

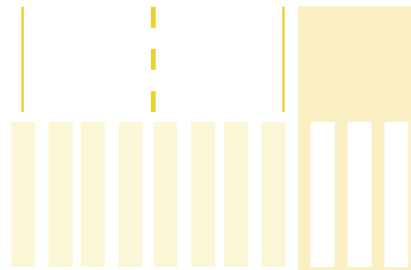


ul. Chmielna
120
Młocze



PUBLIC ROADS AUTHORITY IN WARSAW

ANNUAL REPORT 2016



PUBLIC ROADS AUTHORITY



PUBLIC ROADS AUTHORITY

ANNUAL REPORT 2016



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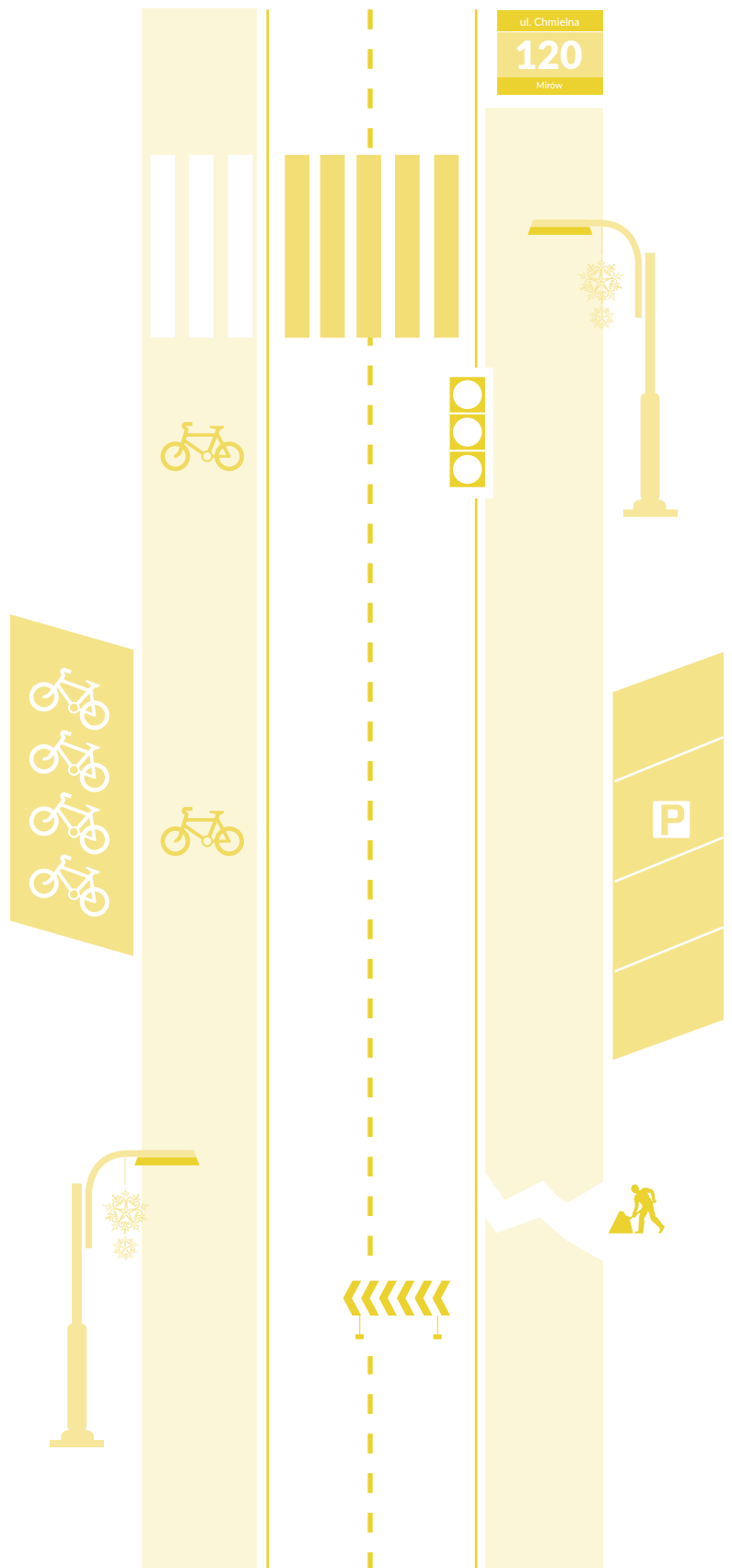
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PUBLIC ROADS AUTHORITY



Dear Readers,

2016, which brought a number of changes and innovations on Warsaw roads, has passed. For the first time in the history of ZDM we devoted so much attention to not only current works, but also preparations to upcoming investments and pilot programs, which are to be developed in the future. As a result we look forward to 2017 with confidence.

Our flagship remains fast, weekend road surface repairs. Yet, we developed a formula – in many cases the repair works cover pedestrian-friendly solutions and changes in traffic organization contributing to safety. In order to better prepare for the next renovation season, we developed repair technology for over 50 streets. We also take care of the condition and durability of our roads – ZDM initiated inspections of overloaded vehicles.

We also promote larger investments, not only related to road infrastructure. In the nearest future, we will conduct the modernization of a historical part of Miodowa and Senatorska Streets, and revitalization of Małachowskiego Square. Additionally, ZDM is participating in preparations for the construction of a pedestrian and cyclist footbridge over the Vistula River, which may become a new Warsaw showpiece. At the end of the year we successfully completed our efforts aimed at gaining EU funding for the construction of 100 km of bicycle paths. For the first time in history, the Public Roads Authority is taking part in an experiences exchange project with other European cities – RESOLVE.

We also prepared other, innovative operations. We tested a parking monitoring system, which will soon be developed in the center. Our plans for 2017 include launching a carsharing service, which is a city car rental service. This is only one of the changes responding to the growing problem of excessive vehicle numbers in the city center.

The great challenge of the upcoming year will be the improvement of road safety, especially safety of pedestrians. Last year we audited nearly 1000 pedestrian crossings and now is the time to use the resulting conclusions and systematically resolve identified issues. I would like each traffic participant to feel safe on Warsaw roads. Accomplishing this goal may often require difficult decisions. When evaluating such decisions we must think not only of our own interests but also about harmonious coexistence in the city and the Warsaw we leave in the years to come.

Yours sincerely,

Łukasz Puchalski



PUBLIC ROADS AUTHORITY

CORE ACTIVITIES AND ORGANIZATIONAL STRUCTURE

The Public Roads Authority (ZDM) is an organizational structure of the Capital City of Warsaw whose main task is the management of district, voivodeship and national roads (except for expressways) within the city borders. ZDM was established in April 1993 under a resolution of the Council of the Capital City of Warsaw. Operations of the Public Roads Authority are managed by its Director, his Deputies and Chief Accountant, whereas individual tasks within ZDM are performed by respective technical divisions. Currently, ZDM employs 476 people with almost half of them working in the field.

Management of the Public Roads Authority

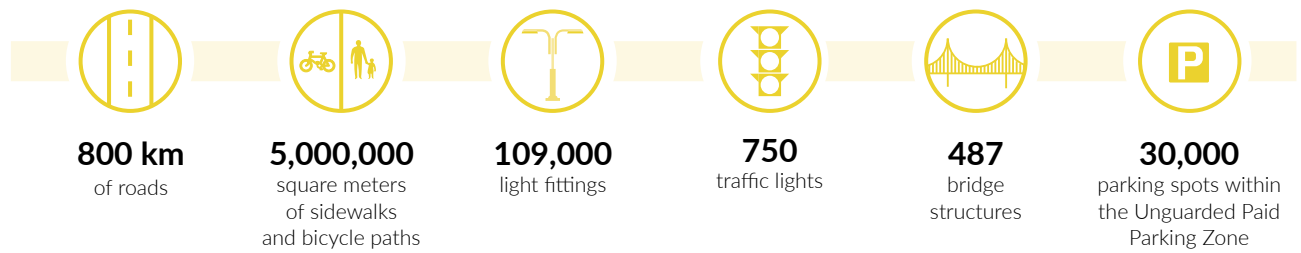
Łukasz Puchalski – Director of the Public Roads Authority
 Artur Rejzner – Deputy Director (Maintenance Division)
 Wojciech Partyka – Deputy Director (Management Division)
 Łukasz Twardowski – Acting Deputy Director (Technical Division)
 Edyta Samociuk – Chief Accountant

ORGANIZATIONAL STRUCTURE OF THE PUBLIC ROADS AUTHORITY

(as at 01.01.2017)



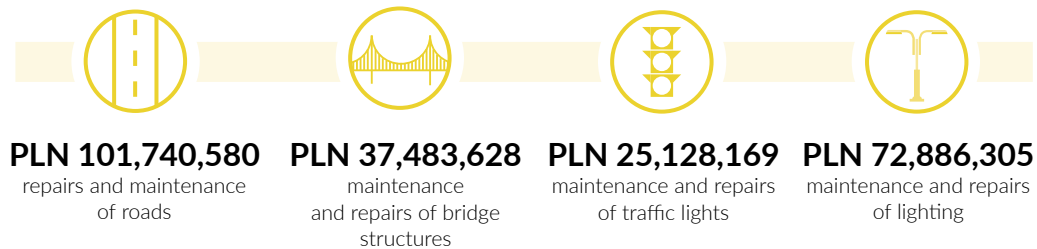
2016 IN NUMBERS



TOTAL EXPENDITURE

PLN 340,306,544

CURRENT EXPENDITURE



INVESTMENT EXPENDITURE

PLN 21,932,665

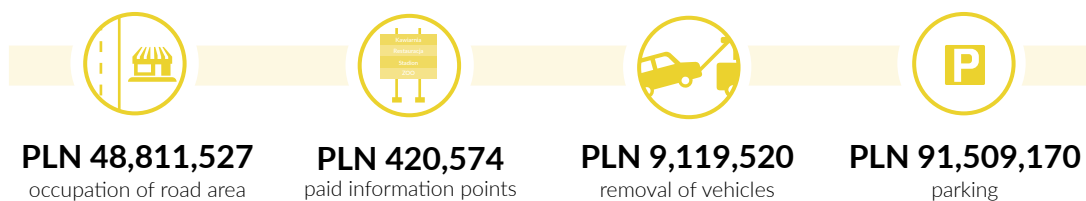
For example:



INCOME OF ZDM

PLN 159,921,684

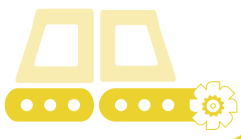
including, among others:



STREETS

Maintenance of road surfaces is one of the most important tasks performed by ZDM. Weekend milling has been our flagship for a few years now. Some of the milling operations entail considerable changes within the road areas.

