10th UIC Railway Noise Workshop: Communication with residents – noise from public transport

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Topics

- Stockholm County Council and Transport Administration - general information
- Strategic work
- Noise complaints and communication with residents
- Project example - Roslagsbanan
Short facts about Stockholm County

- Population: 2,2 million
- 26 municipalities
- 160 km from north to south
- Stockholm County Council is responsible for publicly-financed healthcare and public transport
- The Transport Administration procure public transport
Short facts about the Transport Administration

- 220 km rails for metro, railway, light rail, tramway
- 820 trains
- More than 2000 buses, owned by operators
- 24 ships owned by SL, 36 owned by operators
- Depots, 15 for trains, 25 for buses
Environmentally friendly travel option

- We are and will continue to be the most environmentally friendly travel option and a pioneer in the environmental field in the transportation industry.
- 100% of SL's rail traffic is powered by electricity from renewable sources.
- SL has one of the world's largest bus fleets operating on renewable fuels.
- Certified in 2006 according to the international environmental standard ISO 14001.
- 50% of SL's major contractors are annually audited on their environmental work.
Noise – a challenge for the Stockholm region

- Quick population growth
- Densification of residence
- Need of infrastructure and transportation
- Wish for closeness to public transport
The Transport provision programme of Stockholm

Target 2030 (metro, railway, light-rail, tramway):

- All inhabitants in the Stockholm County shall have noise exposure levels of maximum 70 dB(A) $L_{A,F_{max}}$ on at least one terrace at facade and maximum 45 dB(A) $L_{A,F_{max}}$ indoors during night period from the railbound public transport.
Guideline on Noise and vibrations

- Internal limit values (for the Transp. Adm.)
- Requirements in procurements of traffic operators
- How to measure
- How to calculate (noise mapping)
- But also how our organization should handle complaints
Customer services

- Customer Services is open 24 hours, every day, all year round
- Possible to reach by for example telephone, e-mail or text chat
- Answer in 5 days
- For the Customer Services it is important to ask the right questions
Noise related customer issues
Project Roslagsbanan

- Increased capacity, shorter travelling time
- Increased accessibility
- Increased safety
- Measures to reduce noise

More travellers with public transport – environmentally friendly journey
Public hearing
Quiet-Track

- Railway infrastructure optimisation and monitoring for further noise reduction
- www.quiet-track.eu/
Thank you!