

# 10<sup>th</sup> UIC Railway Noise Workshop: Communication with residents – noise from public transport


Maria Røjvall, Sustainable Dev. Dept.  
Transport Administration,  
Stockholm County Council

# 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.



### Svensk Certifiering Norden Management System Certificate

Certifikat Nr/ Certificate Nr: 14001-0263-006

Utfärdat till  
Issued to

**Stockholms läns landsting, Trafikförvaltningen**  
Stockholms län, Sverige

Svensk Certifiering Norden AB intygar härmed att ledningssystemet har granskats och uppfyller kraven i:  
Svensk Certifiering Norden AB certifies that the management system has been reviewed and complies with:

#### SS-EN ISO 14001:2004

Certifieringens omfattning och villkor framgår av certifieringsbeslutet  
Details of the scope and the range of the certificate are defined in the certification decision

Ledningssystemet omfattar:  
The management system covers:

Utveckla, underhålla och följa upp kollektivtrafiken på spår, vatten och väg i Stockholms län.  
To develop, provide and follow up the public transport services by rail, water and road in the County of Stockholm.

CEO Michael Persaud  
Svensk Certifiering Norden AB

Certificate date of expiry contact / Certifikats giltighet kontakta : [www.svenskcertifiering.se](http://www.svenskcertifiering.se)



Certifikatets ursprung / Certificate of origin:  
26 January 2009



Certifikatets utgåvdatum / Certificate issue date:  
1 December 2003



Certifikatets giltighet till / Certificate date of expiry:  
26 January 2019

# 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)  $L_{AFmax}$  on at least one terrace at facade and maximum 45 dB(A)  $L_{AFmax}$  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





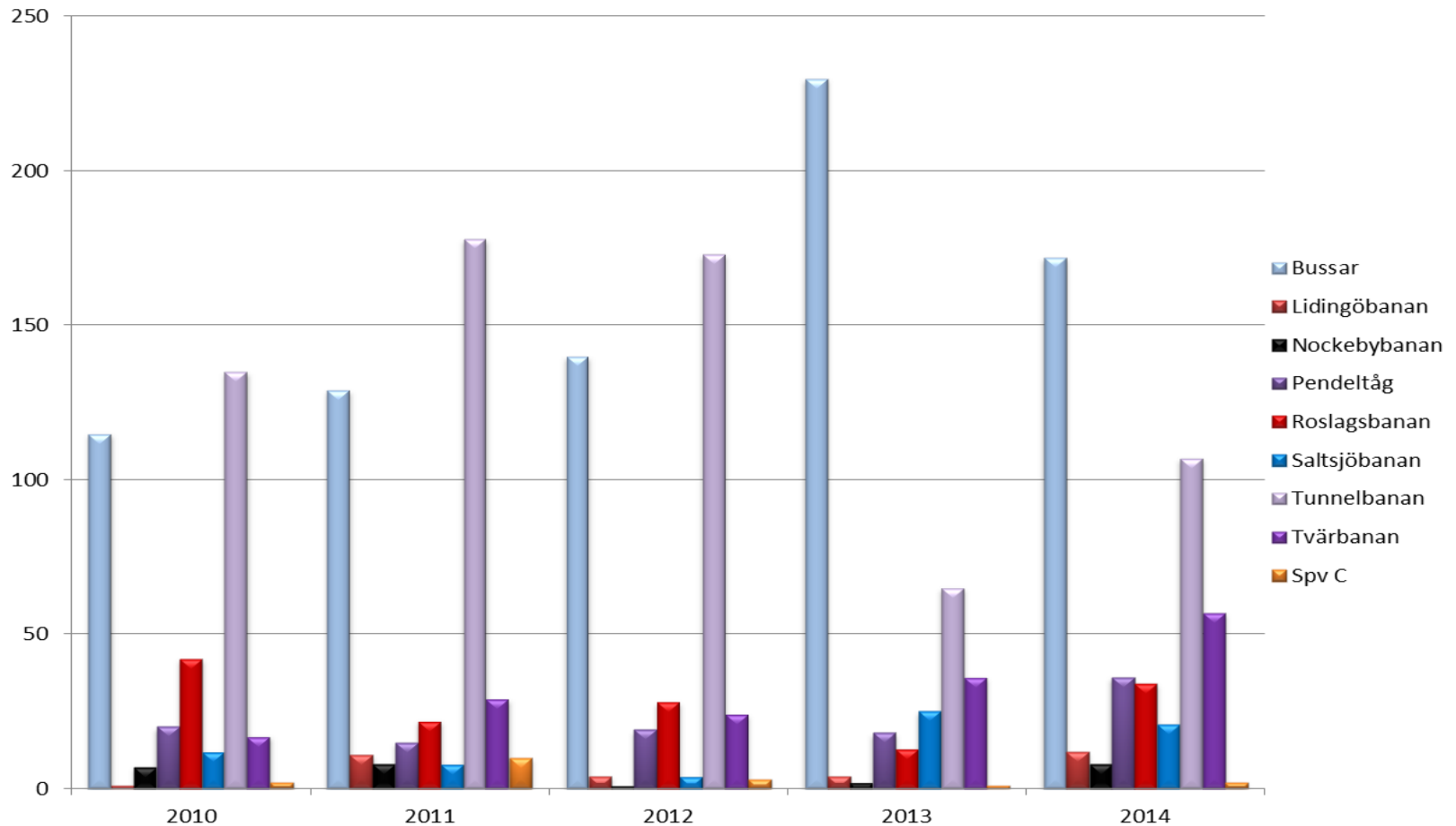
Base Layer

☒ SL Bakgrundskarta +
 ☐ SL Ortofoto
 ☐ SGU Jordartskartan +

Overlays

☒ SL Fastighetsytor +
 ☐ SL Höjdlinjer 1m
 ☐ SL Tåg- Spår-information
 ☒ SL Ljudnivåer +
 ☐ Fast. J-Juridiskt ärende
 ☒ Fast. K-Klagomål
 ☒ Pågående Lilla Essingen
 ☒ Svar/Ny proc
 ☐ Fast. AÅ-Admin Åtgärd
 ☐ Fast. Åtgärder (proj)