MILLINGS IN THE LAST FIVE YEARS



2012	2013	2014	2015	2016
247,699 square meters	160,389 square meters	240,585 square meters	366,174 square meters	257,812 square meters

PLN 30,973,385 PLN 18,104,958 PLN 29,507,633 PLN 52,480,716 **PLN 46,225,933**



PLN 101,740,580

spent on maintenance and repairs of roads in 2016

2016 was yet another year in which we continued our quick weekend road repairs. Owing to the efficient repair works system – all works take 54 hours – we repaired Warsaw roads with minimum disturbance to residents. This way, over 26 streets were resurfaced, including such major ones as Niepodległości Av. (nearly 4 km of new asphalt), Jerozolimskie Av., Rembieleńska, Górczewska, Wolska and Cyrulików Streets.

Some roads required a wider scope of works. Comprehensive repairs covered Marywilka St. – it took us two weekends to replace 46,000 square meters of the road's surface. The repair covered a nearly 4-kilometer-long section between S8 and Czołowa St. We laid curbs along the road, replaced bus shelters and resurfaced bus stops (we also installed platform curbs). Other works involved the reorganization of traffic, e.g., demarcation of bicycle lanes from a wide road. Our works resulted in the improvement of traffic conditions and pedestrians' safety – we repaired sidewalks and built pedestrian refuge islands on crossings.

Next comprehensive changes were implemented at Krasińskiego St. and Wilsona Sq. These included not only a new surface, vintage lamp posts or comfortable bus stops but also a new bicycle path, safer pedestrian crossings and sidewalks. The changes organized and calmed traffic within the area.

Another significant repair covered Kinowa St. The road surface structure (together with a roadbase made from hexagonal paving slabs) was replaced and sidewalks and bus stops were resurfaced. We also restructured the drainage system and lighting. Changes in traffic organization and road geometry contributed to the comfort and safety of road users.

Our management improves road conditions on a continual basis. ZDM's tasks include maintenance of road drainage systems, readjustment of sunken drains and gullies and restoration of traffic markings.



MILLING STEP BY STEP



A FEW MONTHS BEFORE

Analysis of traffic within the area of future works and – when necessary – development of proposals of changes in traffic organization.

A FEW WEEKS BEFORE

Preparatory works: necessary paving works, including replacement and adjustment of curbs and removal of architectural barriers; on-site inspections with utility companies.

A FEW DAYS BEFORE

Information for residents about planned works and traffic diversions.

FRIDAY, 10:00 PM

Road closure and introduction of traffic diversions.

THE NIGHT FROM FRIDAY TO SATURDAY

Milling of the old binder course and the wearing course. If the surface's condition so requires, milling of the bituminous road-base and correction of the subbase.

SATURDAY MORNING

If the overnight works included milling of the bituminous road-base and correction of the subbase, it is necessary to re-lay the subbase and roadbase. The next step includes cleaning of a surface and application of asphalt emulsion, ensuring proper connection between individual courses.

Further works include laying of a new binder course, which cools down until Sunday (time depends on the scope of works and the ambient temperature).

SUNDAY

Application of asphalt emulsion on a binder course laid on Saturday and laying of a new wearing course. Cooling time of a new course depends on the scope of works and the ambient temperature.

The next step, taking place on the same day, assumes the installation of traffic markings.

MONDAY UNTIL 4:00 AM

Further works associated with the installation of traffic markings.

MONDAY, 4:00 AM

Opening of a street for traffic. Removal of diversion signs.

REPAIRED ROAD SECTIONS

1. Marywilska (S8-Smugowa section)
2. Rembelińska (Matki Teresy z Kalkuty-S8 section)
3. Gorzykowska (Myszkowska-Radzywińska section)
4. Krasieńskiego (Wilsona Sq.-Wybrzeże Gdyńskie section – both streets)
5. Wilsona Sq.
6. Jana Pawła II (Wesoła) (Torfowa-Diamentowa section)
7. Lektykarska (Podleśna-Gdańska section)
8. Gołkowska (Czerniakowska-Statkowskiego section)
9. Grzybowa (Instruktorska- Komandosów Av. section)
10. Wolska (southern section between ca. 100 m behind Sowińskiego St. and the closest exit)
11. Strażacka (Chełmżyńska-Zesłańców Polskich section)
12. Cyrulików (gen. A. Chruściela "Montera"- district border)
13. Sasanki (north junction road, section between a border of GDDKiA works and Żwirki i Wigury St.)
14. Nieplodległości Av. (Wiktorska-Wilanowska section – both streets)
15. Nieplodległości Av. (east street on two sections: between Rakowiecka and Stefana Batorego Streets and between gas station in the vicinity of Central Statistical Office and Armii Ludowej Av.)
16. Nieplodległości Av. (west street, section between Rakowiecka and Wiktorska Streets)
17. Piłsudskiego Av. (Wesoła) (between Trakt Brzeski and the city border)
18. Tatarska (Ostroroga-Powązkowska section)
19. Stawki-Muranowska (Lewartowskiego-Bonifraterska section)
20. Daszyńskiego Traffic circle
21. Szymanowska (Słomińskiego-Zakroczymska section)
22. Trakt Lubelski (Fiołków-Wał Miedzeszyński section)
23. Jerozolimskie Av. (north street, the section between Żelazna and Towarowa Streets)
24. Ostrobramska (service road between Filomatów and Zamieniecka Streets)
25. Okuniewska (Wesoła, the entire street)
26. Nowoursynowska (Wałbrzyska-Dolina Służewiecka section)
27. Górczewska (north street, the section between Powstańców Śląskich and tram stop)
28. Kinowa (Waszyngtona Av.-Stanów Zjednoczonych Av. section)



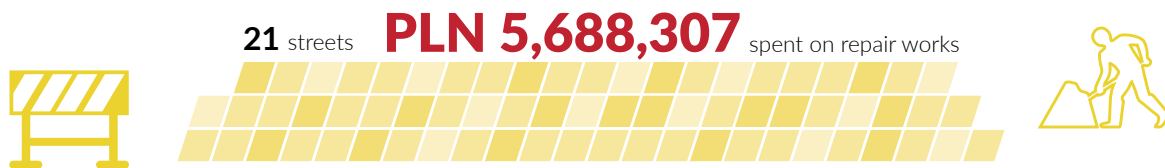
30 km
of repaired roads



PEDESTRIAN INFRASTRUCTURE

We ensure comfortable and safe infrastructure for pedestrians by repairing sidewalks, demarcating new crossings, and improving safety through the creation of pedestrian refuge islands.

SIDEWALK REPAIRS IN NUMBERS



More and more sidewalks are resurfaced every year. We laid new, even 50x50 cm concrete slabs on sidewalks along the following streets: Annapol, Bartnicza, Bystawska, Dickens, Grzybowa (during road renovation works), Strażacka (road renovation), Izbica, Kondratowicza, Łabiszyńska, Meissnera, Marymoncka, Okopowa, Wspólna (Wesoła), Syta, Wrocławska, Mickiewicza, Lucerny, Starzyńskiego. Other sidewalks were repaired during comprehensive redevelopment of Marywilska and Kinowa Streets and repair of Krasińskiego St. and Wilsona Sq. Further improvement works covering infrastructure for pedestrians were implemented during the construction of bicycle paths along Stanów Zjednoczonych Av., Ostrobramska, Żwirki i Wigury and Słomińskiego Streets. With the total area of new infrastructure amounting to over 37,000 square meters.

Other actions of ZDM involve demarcation of new pedestrian crossings in places where they significantly improve pedestrians comfort. This year, new pedestrian crossings were demarcated on, among others, Solidarności Av. at the intersection with H. Rzeszotarskiej St., on św. Wincentego St. and the intersection

of Jerozolimskie Av. and E. Plater St. The last crossing broke down one of the major barriers in the city center – until now there was no overground crossing along the section of nearly 1.5 kilometers. ZDM improves pedestrian safety by installing traffic lights – e.g. at the intersection of Wawelska and Skłodowskiej-Curie Streets, which was one of the most dangerous in Warsaw.



Participatory budget

A number of investments contributing to pedestrian safety and comfort were carried out within the participatory budget. We built a safe pedestrian crossing at Wrocławska St. A new zebra stripe connected two Wola parks: Szymańskiego and Sowińskiego. A project that had much significance for the residents of Bemowo were the stairs providing access to Górczewska St. from Nowe Górcze. Owing to the new construction, the residents may use a shorter access route. Additionally, the votes cast by residents led to the resurfacing of sidewalks along Świderska, (by Maria Skłodowska-Curie Bridge), Madalińskiego, 17 Stycznia and Szaserów Streets.





REPAIRS OF SIDEWALK SURFACES IN THE LAST YEARS

2012 22,427 square meters	2013 20,135 square meters	2014 24,700 square meters	2015 34,622 square meters	2016 37,962 square meters
--	--	--	--	--

ARCHITECTURAL ACCESSIBILITY

We would like to make urban space more user-friendly. As a standard, repairs of sidewalks provide an opportunity to remove architectural barriers, which limit the possibility to move around the city for persons with reduced mobility.

REMOVAL OF ARCHITECTURAL BARRIERS



98

removed barriers

PLN 900,000

cost of executed works

74

stops with enhanced functionality

74

trained employees



Sometimes even a high curb may create mobility-related difficulties for a person on a wheelchair or carrying luggage as well as the elderly and handicapped. A properly designed and developed space serves successfully not only the young and fit but all residents.

That is why the removal of architectural barriers and management of open space constitute one of our priorities. In 2016 we spent PLN 900,000 on such minor improvements as: lowering curbs, laying warning slabs, and repairing sidewalks. We improve the functionality of bus stops by building platform curbs, which make it easier for a bus to park and provide a comfortable waiting zone. The above works were implemented at as many as 74 bus stops. To make the urban space even more user-friendly we removed a few redundant bus bays – for example at Koszykowa, Kinowa, Batorego and Krasieńskiego Streets. We lay (during sidewalk repairs) so called guide lanes for the blind – last year a total of ca. 6 kilometers of guide lanes were laid.

Our plans assume further actions increasing the friendliness of urban space. The first step of such actions has been an audit of architectural barriers. Additionally, in order to ensure a better understanding of mobility needs of persons with disabilities we provide trainings to our employees. 74 persons attended such a training in 2016.



