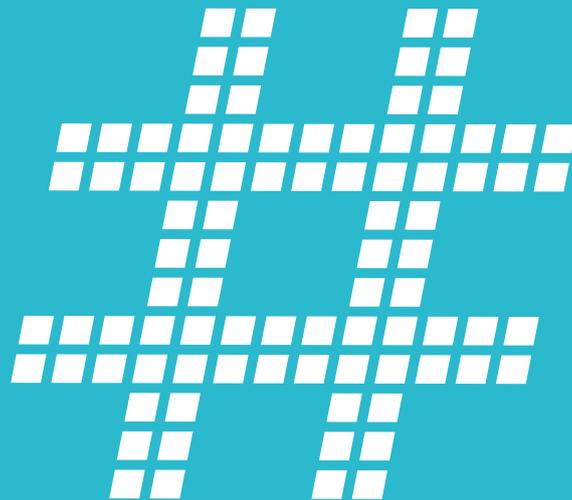


Ruter in 2014

Summary from the
annual report



Ruter#

The light blue colour on the cover of the annual report for 2014 is to reflect the tram and its importance in Ruter's service provision. The tram has been part of the services provided to the people of the city since 1875 and is becoming ever more important to more people. Those travelling by tram represent the share of the population who are the most satisfied with the public transport services. Since 2008, the number of passengers has grown by more than 20%. But the tram is full and has no capacity for further growth. The current rolling stock is also reaching its maximum age. A tram project has therefore been established to give the city new trams and an upgraded infrastructure.



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Ruter



Ruter will offer attractive and environmentally friendly public transport services and create a vibrant capital region.

Behind from left:
Bernt Reitan Jenssen / Adm. direktør
Anders Finckenhagen / Produksjonsdirektør
Tore Kåss / Plandirektør

Rune Pedersen / Økonomidirektør
Hanne Bertnes Norli / Utviklingsdirektør
Front row from left:
Marit Westvig / Juridiskdirektør

Ellen Marie Rogde / Salg og markedsdirektør
Marit Elin Leite / Kvalitetsdirektør



Ruter As

Ruter is the administration company responsible for public transport services in Oslo and Akershus. Ruter plans, commissions and markets public transport services.

Ruter's function, rooted in its business concept, is to provide attractive and environmentally friendly public transport services, and in doing so promote a vibrant capital region. This involves the development, planning, commissioning and marketing of a public transport service network which, within stipulated financial frameworks, most effectively meets the public transport policy targets set out by Oslo municipality and Akershus County Council.

The administration company Ruter As is owned jointly by Oslo municipality (60%) and Akershus County Council (40%). The aim is to channel all public subsidy of public transport in Oslo and Akershus, with the exception of state subsidies provided to NSB, via Ruter, and by doing so promote transparent financial management and focused administration. It is not the company's aim to return a profit for its owners.

Transport services are run by operating companies under contracts with Ruter. In the case of bus and ferry services, contracts are awarded under competitive tender. In the case of Metro and tram services, a frame agreement has been entered into with the municipally-owned Sporveien Oslo AS on the basis of direct procurement. This comes into force in 2014. The agreement specifies levels of production, quality and reimbursement.

Both forms of agreement are designed to ensure transparency, establish incentives and achieve efficiency benefits.

Ruter's background and history

Ruter AS began operations on 1 January 2008. It was formally established in 2007 following the merger of AS Oslo Sporveier and Stor-Ølso Lokaltrafikk a.s. (SL) – the two companies responsible for public transport in Oslo and Akershus at the time. The history of Oslo Sporveier extends back to 1875, during which time the company had responsibility for the operation of a variety of transport services. From 1973, on behalf of Oslo municipality, Oslo Sporveier performed a combined commissioning and contract administration function together with other operators within a joint fare and ticketing system for the Oslo area. In 2006, Oslo Sporveier was split into an exclusively administration company and a production company – now known as Sporveien Oslo AS – with subsidiaries established for the Metro, tram, and bus networks and units devoted to infrastructure and workshop operations.

SL was established in 1975 as a purely administration company. It was owned jointly by the state, Oslo municipality and Akershus County Council, each with a one-third share. In practice, SL functioned as a commissioning company for bus

Ruter As – organisasjon



and ferry services in Akershus, and between Akershus and Oslo. Agreements established between the state, Oslo municipality and Akershus County Council involving SL provided the backdrop for practical joint agreements regarding fares, ticketing and financial accounting between the three transport companies SL, Oslo Sporveier and NSB. There continued to be one system for Oslo and another for Akershus and services which operated across the boundary. Title provisions enabled customers to combine tickets from the two systems. However, for the companies, regulatory bodies and owners, financial settlement agreements for journeys made using “foreign” tickets generated considerable problems.

