



**CISMOB**  
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# Integrated ticketing: Stockholm public transport

## Stockholm Public Transport Today

Stockholm Public Transport, transports one million people on three million journeys per day over an area ca 150 kilometers times 150 kilometers covering areas that are both urban, suburban as well as fully rural.

Public transports runs with a **single-ticket intermodal system over trains, boats, subways, buses and boats**. One single ticket costs 39 SEK, ca 3,58 Euros.

The ticket is “blipped” on a Master or VISA card one time at the start of the journey. This ticket is valid for unlimited travel for 75 minutes.

- Hence there is *no need* to find a kiosk or similar as a point-of-sales for tickets.
- Single-standing pre-paid options exist, but are less common
- Cash is no longer accepted

**All in one single payment zone**



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Stockholm Public Transport Today

All in one single payment zone

How did we do that?

Some rather specific reasons of

1. Stockholm geography
2. Swedish constitutional history
3. Local politics



# Integrated ticketing: Stockholm public transport

## 1) Stockholm Geography:

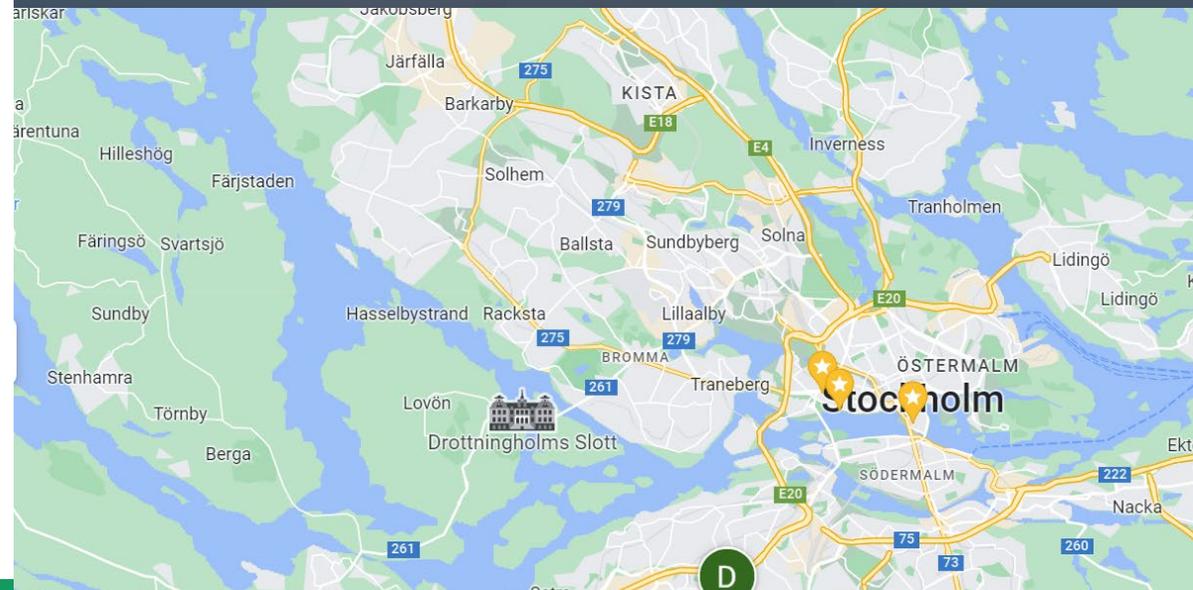
Stockholm is a big urban area, with no other big cities nearby (*Oslo 600 km, Copenhagen 700 km, Helsinki, 520 kilometers; - but over water*). It's a "lonely" city.

At the same time the small central Stockholm area is home to a *quarter* of all the workplaces in the *whole of Sweden*.

This makes local daily commuting "star shaped".

**In the area of 7 – 9 million people** pass through Stockholm **every day**\*

Having a public transport system that is attractive enough to seriously compete with commuting by car, is therefore seen a crucial necessity for the economic viability of the geographically fractured greater Stockholm area.



\*This is the number of congestion fee payments every day. Some may be the same

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## 2) Swedish History:

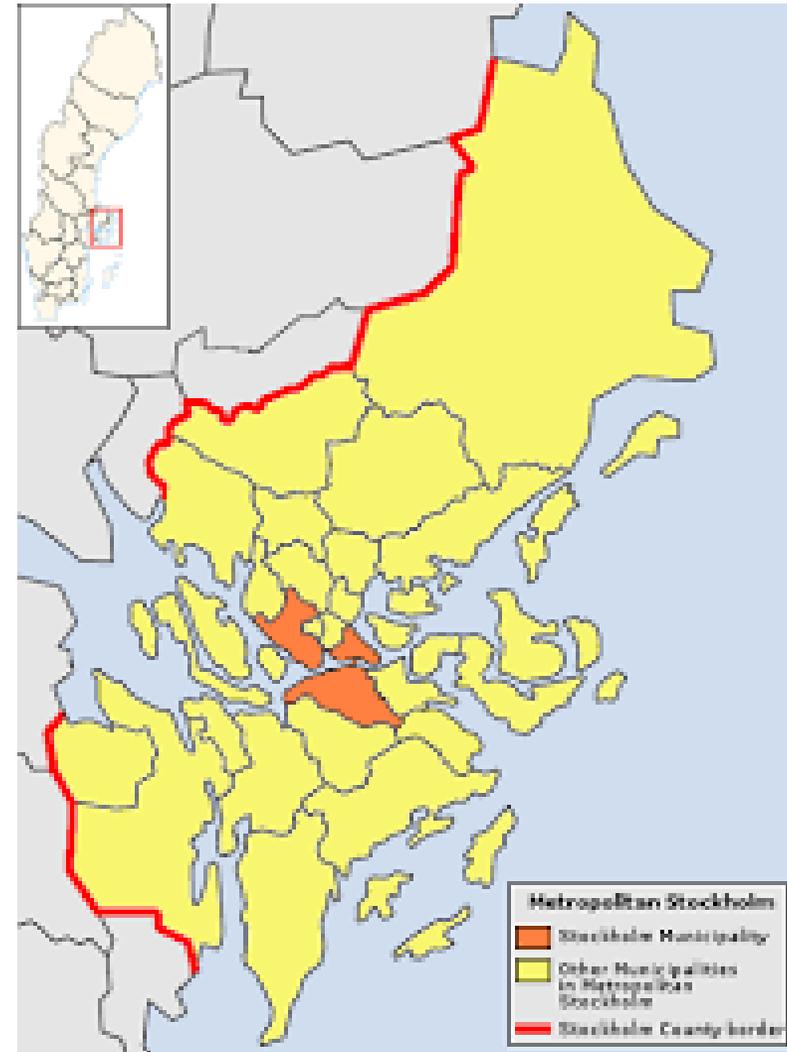
For historical-constitutional reasons Sweden is divided into 21 semi-independent regional councils. These are delegated state authorities smaller than the country, but larger than just one city.

These assemblies are democratically elected regional parliaments, with their own democratic mandate.

These are today mainly tasked with organizing healthcare cultural policies, and also **public transport within its' region**.

This means that policy for regional public transport is decided on a level *below* the government, but *above* the city municipalities.

**The mayors' office of the city of Stockholm nor any of the other 25 municipalities in the region have no say on ticketing policies.** That is decided by *the regional council* of Stockholm taking; the interests of the *whole* of the *larger* Stockholm region into account.



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## 2) Swedish History:

So Stockholm Public Transport has over time developed as a “top down” project under indirect delegated state control (*democratically elected*).

Like the public transport systems in the other big cities of Sweden, it has been seen as a matter of *national* interest.

The public transport system is funded 50% by tickets, 50% by taxpayers.



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Today there is a publicly held company, “*Stockholms Lokaltrafik AB (SL AB)*”, who oversees the public transport system.

“*SL AB*” is today a large public procurer purchasing transport services and mechanical services from several private companies.

However it is the *SL AB* brand that is communicated to the citizens in all public communications. The private entrepreneurs are rather invisible.

*SL AB* defines all issues of ticket policies, and other policies, these are *not* set by the private entrepreneurs.