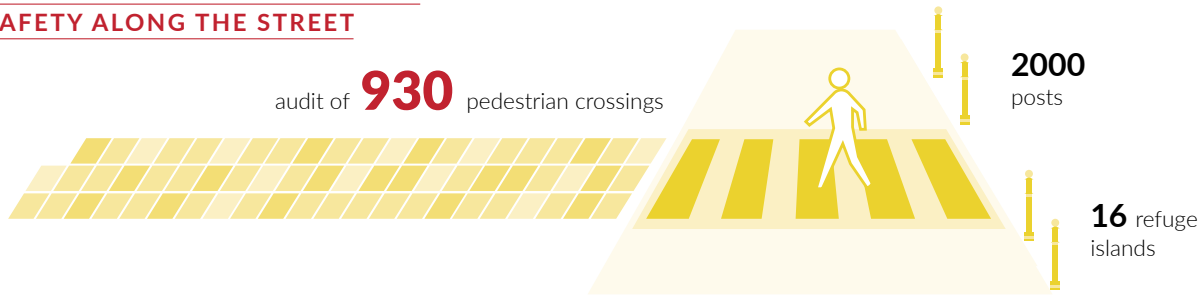
GUIDE LANES ON REPAIRED SIDEWALKS

Meissnera: 1.6 km
Okopowa: 0.8 km
Łabiszyńska: 1.3 km
Kondratowicza: 0.4 km
Bartnicza: 0.5 km
Kraśńskiego: 0.2 km
Kinowa: ok. 1 km

ROAD TRAFFIC SAFETY

We analyze traffic-related safety and, where necessary, implement solutions that increase safety of all traffic participants.

IMPROVEMENT OF PEDESTRIAN SAFETY ALONG THE STREET



ZDM responsible for the continuous analysis of traffic-related safety. The analyses assume gathering data on the number of road incidents and their location as well as accident causes, perpetrators and circumstances that might have had significance for an incident. This way we can evaluate to what extent the incidents may be affected by traffic organization or road conditions and make decisions concerning the implementation of necessary measures: changes in traffic organization, additional lighting, etc.

We pay particular attention to the assessment of pedestrians' safety while in the streets. Hence, in 2016 we conducted a comprehensive safety audit that covered 930 pedestrian crossings without traffic lights in three districts: Śródmieście, Ochota and Praga Południe. The auditors controlled a number of factors affecting pedestrian safety at the crossings, among others, efficiency of illumination and traffic organization. Based on recommendations of the audit team we gradually implement changes: better illumination of pedestrian crossings, improvement of visibility by preventing illegal parking (we installed over 2000 posts), construction of refuge islands, speed control humps and traffic lights. In 2016 we constructed refuge islands in 16 locations and

installed over a dozen humps. These solutions aim at the reduction of the number of accidents involving pedestrians who remain the most affected traffic users. We also plan to conduct safety audit of crossings in other districts.

A new pilot solution implemented by ZDM is the so called active crossing that warns drivers about approaching pedestrians. Such a crossing was built on Kondratowicza St.

We constantly introduce new solutions in the most dangerous locations. One of such works consisted in the redevelopment of a traffic circle at the intersection of Branickiego St. and Rzeczypospolitej Av. aimed at immediate prevention of collisions and accidents occurring on the site.

Other significant changes were performed at the intersection of Mickiewiczza and gen. Zajączka Streets, involving demarcation of left turn lanes leading to gen. Zajączka St. (from both directions). For safety reasons the lanes were separated by islands. Pedestrian safety was improved by adding a refuge island at the crossing on Mickiewiczza St. Other repair works covered a sidewalk and a bus platform.





BIKEWAYS

The scope of the Public Roads Authority's operations covers bicycles and bicycle-related infrastructure. 2016 was yet another year during which we performed duties associated with the development of bicycle traffic in Warsaw. This also means an increasing number of completed investments.

A BICYCLE NETWORK IN WARSAW



In total **495 km** of bikeways



A bicycle network in Warsaw is 495 km long, with 386 km of bicycle paths, 59 km of passageways for pedestrians and bicycles and 42 km of bicycle lanes and counter-flow lanes. Nearly 2/3 of bikeways are covered with asphalt. Within ten years 290 km of Warsaw bikeways were built and modernized. Bicycles have become a very popular means of transport – bicycle traffic in the capital accounts for 4.2 percent of all non-pedestrian travels a day (Warsaw Traffic Survey 2015).

More kilometers

In 2016, 47 km of bikeways were constructed and repaired with 7 km constituting projects covered by the participatory budget. New bikeways emerged, among others, along Stanów Zjednoczonych Av. and Ostrobramska St. (5.0 km), Żwirki i Wigury St. (2.7 km) and Jana Pawła II Av. (1.5 km). The repair covered frequently travelled routes on KEN Av., Słomińskiego St.,

Wilanowska Av. and Podzamcze. The investments included a new footbridge for pedestrians and cyclists in Port Żerański and a few-kilometer-long bicycle path along the Vistula River. Moreover, counter-flow cycling was permitted on over 30 one-way streets with more sections awaiting a similar change.



Participatory budget

Owing to the residents' votes, Krasińskiego St. underwent a fundamental redevelopment. Along the section between Wilsona Sq. and the Wiślostrada tunnel emerged a new bike-way, demarcated from a wide road. Other investments carried out within the participatory budget included the construction of bicycle lanes along Tatarska and Ostroroga Streets and the installation of bicycle stands in numerous locations.

Coherent network

In 2017, bicycle paths will be connected into one coherent network and the city center will be adapted to bicycle traffic. More and more bicycle corridors will emerge along main streets. The plans for 2017 include, among others, the construction of 55 km of paths, including a footbridge for cyclists under Łazienkowski Bridge and bikeways along Połczyńska-Wolska-Kasprzaka Streets (from the city borders to Ordonia St.), Powsińska St., Jagiellońska St., Jerozolimskie Av. (from Grzymały-Sokołowskiego St. to Zawiszy Sq.) on Pole Mokotowskie and along Jana Pawła II Av.

The investment is viable owing to EU funds. In 2016, ZDM signed a co-financing agreement for the amount of over PLN 70,000,000 within the Integrated Territorial Investments program covering 40 municipalities of the Warsaw Functional Area of the Regional Operation Program of Mazovian Voivodeship. The funds will be used for the construction of 19 bikeways with a total length of 73.4 km in years 2016-2018.





BICYCLE IN THE CAPITAL



386 km
of bicycle paths



42 km of bicycle lanes
and counter-flow lanes



59 km of passageways
for pedestrians and bicycles



4.2 percent
of all non-pedestrian travels



2/3

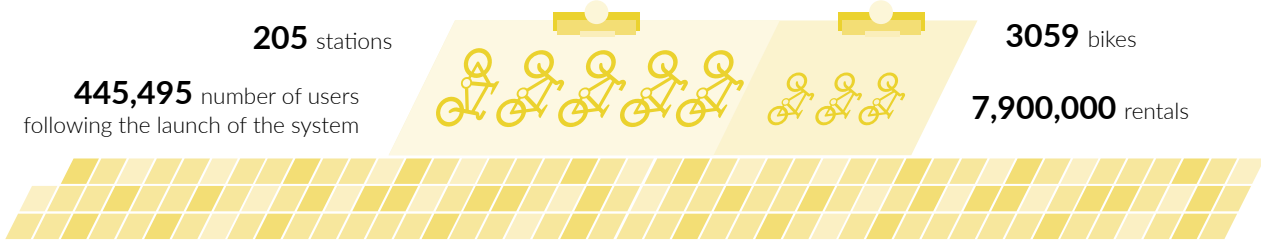
of bikeways covered with asphalt



VETURILO

Veturilo bike rental stations enjoy unflagging popularity. Throughout the whole season, the bikes were rented 1.9 million times. In 2017, the system will undergo some major changes.

VETURILO IN NUMBERS



The Veturilo bike rental system has operated in Warsaw since August 2012. In 2016 users were provided with 205 stations and 3059 bikes – including 10 tandem bicycles and 10 little bikes for children aged 4-6 years (as part of the first in the world, self-service rental station with bikes for children).

According to statistics, the bikes were rented every 12 seconds, and every 5.5 minutes a new user registered in the system. The record-breaker rented a bike as many as 1025 times, and a daily record of rentals – 13,763 – was set on 3 June.

Last season, bikes were rented 1,866,423 times and the ranks of users were joined by 70,771 people. Following the launch of the system in 2012, the city bikes were rented 7,919,556 times and the system gathered as many as 445,495 users.

From the very beginning

The previous contract for the system's operation has expired. Starting in March 2017 the system will change. As per a new contract, in the next four years Veturilo will be operated by Nexbike Poland. The users will be provided with at least 316 stations with 4660 new bikes, including 10 stations with 100 electric bikes (Powiśle, Nowy Świat, Krakowskie Przedmieście), 6 stations with bikes for children (in the vicinity of parks, 3 stations on each bank of the Vistula River) and 45 tandems. Terminals will be equipped with modern, color touchscreens accepting contactless payments and a general-purpose bicycle pump. A bike may be rented and returned using a mobile app. A light on each stand will inform whether a bike is in a working condition and available to rent.

new bikes rented every **12 seconds** every **5 minutes** a new user registered in the system



MOST POPULAR ROUTES

"Niepodległości Av.-Batorego" – "Stefana Banacha St.-Uniwersytet Warszawski"
 „Stefana Banacha St.-Uniwersytet Warszawski" – "Niepodległości Av.-Batorego"
 "Haller Sq.-Dąbrowszczaków" – "Wileński Sq"
 "Wileński Sq." – "Haller Sq.-Dąbrowszczaków"
 "Komisji Edukacji Narodowej Av.-Metro Natolin" – "Wązozowa St.-KEN- Av.-Kabaty Metro station"





BRIDGE STRUCTURES

ZDM maintains and modernizes nearly five hundred engineering structures: bridges, viaducts, footbridges, and tunnels. We also supervise elevators and lifts adjacent to such objects and noise barriers along the roads.

BRIDGE STRUCTURES IN NUMBERS



PLN 37,483,628

spent on maintenance and repairs of bridge structures

Were removed
15,789
square meters
of graffiti

11,100
square meters
were protected with
anti-graffiti coating

In 2016, ZDM completed works associated with the reconstruction of Łazienkowski Bridge. The bridge was reopened for vehicle traffic on 28 October 2015 after 199 days of reconstruction works. However, the reconstruction works continued following the bridge's opening. The key tasks included the construction of stairs leading to bus stops on both river banks as well as proofing the structure against corrosion.

