

# THE BUS “EXPRES.CAT” EXPERIENCE IN CATALONIA

**Expres.cat**



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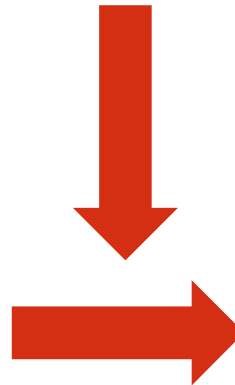
# **1. RETHINKING INTERURBAN BUS NETWORK IN CATALONIA**

# Rethinking the bus network: hierarchy of network

Level of Service  
**expres.cat:**  
BHLS commuter lines

**BHLS (Buses With High Level of Service)**

53,8 Million trips  
706 bus lines  
7,6 fleet average age  
62 private companies  
152 concessions  
1.122 vehicles



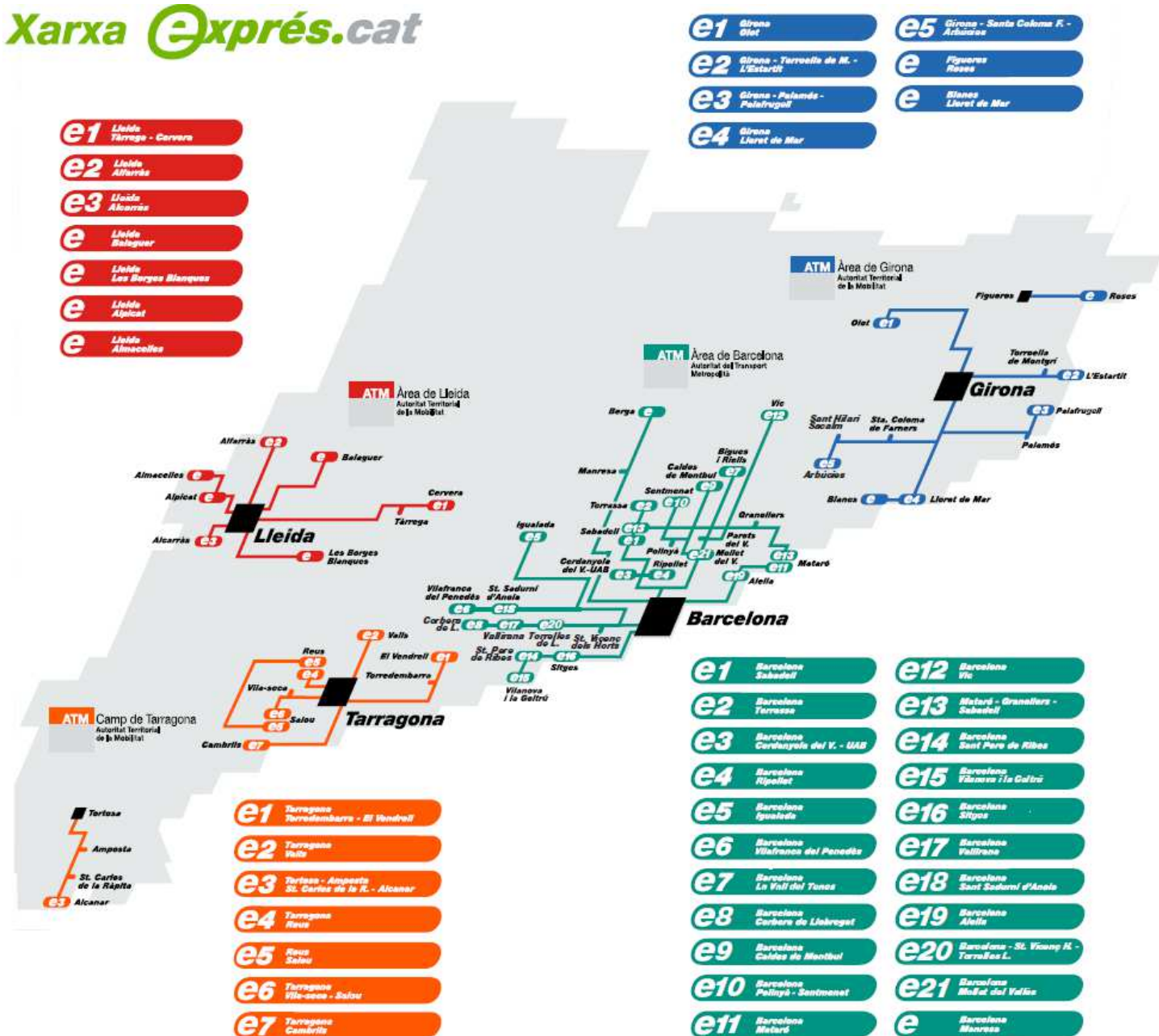
**TOP 42**

40% demand  
42 bus lines  
30 passengers/expedition

**Strong Political Support**

## **2. *BHLS* NETWORK IN CATALONIA: *EXPRÉS.CAT***

Wide territorial coverage:  
 22 Barcelona  
 7 Tarragona  
 7 Girona  
 6 Lleida



# MAIN CHARACTERISTICS

**MORE & HIGH FREQUENCY IN PEAK HOURS  
AND NEW DIRECT BUS SERVICES**



**COMPETITIVE COMMERCIAL SPEED:  
USE OF HOV-BUS LANES, PRIORITY IN TRAFFIC  
INTERSECTIONS, BUS STOP IMPROVEMENTS**



## MAIN CHARACTERISTICS

**REAL TIME INFORMATION TO THE USER:**  
BUS STOPS WITH DYNAMIC INFORMATION  
PANELS UPDATED IN REAL TIME AS WELL AS INFO  
INSIDE THE VEHICLE AND IN APP/SMARTPHONE



**100% ACCESSIBLE VEHICLES**  
FOR DISABLED PEOPLE





# MAIN CHARACTERISTICS

**MORE SUSTAINABLE VEHICLES**

**MORE CONFORT CUSTOMERS:**

WI-FI AND FREE NEWSPAPERS AT BUSES