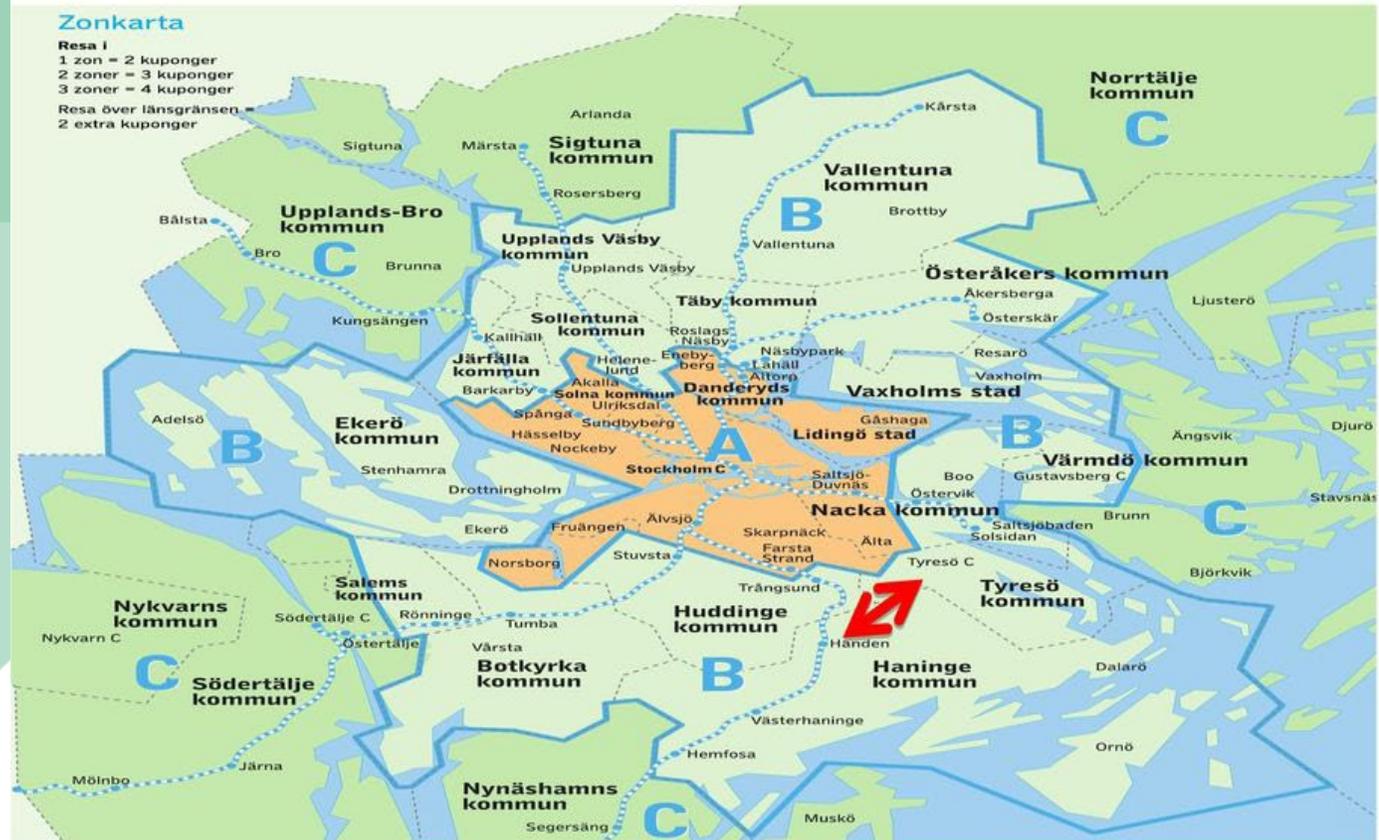
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For decades there, was a system with different pricing depending on distance traveled. A lower price for a short trip, and a higher price, for a longer trip was seen as natural and fair.

We see here an *old* map, showing the *old* zoning systems.

The Swedish text in blue, says "*the number of coupons you need, depends on how many zones you travel through, one zone is 2 coupons.*"

Antalet kuponger du behöver beror på hur många zoner du reser i, en zon, 2 kuponger



# Integrated ticketing: Stockholm public transport

When digital tickets first were introduced 2008-2010 and paper coupons went away the old zoning system was a burden.

Users had to set, and reset the various payment levels and different values of the new *first generation* digital tickets. This led to some paying too little, some paying too much.

The complexity also led to staff having to spend a lot of work answering questions from travelers.

In particular bus drivers got slowed down by managing the right setting of the early digital tickets, leading to lower time keeping in the bus-system.

And for travelers buying pre-purchased tickets there was no way of knowing how much had been spent and how much remained.

....There was a time for change and simplification .



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In 2008-2010 The old zoning system was

- Cumbersome.
- Inefficient.
- Wasted work time for staff.
- Not transparent
- The metaphorical language of "coupons", that was the base for the old zoning system was not fit for purpose when paper "coupons" no longer existed IRL:



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## 3) Politics

The simplification process was formally/legally drafted by political decisions in the greater Stockholm Regional Council over the years 2015-2016, and started in 2017.

The change meant a price increase of 10-20 Eurocents for short distance travelers, and a cut in half for long distance intra-regional travelers.

*The change in the system was designed to be cost-neutral for the regional council, and it was.*

It was not very controversial, there was general unity between right and left to do this simplification.

No local city municipalities had any voice in this.



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## Impact

This is a real-life practice, there is no control group. Observations.

- Stockholm public transport while big is relatively simple, - the star shape.
- There is no indication of people changing their everyday *public transport* travel habits just because of the changed system.
- What can be noted is that the growth of travel on the Stockholm public transport system since single zone digital ticketing was introduced in 2017 has been **greater than** the overall general growth of economy and population of the greater Stockholm area.
- That fact indicates a net transfer of intraregional travel *away from cars to* the public transport system.