One of the largest investments in the last year was the renovation of an underpass by Warszawa Zachodnia Railway Station. A tunnel was adapted to the needs of people with disabilities (installation of ramps), whereas side walls of the main corridor, ramps and stair cases were coated with stone. The floor was made of stone slabs and the stairs leading to the underpass were made of stone blocks. The underpass was equipped with

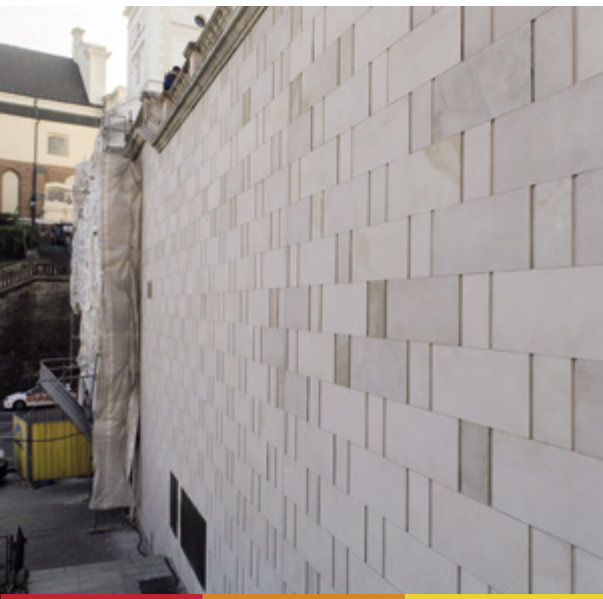
a new drainage system and the whole tunnel is illuminated using LED technology.

The retaining tunnel walls of W-Z Route (by Dental Clinic) underwent a comprehensive repair, reinforcing and preserving works. The renovated road culvert under Przekorna St. regained its function. We also renovated the retaining viaduct walls running along Łopuszańska St. (over the WKD tracks).

Maintenance works performed by ZDM comprised, among others, the repair of traffic barriers, proofing structures against corrosion and maintenance of expansion joints. We also cleaned nearly 40,000 square meters of bridge structures' cornices, over 50,000 square meters of parapets and almost 360,000 square meters of noise barriers.

Other works included maintenance and repair of elevators and lifts for persons with disabilities. Repair works covered lifts by the footbridges at Rzymowskiego and Marynarska Streets (by Cybernetyki and Postępu Streets), Ostrobramska St. by "Promenada" mall, and over Sobieskiego St. (by Truskawiecka, Kostrzewskiego, Radosna, Czarnomorska Streets) and Powsińska St. (by Limanowskiego St.).

It is not only the technical condition that is important but also the aesthetics of structures. Within one year, we removed 15,800 square meters of graffiti from noise barriers and other bridge structures. Over 11,000 square meters were protected with anti-graffiti coating, thus making the walls easier to clean in instances of vandalism. At the same time, we decided to legalize painting of the city structures in numerous different locations in the city. Thanks to that the graffiti painted on the walls is much more interesting. A few structures were decorated with new murals, among others, the wall of the tunnel at Globusowa St.





39 underpasses



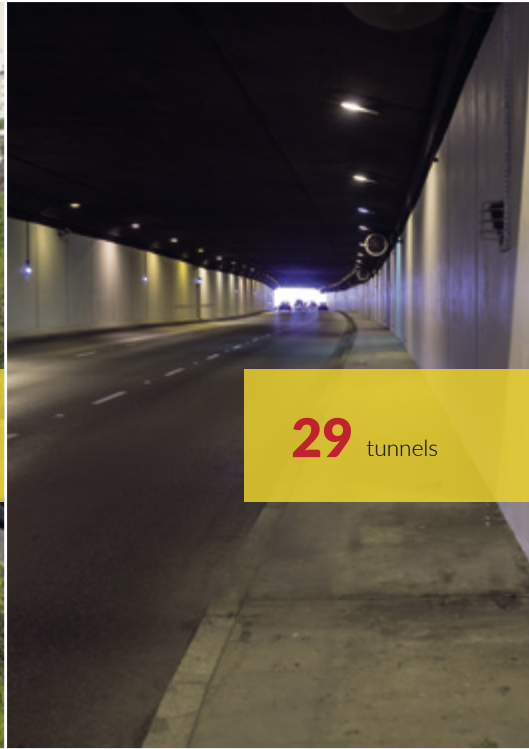
39 trestle bridges



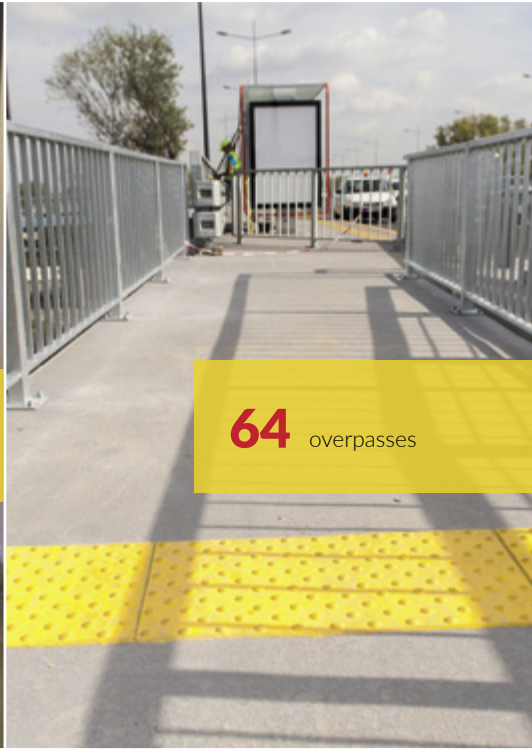
147 viaducts



64 bridges



29 tunnels



64 overpasses



105 culverts



112 elevators and lifts



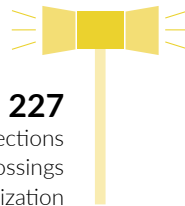
55 km of noise barriers

TRAFFIC LIGHTS

ZDM installs and maintains traffic lights at intersections and pedestrian crossings and the operation of the Integrated Traffic Management System.



750
intersections
and pedestrian crossings
with traffic lights



556
adaptive
traffic lights

227
intersections
and pedestrian crossings
with acoustic signalization

PLN 25,128,169

total expenditure on maintenance
and repair of traffic lights

In 2016 we installed five new traffic lights – at the intersection of Wawelska and Skłodowskiej-Curie Streets, Solidarności Av. and Rzeszotarska St., by the primary school at Patriotów St., at the intersection of Trakt Brzeski and Fabryczna St. and at the corner of Pawińskiego and Korotyńskiego Streets, thus making the areas safer and traffic flow more organized.

A key investment was the redevelopment of signalization and demarcation of new pedestrian crossings by the Central Railway Station, at the intersection of Jerozolimskie Av. and E. Plater St. When installing signalization we made sure all road users are detected and the coordination allows for functional operation of all traffic directions.

Significant changes of traffic signalization were implemented on Ursynów. 10 intersections along KEN Av. were modernized and coordinated, enabling the application of a "green wave" along the main street as well as Ciszewskiego and Gandhi Streets. We also contributed to safety by demarcating safe left-turn lanes on the most bustling intersections.



Comprehensive repairs covered the signals at the intersection of Towarowa and Grzybowska Streets and signalization at Grochowska St. (5 intersections between Wiatraczna Traffic Circle and Jubilerska St.). Incidentally, we modernized signalization, changed traffic organization and calmed traffic at the intersection of Mickiewiczza and Zajęczka Streets.

We also maintain a good standard of traffic signalization and its adjustment to all users. We installed acoustic signalization for the blind on 13 intersections within the participatory budget.

INTEGRATED TRAFFIC MANAGEMENT SYSTEM

The Integrated Traffic Management System combines the operation of traffic lights at intersections with control of the city traffic. The system was created in 2008 and today covers 72 intersections, e.g., along Wistostrada, Jerozolimskie Av., Świętokrzyska St. and on Powiśle as well as dozens of surveillance cameras, traffic measurement stations and variable-message signs. The system, based on a network of cameras and sensors, detects traffic volume and adapts signalization phases. It also coordinates adjacent intersections limiting the number of red lights.

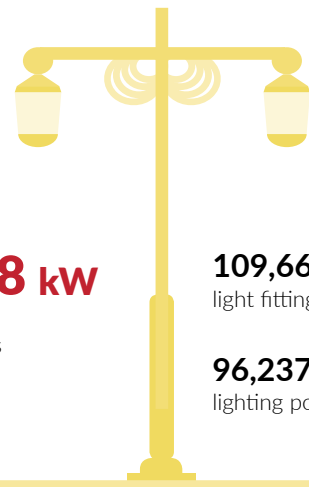
The Warsaw authorities wish for the system to continue developing and assume that following the planned development the system will cover 700 intersections in the city. Last year, we launched works on a comprehensive system development concept.



18,442
signaling devices

LIGHTING

The Public Roads Authority maintains over 100,000 lamp posts throughout the city, replaces and retrofits the poles and fittings on the streets within its scope of management and illuminates pedestrian crossings.



19,618 kW

total power
of light fittings

109,664

light fittings

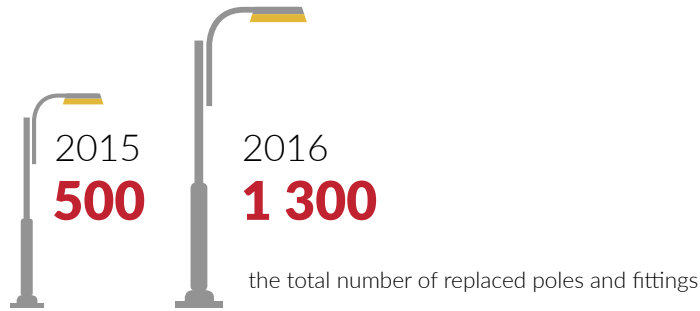
96,237

lighting poles

As part of its assignments, ZDM maintains 109,664 light fittings and 96,237 lighting poles along the streets managed by ZDM as well as local roads. There are 400 types of light fittings installed in the streets. For reasons related to the light source, the majority of lamp posts are sodium lamps – 90,807 fittings. 8102 of fittings provide white metal-halide light. We also install LED fittings and gradually replace outdated mercury lamps.

In 2016 the lighting modernization works were intensified. In total, we replaced nearly 1300 lighting poles and light fittings – almost two times more than in the previous year. New lighting was installed along such important streets as Wilanowska Av., Mickiewicza St., Marymoncka St., Rembielińska St., Grochowska St., Wysockiego St. and Odrowąża St. During redevelopment and repair of Kinowa St., the road was enhanced with new lamp posts. Additional lighting was also installed along sidewalks and bicycle paths.

We try to implement cost-efficient solutions. Last year, for the first time we supplied lighting with electricity purchased in the so called market model. This way we generated significant savings in this area. In 2015, ZDM paid 234 PLN/MWh at day time and 188 PLN/MWh at night time. In 2016 the amount was fixed and totaled 198 PLN/MWh.