The establishment of Ruter as a joint administration company for Oslo and Akershus provided an opportunity to create a single fare and ticketing system for the region as a whole. This aspect of the merger process was completed in October 2011. Today, collaboration and agreements between Ruter and NSB ensure that train services remain within the system, and that agreements exist for combined tickets for journeys to and from areas outside Akershus.

Further development of a strategic management model

Transport services are managed under contracts entered into between Ruter, the operating companies, and other suppliers. Based on public transport

policy targets set out in municipal and county administrative planning documents, a joint vision has been established – “Together we make public transport the natural first choice”. This vision represents the foundation of Ruter’s strategic plans. Strategic planning is carried out in accordance with the shareholders’ agreement and is an important part of the management of the public transport network and regional planning in general.

The current K2012 strategic plan was launched in 2011 and has also provided input to high-level plans set out by Oslo municipality and Akershus County Council, and to planning processes at national level. The strategic plan is reviewed and specified in detail on an annual basis as part of a rolling four-year action programme, combined with a financial plan – currently referred to as H2015. The action programme forms the basis for the budget process, which in turn governs which activities to prioritise. In practice, it is the annual subsidies allocated by Oslo municipality and Akershus County Council that determine the definitive financial framework, in combination with policy guidelines relevant to the services portfolio.

In the summer of 2015, Ruter will present a rolling strategic plan – K2016 – and the work on this plan is explained in more detail in chapter 5 of the annual report.

Goal management system

In 2013, as part of its work to improve management procedures, Ruter continued to develop a goal management system. Our values, vision, business concept, customer guarantee, market position targets and overall targets are all supplemented by success criteria and goal management indicators via a process involving wide-ranging participation throughout the organisation.

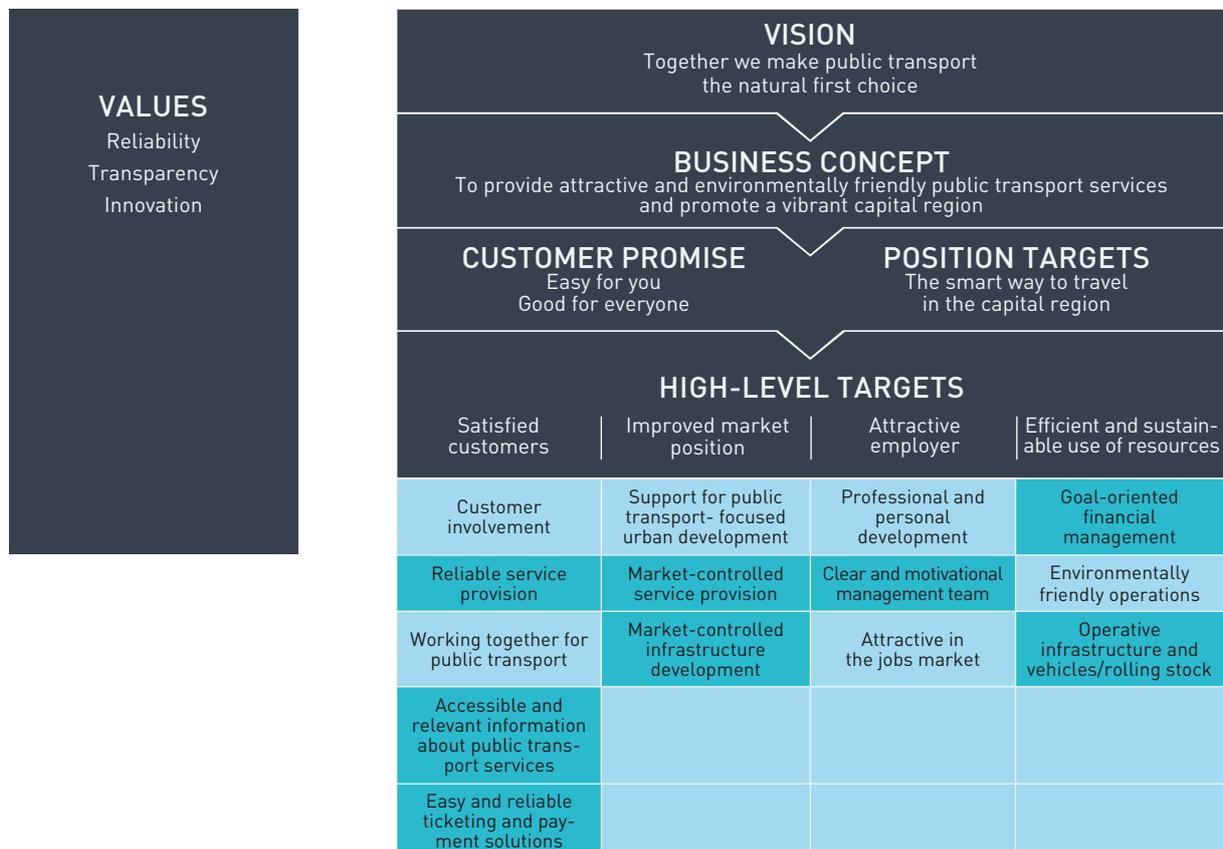
Our overall targets are set out below.

