Railway Noise: Communication with Residents

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Agenda

Railway Network in Austria

Communication Strategy

Participation

Information

Communication
Railway Network in Austria
plan, build, operate and maintain railway infrastructure

17,700 employees
(of it 1,500 trainees)

6,350 trains a day
145 m. train-km's per year

235 m. passengers

more than 1,100 stations and stops

protection of atmosphere:
electric power from 10 hydropower plants

4.865 kilometer of lines

8 freight-terminals

31 RUs on network

more than 2 bn. Euro
Investment per year

21 bn. Euro balance sheet total

3 bn. Euro total proceeds

35 m. Euro earnings before taxes (EBT)

(data of 2014)

22.03.2016

ÖBB-Infrastruktur AG / SAE-Stab LCI, Team research&development
Günter DINHOBL
Railway Network in Austria

- Core network main lines (colored)
- Core network lines (grey)
- Complementary network (dottet grey)
Communication Strategy

• Participation – e.g. new lines

• Information – e.g. maintenance works

• Communication – e.g. complaints & inquiries
Participation: overall process structure

- Line planning
  - Line variations and line selection
  - Line decision
  - Planning of measures and submission
- Authority procedure
  - Submission EIA/RA
- Construction
  - Planning of and publishing call for tenders
  - Construction and equipment
- In operation
  - Complement submission planning
  - Complement submission
- Participation process for citizens (EIA)
Participation: sub-structure

Planning team
- traffic & technology
- space & environment

communication model – „Ephesos“
- PAG
- states and special interest groups
- regional forum
- mayor, regional government and initiatives

local forum
- mayor, residents and local initiatives

requirement for successful railway planning
Participation: example (1)

- new HS-line Vienna-St. Pölten (opened 2012)
Participation: example HS-line Vienna-St. Pölten (2)

- public hearings by topic & noise issues (EIA)

### Public Hearings by Topic

<table>
<thead>
<tr>
<th>Topic</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vorhaben / Trasse</td>
<td>9.3%</td>
</tr>
<tr>
<td>Kosten</td>
<td>2.7%</td>
</tr>
<tr>
<td>Bahnverkehr</td>
<td>2.1%</td>
</tr>
<tr>
<td>Bahnanlagen</td>
<td>1.3%</td>
</tr>
<tr>
<td>Sicherheit</td>
<td>0.8%</td>
</tr>
<tr>
<td>Straße / Verkehr</td>
<td>2.4%</td>
</tr>
<tr>
<td>Deponie / Abbau</td>
<td>2.1%</td>
</tr>
<tr>
<td>Wild / Jagd</td>
<td>1.1%</td>
</tr>
<tr>
<td>Ökologie / Landschaft</td>
<td>4.3%</td>
</tr>
<tr>
<td>Oberflächenwasser</td>
<td>4.0%</td>
</tr>
<tr>
<td>Grundwasser</td>
<td>5.6%</td>
</tr>
<tr>
<td>Landwirtschaft / Boden</td>
<td>9.3%</td>
</tr>
<tr>
<td>Raumplanung / Siedlungsentwicklung</td>
<td>4.3%</td>
</tr>
<tr>
<td>Lärm</td>
<td>22.9%</td>
</tr>
<tr>
<td>Erschütterungen</td>
<td>2.9%</td>
</tr>
</tbody>
</table>

### Noise Limits

<table>
<thead>
<tr>
<th>Time</th>
<th>Beurteilungspiegel</th>
<th>Grenzwert</th>
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<tbody>
<tr>
<td>TAG</td>
<td></td>
<td></td>
</tr>
<tr>
<td>L &lt; 50 dB</td>
<td>60 dB</td>
<td></td>
</tr>
<tr>
<td>50 dB ≤ L &lt; 55 dB</td>
<td>L + 10 dB</td>
<td></td>
</tr>
<tr>
<td>L ≥ 55 dB</td>
<td>65 dB</td>
<td></td>
</tr>
<tr>
<td>NACHT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>L &lt; 40 dB</td>
<td>50 dB</td>
<td></td>
</tr>
<tr>
<td>40 dB ≤ L &lt; 45 dB</td>
<td>L + 10 dB</td>
<td></td>
</tr>
<tr>
<td>L ≥ 45 dB</td>
<td>55 dB</td>
<td></td>
</tr>
</tbody>
</table>

Source: Buchgraber 2001
Participation: example HS-line Vienna-St. Pölten (3)

Dedicated articles in newspapers before / during participation process (left)

And new line (right): within one year of operation only one complaint because of noise.

1990 - 1998

In operation since 2012
Information: an active process

- **information**: by building measure (e.g. construction site; maintenance) via inform. system → for neighbour households by conventional mail
Information: an active process

- information:
  → for general public by web-site
Communication: complaint management

- structure of handling noise complaints & inquiries
Communication: complaint management

- monitoring noise complaints & inquiries


<table>
<thead>
<tr>
<th>sub-category</th>
<th>number</th>
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<tbody>
<tr>
<td>infrastructure</td>
<td>100</td>
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<tr>
<td>noise protection</td>
<td>80</td>
</tr>
<tr>
<td>trains</td>
<td>120</td>
</tr>
<tr>
<td>construction noise</td>
<td>60</td>
</tr>
<tr>
<td>construction noise</td>
<td>40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>topic</th>
<th>construction/maintenance works: station</th>
</tr>
</thead>
<tbody>
<tr>
<td>noise</td>
<td>construction/maintenance works: line</td>
</tr>
</tbody>
</table>
Three pillars of communication strategy

• Participation – e.g. new & upgraded lines

• Information – e.g. maintenance & construction works

• Communication – e.g. complaints & inquiries
Thank you for listening!