LIGHTING REPAIRS AND REPLACEMENTS

Wilanowska Av. – Sobieskiego-Powsińska section – replacement of 172 old concrete posts with aluminum ones and assembly of 172 sodium and LED fittings.

Mickiewicza St. – Wilsona Sq.-gen. Zajęczka section – replacement of 84 concrete poles with "Pastorał Warszawski" poles as per the design from 1923 with fittings. Assembly of 46 poles with LED fittings illuminating the sidewalk.

Alka Dawidowskiego St. – replacement of 10 concrete poles with aluminum poles together with 14 sodium fittings.

Rembelińska St. – replacement of concrete poles with 152 new steel poles and assembly of 157 sodium and LED fittings.

Grochowska St. – Wiatraczna Traffic circle-Kokoryczki St. section – assembly of 175 poles and 350 LED fittings.

Wysockiego St. – assembly of 83 poles and over 100 fittings.

Odrowąza St. – assembly of 23 poles and over 40 fittings.

Kinowa St. – assembly of 27 poles together with fittings.



SAFE PEDESTRIAN CROSSINGS

Bemowo

1. Człuchowska St. by Hala Wola

Wola

2. Grzybowska St. by Waliców St.

3. Grzybowska St. by Primary School no. 25

Włochy

4. Popularna St. by Czereśniowa St.

5. Popularna St. by Dziupli St.

6. Popularna St. by Mikołajska St.

7. Popularna St. by Składowa St.

8. Dźwigowa St. by Parowcowa St.

Ochota

9. Włodarzewska St. by Zadumana St.

10. Banacha St. by Pawińskiego St.

11. Banacha St. by Pasteura St.

12. Banacha St. by the hospital

13. Banacha St. by Żwirki i Wigury St.

14. Pawińskiego St. by Korotyńskiego St.

Bielany

15. Conrada St. by Pabla Nerudy St.

16. Przy Agorze St. by building no. 15

17. Reymonta St. by Kindergarten no. 308

18. Rudnickiego St. by building no. 71

19. Rudnickiego St. by building no. 18B

Żoliborz

20. Krasińskiego St. by Anny German St.

21. Krasińskiego St. by Przasnyska St.

22. Krasińskiego St. by building no. 57

23. Krasińskiego St. by Elbląska St.

Ursynów

24. Płaskowicka St. by "Natolin Pln" bus stop

25. Ciszewskiego St. by Kiedacza St.

Mokotów

26. Bartyccka St. by AK Karpaty St.

27. Obrzeżna St. by Jadźwingów St.

Targówek

28. Rembielińska St. by "Julianowska" tram stop

29. Rembielińska St. by Julianowska St.

30. Rembielińska St. by building no. 28

31. Rembielińska St. by Poborzańska St.

32. Rembielińska St. by building no. 8

33. Handlowa St. by Wiecha Park

34. Handlowa St. by Lusińska St.

35. Gorzykowska St. by Myszkowska St.

36. Gorzykowska St. by Świąciańska St.

37. Kołowa St. by Gościeradowska St.

38. Kondratowicza St. by Bródnowski Park

39. św. Wincentego St. by building no. 99

40. Wysockiego St. by Palestyńska St.

41. Wysockiego St. by Bartnicza St.

Wesoła

42. Jana Pawła II Av. by Diamentowa St.

43. Jana Pawła II Av. by Fabryczna St.

44. Jana Pawła II Av. by Ciepłarniana St.

45. Jana Pawła II Av. by Jeździecka St.

46. Jana Pawła II Av. by Sagali St.

47. Niemcewicz St. by Wspólna St.

48. Niemcewicz St. by "Grzybowa" bus stop

49. Niemcewicz St. by "Groszówka" bus stop

50. Niemcewicz St. by "Rejtana" bus stop

51. 1 Praskiego Pułku St. by "Staszica" bus stop

52. 1 Praskiego Pułku St. by "Słowackiego" bus stop

53. Szosowa St. by Sosnowa St.

Praga-Południe

54. Bora-Komorowskiego St. by Fieldorfa St.

55. Łukowska St. by Białowieska St.

56. Łukowska St. by Omulewska St.

57. Łukowska St. by Okuniewska St.

58. Łukowska St. by Mładzka St.

Praga-Północ

59. Wybrzeże Helskie by Śląsko-Dąbrowski Bridge

Rembertów

60. Chruściela Av. by Rembertów District Hall

61. Chruściela Av. by Fizyków St.

Ursus

62. Spisaka St. by Żurawiecka St.

63. Spisaka St. by Słupska St.

64. Spisaka St. by Suchy Las St.

65. Orłów Piastowskich St. by Czerwona Droga St.

66. Orłów Piastowskich St. by Warszawska St.



PARTICIPATORY BUDGET

Rembertów

67. Kadrowa St. by Fieldorfa "Nila" Traffic Circle

68. Sztandarów Av. by Fieldorfa "Nila" Traffic Circle

69. Republikańska St. by Fieldorfa "Nila" Traffic Circle

70. Chruściela Av. by Fieldorfa "Nila" Traffic Circle

Ursynów

71. Belgradzka St. by Lokajskiego St.

72. Belgradzka St. by Lasek Brzozowy

73. Belgradzka St. by Żabińskiego St.

74. Stryjeńskich St. by przy Bażantarni St.

75. Lanciego St. by Migdałowa St.

76. Wąwozowa St. by Dembego St.

Włochy

77. Potrzebna St. by Ciszewska St.

78. Potrzebna St. by Nastrojowa St.

One of the priority activities of the Public Roads Authority is the improvement of safety at pedestrian crossings, e.g., through better illumination. For the crossing illumination we use fittings, which provide a different light color than the posts located along a given street. We usually choose white light, which strongly improves the visibility of both the crossing and the access path. In 2016 we improved illumination of a few dozen crossings around the city.



ILLUMINATION

Each year we decorate the streets of Warsaw with Christmas illuminations. Lights on lamp posts and free-standing decorations adorn the city from December till February. This year the decorations look different.

Christmas decorations in the streets of Warsaw are appreciated by residents and tourists for many years. In 2016, illuminations were installed not only along the usually decorated Trakt Królewski [Royal Route] and Stare Miasto [Old Town] but also in other locations. This is only one of the innovations under a new contract between Warsaw and Multidekor.

The illumination was designed in a way allowing the optimal use of the existing elements' potential. All decorations form a harmonious combination in terms of color and share the same leading theme – snowflakes and ice crystals. The luminous pathway is over 20 km long and contains twice as many lights as in previous seasons (4,500,000 ECO-LED lights). The main axis of Christmas illumination is Trakt Królewski – it starts at Zamkowy Sq. and leads through Krakowskie Przedmieście, Nowy Świat, Trzech Krzyży Sq., Ujazdowskie Av. and ends at Belweder. New illuminations were installed at Jerolimskie Av. (between Central Railway Station and Waszyngtona Traffic Circle, including Poniatowski Bridge), Solidarności Av. (between Bankowy Sq. and Wileński Sq., including Śląsko-Dąbrowski Bridge), Bankowy Sq., Marszałkowska St. (between Królewska St. and Konstytucji, Sq. including the square), Świętokrzyska St. (between ONZ Traffic Circle and Marszałkowska St.), Mokotowska St. and Targowa St. Additionally, Christmas illuminations decorated Francuska St., Wileński Sq. and Żąbkowska St. The whole illumination is complemented by 13 free-standing decorations reflecting their surroundings. As each year, one of the key elements is the 27-meters high Christmas tree at Zamkowy Sq.

Christmas decorations consisting of ECO-LED lights consume 10-times less power than traditional light bulbs. Daily expenses incurred for the illumination in the whole city amount to ca. PLN 1000.

1222
decorative
elements

20 km
of streets



4,500,000
ECO-LED lights

Christmas illumination not only looks beautiful but also brings measurable benefits to the city and its residents. During winter there are 16 hours of darkness every day. Additional lighting illuminates streets improving the safety, comfort and wellbeing of residents.

The illumination transforms the grey, gloomy space of a winter city and encourages people to spend time outside despite bad weather. On December weekends, thousands of Warsaw residents and tourists admired winter decorations in the city.





PARKING

ZDM manages the Unguarded Paid Parking Zone. Its main tasks include the development and modernization of the zone as well as collection of fees for parking. We also remove improperly parked and abandoned cars.

PARKING FEES IN NUMBERS



PLN 37,974,032
cash payments



PLN 11,464,918
SMS-based payments



PLN 26,362,798
card payments



PLN 882,916
residential subscription

PLN 14,118,352

additional charges for missing payments
(over 339,493 Additional Charge Documents issued)

10%

increase compared to 2015

The Unguarded Paid Parking Zone comprises nearly 30,000 parking spots. The main goal of the zone is to discourage some drivers from parking in the city center and increase rotation of parking spots. We ensure the zone development as well as the improvement of parking-related comfort and safety. We carried out 58 traffic organization projects improving parking conditions in the city – demarcation of new spots and changing the manner of parking. We have also increased the number of parking spots for people with disabilities (by 6 percent) – currently amounting to over 700.

We are also responsible for collection and control of fees within SPPN. In comparison to the previous year, we increased the efficiency of parking fees collection thus generating an over 10 per-

cent increase in total income from SPPN (comparing to the previous year). Card payments have gained more and more popularity, today constituting over 35 percent of all payments made within SPPN. The possibility to make mobile payments turned out to be successful as well (over 15% increase comparing to 2015). The money collected from drivers is used for, among others, road maintenance and repairs. To streamline the control of fees within SPPN we started testing a new payment control system. We will analyze the possibility of supporting controllers with such a system.

ZDM also works on improvement of the SPPN controllers' image. We have just completed the "Control Yourself" social campaign whose goal was to draw attention to the nature of controllers' work and aggression of drivers faced by our employees on a daily basis.



ZDM makes sure that parking restrictions applicable in the city are respected. Our goal is to eliminate instances of parking in restricted locations. We are forced to install separation posts in non-parking locations, where cars pose a threat to safety or destroy sidewalks. In 2016 we installed a few thousand posts preventing parking violations. We also support the Municipal Guard in towing away improperly parked or abandoned vehicles. ZDM removes vehicles on the request of the guards – over 23,216 vehicles within one year, out of which 1305 were abandoned vehicles. Total income for the removal in 2016 amounted to PLN 9,100,000.