**MORE INTERMODALITY**

WITH OTHER MODES OF TRANSPORT  
(TRAIN, URBAN BUS, BIKE, METRO)



# MAIN CHARACTERISTICS

## NEW IMAGE:

THE BUS EXPRESS NETWORK IS INTEGRATED UNDER A NEW CORPORATE IMAGE *EXPRÉS.CAT* WHICH BRINGS VISIBILITY TO THE USER AND PROVIDES A FAST IDENTIFICATION



THESE LINES ARE PART OF THE INTEGRATED TICKETING FARE SYSTEM



# MAIN CHARACTERISTICS



### **3. IMPLEMENTATION OF EXPRES.CAT**

## IMPLEMENTATION

36 exprés.cat bus lines have been implemented since 2012 → 90 % of the total

BARCELONA

21

TARRAGONA

7

GIRONA

5

LLEIDA

3

**2018: 2 NEW BUS LINES**

150 vehicles

74 pannels providing real time information

## **4. RESULTS OF EXPRES.CAT**

**INCREASE OF DEMAND**

**EXPRÉS.CAT CORRIDORS**



**Average of 1.350.000 trips/month**



**30-35 passengers / expedition**



**2017: 16,2 M / 2016: 10,26 M  
+ 58% users**

# USERS SATISFACTION

**SATISFACTION SURVEYS: 8/9  
to 10**  
an average of more than 8 points  
For example: e4

Evaluation of each attribute	e4
Frequency	9,2
Reliability	9,0
Punctuality	9,4
Route	9,5
Safety	9,4
Comfort	9,5
Cleaning of the bus	8,9
Cleaning of the bus stops	8,9
Static information	8,5
Dynamic information	8,3



# Thank you for your attention!

<http://www.gencat.cat/territori>



Generalitat de Catalunya  
**Departament de Territori  
i Sostenibilitat**