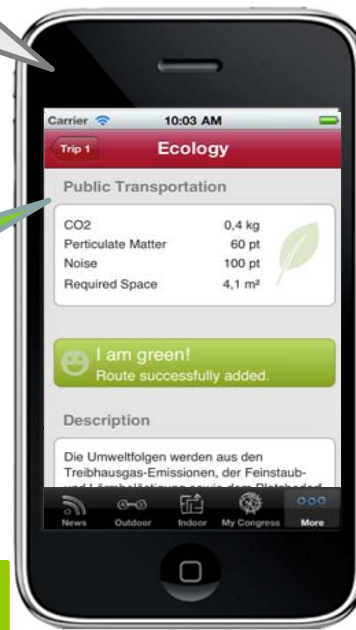


ecological outdoor routing



emotional

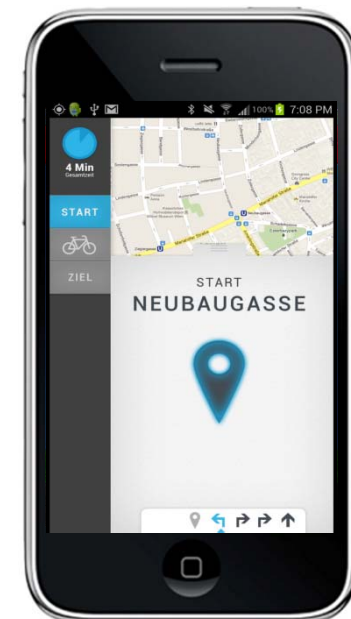
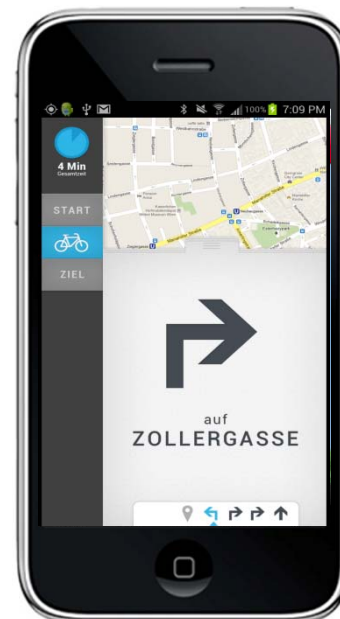
rational



14.11.2012

target groups (Bikenavi)

- **integration** (intermodal system)
- **synergy** (GIP / OS / user generated content)
- **participation**
- **open platform**



A nach B .at

I want to go by train from St.Pölten to Innsbruck tomorrow at 7:00 am

Besser unterwegs



Mange tak for den opmærksomhed!