At the same time we try to make the use of SPPN more efficient. We started testing the Parking Information System. The tests were conducted by Comarch Poland S.A. The system will monitor the number of occupied parking spots and provide relevant information to drivers. We work on two different solutions. The first one (on Konstytucji Sq.) assumes the use of wireless

sensors installed directly in the surface of parking spots. The occupancy of parking spots in front of the Central Railway Station (from E. Plater St.) was monitored by video cameras installed on lamp posts. During the tests, a website and a mobile application were launched. Based on test results, the system might be expanded to cover the whole zone.

Moreover, ZDM manages two underground garages. In 2016, we started renovation of a garage located under Waryńskiego St. The second stage of works will be launched in 2017.



Participatory budget

Warsaw residents cast their votes on 4 projects for the creation of new parking spots. These include: parking by Warszawa Choszczówka Railway Station (18 spots, with 2 for the disabled), parking and sidewalk at Bartycka St. (29 spots, with 2 for the disabled), at Białobrzaska St. (36 spots, with 2 for the disabled) and Wyszogrodzka St. (96 spots, with 4 for the disabled).

PLN 91,509,170
total income for SPPN

10.2%
increase compared
to 2015

ROAD AREA

A road area gathers elements, which are not directly related to the road function. These are, among others, newsstands, outside food courts or trading posts. We ensure that they do not hinder the use of a road and that their location has been authorized; we also control illegal occupation of a road area.

INCOME FOR THE OCCUPATION OF A ROAD AREA



PLN 3,672,831
newsstands and commercial facilities



PLN 1,066,188
markets



PLN 2,319,722
season gardens/food courts



PLN 20,775,241
road infrastructure



PLN 3,944,144
single advertisements



PLN 6,251,272
commercial parking zones

PLN 48,811,527

total income for the occupation of a road area

In 2016 we issued a number of permissions for the use of a traffic area as the location of commercial objects. These included 780 newsstands, 462 outside food courts, 1036 trading posts, 27 markets and 459 advertising media. All objects unrelated to the road function must obtain our permission. Procedures governing the issuance of decisions are clear and – which should be noted – the same for everyone. An overriding question verified during the assessment of submitted applications is compliance with provisions. We also assess whether a given object may make road use more difficult or damage it. Additionally, we take into account the opinion issued by the Public Space Aesthetics Division, which evaluates the object's design, consult district halls and Municipal Department of Sanitation (if the object interferes with green areas) and in the case of historic sites – monuments conservator. For many objects located within

Trakt Królewski we need the opinion of the Plenipotentiary for the Mayor of Warsaw in charge of Trakt Królewski.

Our employees are constantly monitoring whether a road area is used for purposes related to the road function. In 2016 we performed 8322 inspections. We checked 5221 and instructed the removal of 1452 advertisements (including 112 advertisements on vehicle trailers and 75 advertisements on cars). Also, our operations resulted in the removal of 666 other objects within a road area.

Moreover, 603 administrative proceedings were initiated and 745 decisions imposing administrative penalties were issued against entities occupying a road area without our consent. The total amount of penalties imposed reached PLN 2,606,477.





CITY INFORMATION SYSTEM

The City Information System is a set of designations placed on every street and building in the city. The MSI comprises such elements as plates informing of street patrons and the history of a given area as well as paid advertisement signs.



91,000

elements MSI



44,330

street plates



1210

historical plates

ZDM is responsible for upgrading, modernizing and maintaining the elements of the City Information System. In 2016 we repaired, maintained, replaced and upgraded over 5000 MSI elements.

One of the latest system elements are the so called double-sided information points showing historical photos of the surroundings. They display the city plan, description of venues with references to their history. The plates provide short historical information about the region in which the information point is located. They are enhanced with photographs showing a given area in historical perspective. Currently, the MSI system comprises 1210 such plates.

Next year, it will spread to all underground passes administered by ZDM. Tunnel plates will show directions to public transport stops, metro stations, stations of SKM and WKD trains and the information on the direction of travel. The means of public transport will carry the same icons as those used on, among others, stop shelters. Arrows will inform to which street a given exit leads and show directions to important venues (e.g., the Palace of Culture and Science or a public beach). The panels will also provide directions to toilets, ATM machines, an elevator or ramps for the disabled.

Graphics with small pictures and captions:

1. address plate
2. wall-mounted street plate
3. complex post with street plates
4. SPPN plate
5. icons
6. complex post with directions for pedestrians
7. plates with directions to districts, stations, areas and venues
8. double-sided information point
9. wall-mounted information modules
10. Paid Information Points



PLN 420,574

income for paid information points

EMERGENCY BREAKDOWN SERVICE

We patrol the streets and watch the infrastructure's condition 24 hours a day.
The Emergency Breakdown Service intervenes during sudden incidents of damage and breakdowns.

36,347
a total number
of notices received

7565
kilos of bituminous mixture
used to secure the breakdowns

1107
number of secured
road breakdowns



In 2016, emergency breakdown service workers secured 1107 breakdowns – on roads managed by ZDM and other roads. In order to secure the breakdowns the service workers used 7565 kg of cold-laid bituminous mixture, which constitutes a fast method of removing damage before its repair.

Surface peeling, posing a direct threat to safety of vehicle traffic, is secured irrespective of which unit manages the road. During the next stage we send information to a relevant road authority, whose further actions, taken during the spring time, include cold removal of surface material, cleaning and filling of potholes with mastic asphalt. If a road falls within our management, we commission the repair of a road with the use of mastic asphalt to our contractor. Since 2000, the Public Roads Authority uses the SMA mastic, making the final course of a road surface – a wearing course. The advanced mastic is more resilient to changing weather conditions, thus reducing a number of peelings in places of its application, especially on early spring.

We received a total of 36,347 breakdown notices. The majority of notices concerned street lighting (12,826), traffic lights (6400), road surface damage (4353) and road signs (3238). We received over a thousand notices on sidewalk damage (1344), emergency occupation of a road area (585) and advertisements within a road area (1013).

The majority of notices were filed by the city residents – we received a total of 20,466 notices filed through the Emergency Breakdown Service and the 19115 contact center. Many notices were forwarded from the Emergency Management Center (3573) and city units: Municipal Guard (1734), Municipal Department of Sanitation (763), Municipal Water and Sewage Company (329) or Municipal Transport Authority (249).

THE MAJORITY OF NOTICES CONCERNED:



12,826
city lighting



6400
traffic lights



4353
damaged road
surface



3238
road signs





ROAD TRAFFIC CONTROL

Overloaded, too heavy vehicles damage roads. The Public Roads Authority took over the obligation to control overloaded vehicles within the city of Warsaw.

BALANCE AFTER THE FIRST 7 DAYS OF CONTROL

43

number of inspections performed

Number of violations discovered during inspections:

13
for the amount of
PLN 500

9
for the amount of
PLN 2000

24

number of proceedings initiated

21
for the amount of
PLN 15 000

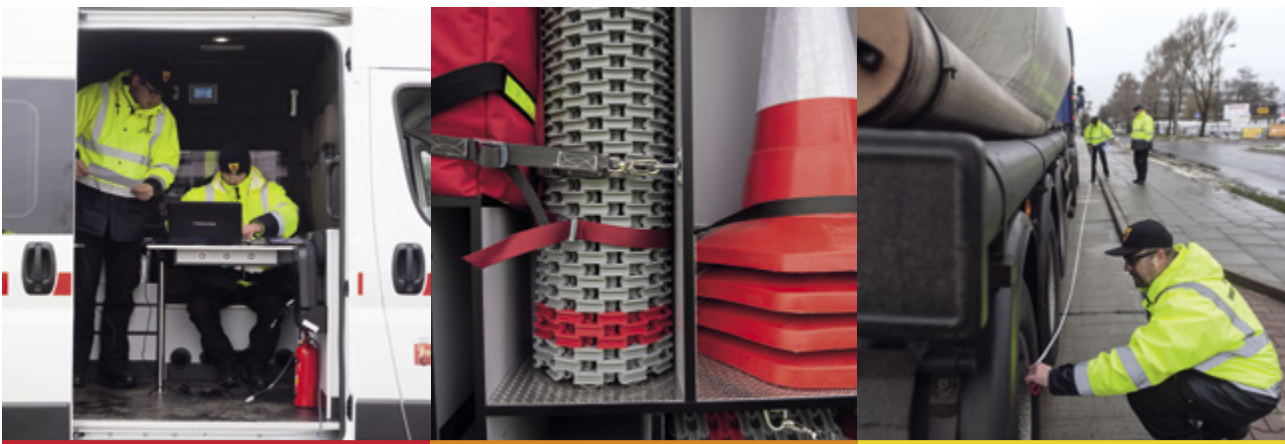
Very often, the maximum axle load is exceeded by **4-5 tones**

Trucks cannot be totally removed from cities – especially such large ones as Warsaw. Observance of standards applicable to trucks constitutes one of the key elements contributing to road safety. Overloaded trucks damage our roads – one such vehicle may cause more road surface damage than all passenger vehicles using a given road within one week. By monitoring trucks we save on repairs and are able to use the funds gathered in such a way for investments. The inspections aim at raising carriers' awareness and the observance of legal norms.

We check the maximum permissible vehicle weight and axle load. ZDM workers can stop a vehicle, check its driver's documents as well as vehicle and load papers and weigh the vehicle using specialist equipment. Our activities cover carrying out administrative proceedings aimed at the imposition of a penalty on a carrier and – which is significant – prevention of further carriage by a vehicle exceeding norms. Each inspection performed by ZDM takes place in the presence of a police officer or an employee of the Road Transport Inspectorate. They are authorized to fine drivers for any offenses.

For control purposes, we purchased two specialist vehicles used during inspections by specially trained teams. We also own two mobile HAENNI, WL 103 scales. The inspection of trucks takes place at special car stations built at: Łopuszańska, Przyczółkowa, Wóycickiego, Połczyńska streets and Krakowska Av. However, in the event of reasonable suspicions that the law has been violated, the police may stop a driver anywhere in Warsaw and require them to proceed to a control station.

Last year we tested the automatic control system monitoring permits to enter Trakt Królewski, which constitutes the first such solution in Central and Eastern Europe. The tests were carried out as part of the ITS (Intelligent Transportation Systems) Cluster initiative, with the participation of Warsaw University of Technology and Kapsch Telematic Services. They covered a section within Nowy Świat, between Smolna and Świętokrzyska streets.





RESEARCH & ANALYSES

Research and measurements of traffic are necessary for efficient planning of changes in traffic organization.