# Noise related customer issues

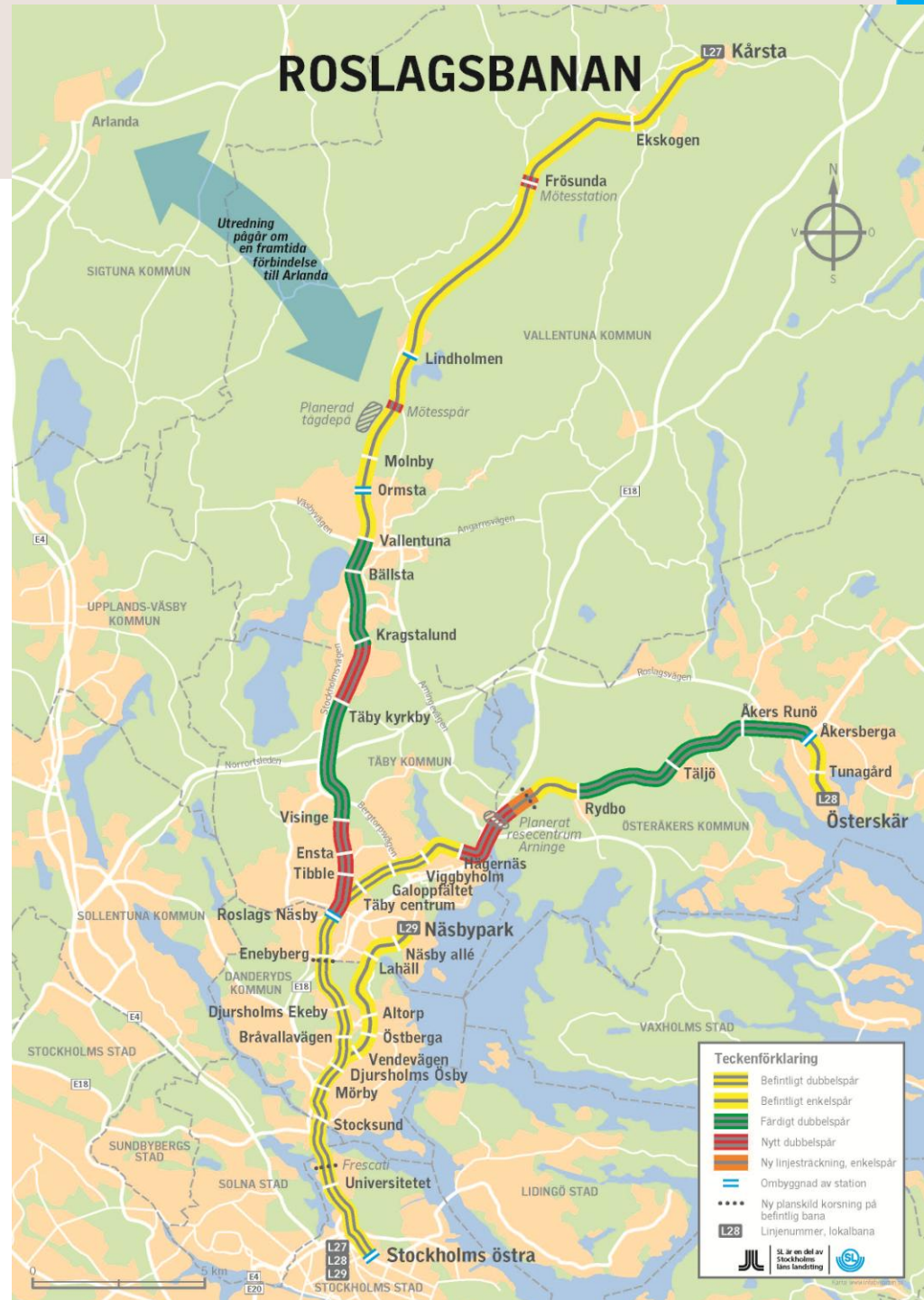


# Project Roslagsbanan

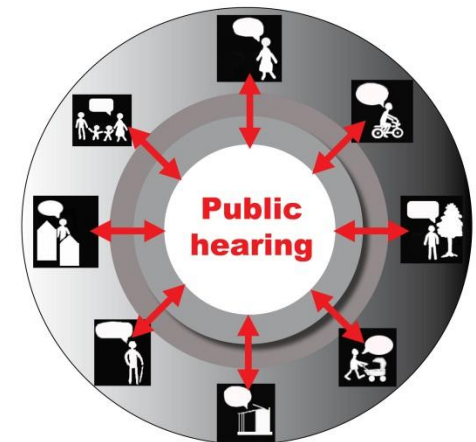
- Increased capacity, shorter travelling time
- Increased accessibility
- Increased safety
- Measures to reduce noise

## More travellers with public transport

**– environmentally friendly  
journey**



# Public hearing





Tåg med Kärnanbuss

2014/12/11







# Quiet-Track

- Railway infrastructure optimisation and monitoring for further noise reduction
- [www.quiet-track.eu/](http://www.quiet-track.eu/)





**Thank you!**