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Contractual Relationships between Authorities and Operators  
 UITP\_EM TA Conference, Vienna, 24-26 February 2003

Title	Author(s)	Bibliogr.	Abstract	Full text	Powerpoint	Video(s)
OPENING SESSION	Wolfgang MEYER, President of UITP, Vorstand, Kölner Verkehrs-Betriebe, Cologne, Germany			EN		
OPENING SESSION	José Ignacio ITURBE LOPEZ, President of EMTA (European Metropolitan Transport Authorities), Managing Director, Consorcio de Transportes de Madrid, Madrid, Spain	EN		FR		
What are the key factors for delivering good public transport to the customers?	Pierre VAN DE VYVER, General Delegate, Institut de la Gestion Délégée, Paris, France	EN	EN	FR		
Development of Competitive Contracting in the U.S. and Recommendations for Success	Kevin ADAMS, President, Connex TCT LLC, Knoxville, USA	EN	EN	EN		
The role of the actors and the regulatory framework in the USA	Donald DURKEE, Assistant Chief Counsel, FTA (Federal Transit Administration), Washington, USA	EN	EN	EN		
A European overview	Richard HADFIELD, Detached National Expert, European Commission, Brussels, Belgium	EN	EN			
The Missions and organisation of public transport authorities in the European metropolitan areas	Stéphane LECLER, Secretary General of EMTA, Paris, France	EN	EN	FR	EN 28 slides	

Competition in Copenhagen	Johannes SLOTH, Managing Director of Transport, Greater Copenhagen Authority, HUR, Denmark	EN	EN	EN		
Towards the virtual circle of a win-win contractual relationship	Camille DURAND, 1st Vice-President, Communauté Urbaine de Nantes, Nantes, France	EN	EN FR	FR		
The transition process: first time around and retendering from the authority's perspective	Malcolm REED, Director General, Strathclyde Passenger Transport Executive, Glasgow, United Kingdom	EN	EN	EN	EN 29 slides	
The case of Concordia Bus	Frode LARSEN, CEO, Concordia Bus, Oslo, Norway	EN	EN	EN	EN 20 slides	
The case of Trieste: From the monopole to a semi-public company	Aldo DE ROBERTIS, General Manager, Trieste Trasporti, Trieste, Italy	EN	EN	EN	EN 17 slides	
Tendering - Developing a win-win solution	Keith BASTOW, Strategy & Development Executive, ARRIVA, Leicester, United Kingdom	EN			EN 20 slides	
Contractual expectations of an international operator - The point of view of Connex	Michel QUIDORT, Directeur de la Communication Internationale, CGEA Connex, Paris, France	EN	EN	FR	EN 8 slides	

Contractual relationships between STIF and RATP: a clarified management in favour of travellers	Jean GUILLOT , Directeur Général Adjoint, STIF, Paris, France	EN	EN	FR	EN 19 slides	
Contractual relationships between STIF and RATP: a clarified management in favour of travellers	Jean-Pierre BALLADUR, Délégué Général Contrat, RATP, Paris, France	EN	EN	FR	EN 4 slides	
Service quality and contract development	Björn DALBORG, Director, AB Storstockholms Lokaltrafik, Stockholm, Sweden	EN	EN	EN	EN 20 slides	
Service quality and contract development	Matt KINANE, Commercial Director, Connex, Solna, Sweden	EN	EN	EN	EN 11 slides	
The quality approach of the operator and the evolution of the contract in Prague	Zdenek DOSEK, International Affairs Representative, Dopravni Podnik, Prague, Czech Republik	EN	EN	EN	EN 21 slides	
The Role of Quality Partnerships and Quality Contracts	Bill TYSON, Chairman, GMPTE, Manchester, United Kingdom	EN	EN	EN	EN 14 slides	
The Hong Kong Experience	Lap-Wai WONG, Operations Manager, MTR Corporation Limited, Hong Kong	EN	EN	EN	EN 21 slides	
Public-Private partnership : The Flemish public transport model	Ingrid LIETEN, CEO, De Lijn, Mechelen, Belgium	EN	EN	EN	EN 32 slides	
Hamburger local public transport sector	Lutz AIGNER, Managing Director, Hamburger Verkehrsverbund, Hamburg, Germany	EN	EN	DE	EN 9 slides	
An Australian overview	Stephen LUCAS, Chairman, Bus Industry Confederation INC, North Paramata, Australia	EN	EN	EN	EN 11 slides	

## COMPARATIVE STUDY ON CONTRACTUAL PRACTICES

FOREWORD

INTRODUCTION

SECTION 1: THE GENERAL CONTEXT

Sub-section 1: The organisation of the supply of public transport

Sub-section 2: The management of public transport services in three different market types

SECTION 2: THE CLASSICAL TYPES OF CONTRACTS SECTION 3: FINANCIAL PROVISIONS

Sub-section 1: Tariff Revenues

Sub-section 2: Revenues from ancillary activities

Sub-section 3: Remuneration

Sub-section 4: Incentives schemes

Sub-section 5: Monitoring

SECTION 4: PROVISIONS RELATED TO THE SERVICES

Sub-section 1: Definition of the services

Sub-Section 2: Quality

Sub-section 3: Tariffs and fares

Sub-section 4: Information and promotion

Sub-section 5: Personnel and employment conditions CONCLUSION

## 2. CASE STUDIES

2.1. SUMMARY TABLE OF THE CASE STUDIES

2.2. COMPILATION OF THE 20 CASE STUDIES

Brussels (Organising Authority), Belgium

Brussels (Operator), Belgium

Clermont-Ferrand, France

Copenhagen, Denmark

Flanders region, Belgium

Frankfurt, Germany

Provincie Gelderland Oost, The Netherlands

Gothenburg, Sweden

Hamburg, Germany

Hannover, Germany

Helsinki, Finland

Leipzig, Germany

Manchester, UK

München, Germany

Oslo (city), Norway

Oslo (region), Norway

Paris, France

Sundsvall, Sweden

Torino, Italy

Wien, Austria