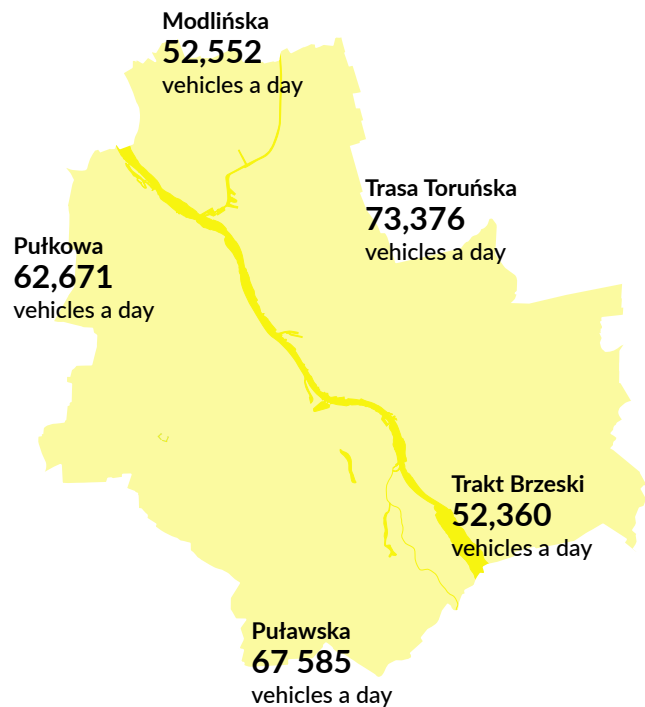
We are responsible for the continuous analysis of road conditions. Traffic volume is measured on a current basis by the Automatic Traffic Measurement system consisting of 110 points. The traffic measurement stations have operated in Warsaw since 1990s, with new ones emerging every year. Measurements are possible owing to induction loops installed under the road surface. This way, data is being forwarded to, gathered and analyzed in a special system. Traffic is measured on outlet roads, on the city borders, screen of streets running in an east-west direction or the so called internal cordon, the cordon of Śródmieście and Ursynów.

We also measure traffic on Warsaw bridges (bridge screen). The above works result in the development of periodic reports and traffic-related databases. All data is provided on our website and used for road development plans. Owing to the research in question we know, among others, that every day the borders of Warsaw are crossed by ca. 1,000,000 vehicles.

The research covers the whole city as well as individual intersections. The conducted analyses assume speed measurements, analysis of traffic distribution at intersections and volume of pedestrian traffic as well as conditions affecting safety at intersections. This way it is possible to plan actions contributing to safety of all traffic participants.

The road space is analyzed not only from the point of view of the street. We would like the urban space to be suited as closely as possible to the needs of all traffic participants. Therefore, we performed a comparative analysis of two key city streets

OUTBOUND ROADS WITH THE HEAVIEST TRAFFIC:



– Świętokrzyska St. and Jerozolimskie Av., assessing the use of space, type of services and many other aspects affecting street life. Thus, having such knowledge, we are able to design road investments, especially those in the city center, in a more efficient way.





619,910

number of vehicles crossing
Warsaw bridges a day

Grota-Roweckiego	180,057
Łazienkowski	117,752
Siekierkowski	108,514
Curie-Skłodowskiej	62,670
Gdański	50,631
Poniatowskiego	50,602
Świętokrzyski	25,757
Śląsko-Dąbrowski	24,109

WE ARE IN TOUCH WITH RESIDENTS

The goal of our actions is to serve the residents of Warsaw. Therefore, we organize public consultations and carry out projects submitted within the participatory budget. We focus on good contacts with residents not only personal but also those made through social media and the 19115 Contact Center.

PUBLIC CONSULTATIONS

It is important to us to hold face-to-face meetings during public consultations. Last year we met with residents, e.g., during consultations on the construction of new bicycle paths, planting greenery along Świętokrzyska St. and Powstańców Warszawy Sq. or road changes within Wesola and Bielany. The consultation meetings enjoy more and more interest.



Bicycle Standards – 18 February – 10 March

Construction of four new bicycle paths along: Jerolimskie Av., Kasprzaka, Wolska and Połczyńska Streets, Posińska and Wiertnicza and Jagiellońska Streets. 5-27 April, 67 meeting participants, a total of 324 remarks submitted

Projects of bicycle paths on Targówek, Praga-Południe, Ursynów, Wola and Bielany 25 May – 17 June, 40 meeting participants, a total of 551 remarks submitted

Projects within the Participatory Budget for 2016 concerning changes along Świętokrzyska St. and Powstańców Warszawy Sq., 3-30 June, 110 remarks submitted

Changes within two streets in Wesola, associated with new bike infrastructure along Niemcewiczka and Wspólna Streets, on the section between 1 Praskiego Pułku and Szosowa Streets, 25 October – 20 November, 40 meeting participants and 52 remarks submitted

Changes within Rudnickiego – Perzyńskiego – Podczaszyńskiego Streets, over 40 meeting participants, a total of 57 remarks submitted

PARTICIPATORY BUDGET

In 2016 the Public Roads Authority carried out 57 projects initiated by residents through voting within the participatory budget for 2016. Total amount allocated to the projects reached PLN 10,763,459.

We also verified the projects carried out within the participatory budget for 2017. 34 projects were accepted for voting with no remarks, whereas in the case of other projects we agreed on a scope of necessary changes with their authors. Every so often, the proposed solutions were too expensive or non-viable due to other reasons – in such cases we tried to suggest cheaper or more viable alternatives.

The majority of projects accepted for voting were new bikeways, construction and repairs of sidewalks or illumination of pedestrian crossings. Other ideas regarded the modernization of lamp posts, building of new parking spots or refuge islands and speed control humps.

total value of projects implemented
by ZDM amounts to

PLN 12,100,000



During voting, the residents decided to initiate 770 projects. 80 of them will be implemented by ZDM. These are mainly projects related to bike infrastructure (new bicycle paths, bike stands, repair stations, etc.). Other projects rated high by Warsaw residents were those contributing to pedestrians' safety: better illumination of crossings (over a dozen locations), construction and repairs of sidewalks or installation of refuge islands and speed control humps. Contrary to the previous year, none of the projects assuming the installation of traffic lights or construction of parking bays was accepted for implementation.



ALWAYS IN TOUCH

Our goal is to inform residents of our operations as effectively as possible. We would like to reach the widest possible group of people. Our website is updated on a current basis and we make sure its content is accessible and attractive.

NUMBER OF NOTICES RECEIVED

BY ZDM:

2013 (since 4 November) 1219	2014 7494
2015 10,474 (increase by 39.77 %)	2016 15,242 (increase by 45.52 %)

Our goal is to inform residents of our operations as effectively as possible. We would like to reach the widest possible group of people. Our website is updated on a current basis and we make sure its content is accessible and attractive. We created several new e-mail addresses assigned to specific matters to make it easier for people to contact us. It is also important to stay in touch using social media. ZDM's Facebook and Twitter accounts enjoy increasing popularity. We try to address all questions and opinions expressed on our profiles.

Our management is open to residents. Directors of the Public Roads Authority hold meetings with interested parties during duty hours. In 2016, they held 334 such meetings, attended by 472 residents. In total, ZDM received 114,583 letters.

In order to improve our services – in agreement with the Municipal Transport Authority – we introduced the possibility to settle the formalities related to a residential subscription in ZTM Passenger Service Offices. Everything owing to convenient office hours and locations of the Offices. We also launched a notification service based on text messages. Each resident who submitted an application for a parking subscription or identifier and provided their phone number receives a text message with information on impending expiry of the subscription or the possibility to collect the identifier.

We also change and improve the operations of ZDM's administrative office whose employees assist the residents every day

19115 Warsaw Contact Center

Residents may also contact us through the 19115 Warsaw Contact Center. The notices may be submitted via phone, Internet or mobile application. The center has operated since 4 November 2013. Over that time, ZDM responded to ca. 35,000 notices, with over 15,000 handled in 2016. ZDM has been a part of the project since the very beginning, being the third city unit (following ZTM and Municipal Guard) as far as the handled notices are concerned. Every day, we receive approx. 40 notices through the Contact Center.

Notices from residents constitute one of the sources of information on emergencies and breakdowns in road infrastructure, whereas the Emergency Breakdown Service may react faster, limiting safety threats in road traffic. Each day, 24 hours a day, our employees dispatch maintenance workers to intervention sites to remove failures. The majority of notices concern lighting, traffic lights and the condition of sidewalk, bicycle path and road surfaces. We also receive requests for demarcation of new sidewalks, pedestrian crossings, traffic lights, assembly of bike stands and posts preventing a parking violation and repair of roads. The average response time to a notice is 5 days, however many of them are responded to immediately.



WARSZAWA
115





15,242
notices submitted by residents
through 19115 Contact Center



114,583
letters received by ZDM



334 meetings held by ZDM
directors with residents



472 residents attending
the meetings

SOCIAL CAMPAIGNS

The Public Roads Authority carried out four promotional, educational and social campaigns promoting safety, kindness and respect on the roads, active mobility and cycling.

EUROPEAN CYCLING CHALLENGE

European Cycling Challenge – ECC is probably the largest cycling event in Europe. Teams of cyclists from over 30 European cities compete in the number of kilometers traveled. The European Cycling Challenge takes place every day between 1 and 31 May. The participation of Warsaw was coordinated by ZDM. It was the third time the capital city took part in ECC.

The basic goal of the challenge is to encourage residents to change their transport-related habits and promote sustainable mobility; that is why all that matters in the competition are the kilometers made by bike instead of a motor vehicle. ECC provides the possibility to create teams and, this way, invite friends and colleagues to take up the challenge and switch to a bike.

Warsaw residents were encouraged to take part in ECC by means of a promotional video shown in public transport vehicles, promotional campaigns, e.g., at Warsaw universities and bike breakfasts.

In 2016 Warsaw won 3rd place in Europe. 2497 registered users traveled together a total of 307,144 kilometers.



CYCLING MAY

In 2016 Warsaw held the first edition of the Cycling May campaign promoting healthy lifestyle, sustainable mobility and bicycle as a means of transport among the youngest.

Cycling May gathered 55 schools, 1370 classes and over 33,000 pupils from the whole city. In April, pupils attended the workshops preparing them to safe participation in the campaign. Throughout May, they received stickers for commuting to school in an active way: by bike, on roller blades or a scooter. Winning depended on the usage of bicycles, i.e. the number of active trips made by pupils (as well as teachers and school employees) against all possible ways to get to school.

The usage of bicycles within the whole city amounted to 47%, which means that nearly half of all travels to school were made actively. 24,959 pupils at least once decided to get to school by bike, scooter or roller blades, which accounts for more than 74% of all pupils from schools taking part in the campaign. 2713 pupils (8% of all pupils) traveled by bike or scooter every day. The best school in Warsaw was Szkoła Podstawowa nr 66 im. ks. Juliana Chrościckiego [Primary School], with 94.5% active pupils. The usage, key for classification, totaled 74%.

At 20 schools the usage amounted to over 50%. At the school which closed the ranking - Szkoła Podstawowa nr 169 im. Orła Białego, 1/4 of all travels were made by bikes or scooters – which is a very good result.

The most active classes received awards in the form of unusual trips and meetings organized by our partners: Fundacja Legii [Legia Foundation], Lang Team, Centrum Nauki Kopernik [Copernicus Science Center], Gazeta Wyborcza and Multikino. The bicycle usage is not the only great success of Cycling May. Many pupils took a liking to such active travels and following the end of the campaign they still commute to school by bike. Bicycle parkings in front of schools are constantly full. Many schools reported that owing to our campaign, pupils are more cheerful and less often late for classes. The habit of taking a morning ride to school was strengthened, so a lot of schools decided to organize Cycling June.

The city behind the Cycling May campaign is Gdańsk, which organized the event for pupils three times. The usage of bikes in Gdańsk this year totaled 55%. Next year, we would like to hold the campaign in Warsaw once again and beat our result.



KINDNESS ON THE ROAD

In April 2016 we launched the "Kindness on the Road" campaign using the *Otwarta Warszawa* [Open Warsaw] crowdsourcing platform. The campaign aimed at promoting good manners and raising social awareness in road safety. Warsaw residents suggested the ways to solve road disputes on zyczliwoscna drodze.pl or by completing a paper survey. In total, the residents submitted over 250 ideas improving safety on the roads.

The result of the "Kindness on the Road" project is the Warsaw guide to good manners on the road.

The capital city of Warsaw and *Otwarta Warszawa* invited the "Dreamers and Craftsmen" House of Social Innovation to start cooperation under the "Kindness on the Road" campaign. They created *Inkubator Pomysłów* [Ideas Incubator] – a new workshop formula which allows Warsaw residents to engage in the development of urban solution.

The activities taken within the Incubator constituted the continuation of works on ideas submitted by residents. We invited interested residents to further develop ideas. The Incubator provided a great chance for residents to gain valuable experience and competencies in design using the design thinking method and gave them the satisfaction of having a real influence on projects implemented by the city. The most interesting projects developed by residents within the Incubator will be put into practice.

WARSZAWSKI PORADNIK DOBRYCH MANIER NA DRODZE



UŚMIECHAJ SIĘ. BĄDŹ WYROZUMIAŁY
DLA INNYCH UCZESTNIKÓW RUCHU.



CONTROL YOURSELF

Controllers of the Unguarded Paid Parking Zone are exposed to abusive behavior of drivers on an everyday basis. Just for performing their work. The goal of the "Control Yourself" campaign is to draw attention to the difficulties of the SPPN controllers' work.

The core of the campaign was a video based on real-life experiences of controllers. Although ZDM employees were substituted for by actors, the video was based on real events. It drew a lot of interest and was well-received. The campaign was run by the largest TV and radio stations, newspapers and Internet portals a total of over 200 times.

The video depicting the experiences of controllers was viewed on YouTube by more than 72,000 users. It was seen on our Facebook profile as many as 318,000 times and started a heated discussion – among hundreds of comments were voices of support but also vulgar, abusive and hateful comments. It shows that many people are unfamiliar with the concept of respect for others – both on the Internet and in direct contact with a controller.

Today, controls within the Unguarded Paid Parking Zone are performed by 47 controllers, including 13 women. Despite the fact that they do a high-risk job they are not entitled to any additional legal protection. One of the campaign's elements was a call to grant the controllers a public officer status. Then, the instances of abusive behavior could be sanctioned more strictly and more efficiently. We addressed the issue to the Ministry of Infrastructure.

Today, the Unguarded Paid Parking Zone comprises nearly 30,000 parking spots in the city center. The zone aims at the increased rotation of parking spots and making the use of parking in the center easier for others. The rates amount to (in line with a limit established by law) PLN 3-4.2 per hour. A fine for non-payment totals PLN 50.00.



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RESOLVE

The Public Roads Authority, in cooperation with the City Transport Authority initiated the RESOLVE project as part of the Interreg Europe program, co-financed by the European Regional Development Fund.



The Public Roads Authority, in cooperation with the Public Transport Authority initiated the RESOLVE project as part of the Interreg Europe program, co-financed by the European Regional Development Fund. The project will be implemented during 2016-2021. The main goal of the project are measures pertaining to sustainable mobility associated with retail trade, consistent with the currently developed Warsaw Mobility Policy. This is the first such project carried out by ZDM.

It is estimated that in European cities 64% of shopping-related travels take place by car, and almost 100% of goods are transported by delivery vehicles and trucks. Warsaw, similarly to other European cities and regions, faces a difficult choice between the necessity to reduce pollution and noise emission and the need to revive the trade sector. Road traffic associated with retail trade is a significant nuisance for residents: it causes problems with parking and noise but also increases emission of carbon dioxide. That is why, Warsaw, in cooperation with other cities, is trying to develop a new approach to the mobility of people and goods. The mobility-trade problems will be discussed with the most interested parties - clients, deliverers and stores.

The European "RESOLVE" project – sustainable mobility and switching to the low-emission retail trade economy" aims at the

exchange of best practices in terms of mobility policy and measures reducing emission of carbon dioxide and other pollution generated by the retail trade. This is the first project assuming the exchange of information on such a great scale.

In the Spring of 2017 we will launch a pilot research covering one of the streets within Śródmieście, most probably the section of Senatorska St. In the nearest future, ZDM will redevelop the street with greenery widened pedestrian space, parking spots for delivery vehicles and bike infrastructure. The first research will take place before the repair and the next one, following the changes. We would like to establish whether the redevelopment of the street will increase both the turnover and nature of stores. We will also learn how the number of pedestrians crossing or stopping on the street changes.

The plans for the Spring include the organization of an expert meeting devoted to strengthening the potential of shopping streets through activities associated with sustainable mobility on the example of one, chosen street, probably Mokotowska St. A group of experts will analyze the conditions and limitations and present their findings related to the possibility of changing the profile of such streets or other activities having a positive impact on small enterprises.



RESOLVE project engages 9 partners from 8 different EU countries. The project is led by Roermond in the Netherlands. Besides Warsaw, the project is participated by Reggio Emilia region (Italy), Manchester (Great Britain), Maribor (Slovenia), Kronoberg County (Sweden), Almada (Portugal), Moravian-Silesian Region (Czech Republic) as well as Erazma University in Rotterdam. In Warsaw, the project is coordinated by the Public Roads Authority in cooperation with the Public Transport Authority.

PLANS FOR 2017

A new year means new challenges for the Public Roads Authority. Apart from ongoing repairs and maintenance works we have some new tasks awaiting us in 2017.



One of the key tasks for 2017 comprises further repairs of roads and sidewalks. We are also planning to repair several dozen streets in different parts of the city. In order to plan and carry out the repairs more efficiently, last year we commissioned the development of repair and reinforcement technology for over 50 streets around the city. This will extend durability of each road by at least 8-10 years. As a standard, we remove architectural barriers. Thus making the road infrastructure more user-friendly. Additionally, our priority is the improvement of safety on pedestrian crossings and construction of new bicycle paths.

The investments for 2017 include, among others, modernization of Targówek Mieszkaniowy within the area of: Ossowskiego, Handlowa, Myszkowska and Pratulńska streets, redevelopment of the intersection of Czerniakowska and Chełmska streets, installation of new traffic lights and modernization of lighting along a few important streets.

We also prepare several long-term investments. The plans for the coming years assume, among others, modernization of Małachowski Sq. and construction of a footbridge for pedestrians and cyclists connecting Karowa and Okrzei Streets.

THE MOST IMPORTANT SPENDING IN 2017



PLN 100,356,493
repairs and maintenance
of roads



PLN 71,505,318
maintenance and repairs
of lighting



PLN 26,410,200
maintenance and repairs
of traffic lights



PLN 27,791,015
maintenance and repairs
of bridge structures



PLN 128,526,477
investment expenditure

WYDATKI INWESTYCYJNE**14,070,594**

adapting Łazienkowski Bridge
to bicycle traffic

**4,500,000**

redevelopment
of Miodowa St.

**6,327,208**

implementation of the "Green
Świętokrzyska" and "Let's Get Rid
of Plastic Plant Pots" projects
– replacement of a concrete
surface between Powstańców Sq.
streets with a green area

**10,000,000**

modernization of Targówek
Mieszaniowy within
the area of: Ossowskiego,
Handlowa, Myszkowska
and Pratulńska streets,

**12,485,713**

redevelopment and
construction of traffic lights



CARSHARING

A significant challenge in 2017 will be the launch of a car-sharing service. The operator chosen by the city will provide residents with 300-500 rental cars.

A significant challenge in 2017 will be the launch of a car-sharing service. The operator chosen by the city will provide residents with 300-500 rental cars. Carsharing is an alternative to owning a car, the number of which in Warsaw is increasing: according to some data there are even over a million cars, i.e. 600 vehicles per 1000 residents. It causes numerous problems, e.g., with parking (the number of subscriptions for parking within the unguarded paid parking zone exceeded the number of parking spots), air pollution (many cars are old and non-compliant with pollution norms) and traffic jams. The capital city of Warsaw, besides well-assessed public transport services, city bikes and an expanding network of bikeways, plans to allow its residents to use a car when necessary. Hence the carsharing system – an alternative to owning a car.

The service will consist in self-service, short-term car rental. To use a car it is necessary to register in a system (confirming the possession of a driving license) and find or book an available car. Rental will be very simple – via a mobile application, website or helpline. Cars will not be parked in dedicated spots; they will be collected from and returned to any legal parking spot within the city center (covering at least the following districts: Mokotów,

Ochota, Praga-Południe, Praga-Północ, Śródmieście, Wola and Żoliborz). It will be permitted to use a car outside the above zone.

A rental fee will make carsharing competitive as compared to the occasional use of one's own car. A final fee will be determined through negotiations between the city and companies interested in operating the system – a low fee is the basic criterion for the selection of the system's operator. Importantly, it will be the only fee incurred by a user – petrol and parking in the paid parking zone will be free-of-charge as well as costs of car maintenance: servicing, insurance, loss of value, etc. For persons using their cars occasionally, a few times per month, renting a city car will constitute a viable alternative.

11 companies filed their applications in concession proceedings. The next stage of the proceedings are negotiations with interested companies. Based on discussions with candidates and services offered, such details as the number of cars, technology, scope, type of fleet and other system-related details will be developed. We estimate that the provision of services by an operator with the winning offer will start in the second half of 2017.





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