Satisfied customers: Ruter will make public transport the natural first choice for the customer by providing a simple, attractive and reliable range of services.

Strong market position: Ruter will contribute to the development of a functional and environmentally friendly capital region thanks to public transport accounting for most of the growth in traffic.

Attractive employer: Ruter will be an open and innovative skills-based organisation that values its employees and which attracts the right candidates to the company.

Efficient and sustainable use of resources: Ruter will help to achieve financial and environmental targets through the goal-oriented prioritisation of the public transport network’s operative infrastructure and funds for investment.





Ruter's operations have great socio-economic benefit and indicate that society would indeed benefit from investing in public transport in the capital region.



Summary

“Green journeys” account for two thirds of traffic in Oslo and one third in Akershus. Use of public transport increased by 3.4% in 2014.

One in three motorised journeys is by public transport

In 2014, 1.4 billion journeys were made in Oslo and Akershus – either by foot, bicycle, public transport or by car. Ruter’s share of these journeys was around 23%. The share of motorised journeys was 32%. In total, bus, tram, Metro, ferry and NSB trains provided 319 million single journeys in 2014. If we added the services operated by our colleagues at the Airport Express Train (Flytoget), 325 million public transport journeys were made in the region. 55% of public transport journeys in Norway take place in Ruter’s operational area.

The increase in public transport use from last year was 3.4%, with the figures for Oslo and Akershus respectively being 3.3% and 3.5%. Private car use grew by 1.0% in Oslo and 1.4% in Akershus, although there was a reduction of 0.6% through the road tolls, well within the target for zero growth set in the bonus subsidy agreement with the Norwegian Ministry of Transport and Communication.

The population growth continued to be strong, at 1.8% for the region as a whole and 2.1% for Oslo compared with 1.6% in Akershus. Oslo maintains its position as the fastest growing capital in Europe.

When the growth in public transport use is clearly higher than the growth in population, whilst private car use is well below, that means a steady increase in the market share for public transport. The public transport share of motorised journeys in Oslo and Akershus was 32%. In Oslo, the share is more than twice as high (44%) as in Akershus (21%).

People in Oslo walk a lot. 29% of journeys in Oslo took place on foot, equalling the public transport share. Cycling accounted for 6%. This means that 65% of all journeys were “green”. The proportion of journeys by foot is high, when considered in an international context, whereas the percentage of journeys by bicycle, for obvious reasons, is lower. This is particularly true in the winter months, with a share of less than 2% of journeys.

In Akershus, which is more spread out and generally has longer travel distances, the ratio between green journeys and car journeys is the direct opposite to Oslo. 17% walk, 4% cycle and 16% take public transport, calculated for all journeys. The car share is 62%. Compared with other Norwegian counties, and for that matter city regions, public transport use in Akershus is fairly high, but the challenges associated with increasing public transport use, along with cycling and walking, are greater than in Oslo.

OVERALL MANAGEMENT INDICATORS FOR PERFORMANCE MONITORING 2014

INDICATOR	TARGET	RESULT	DEVIATION
Increase in the number of passengers boarding	+3.5%	+3.4%	-0.1 percentage point
Satisfaction with the latest journey	92%	96%	+4 percentage points
The population's satisfaction with public transport services	71%	70%	-1 percentage point
Ruter's ticketing system is easy to use	70%	78%	+8 percentage points
All in all, what did you think about the information provided for this journey?	NEW	70%	
Current	95.5 %	92.7 %	-2.8 percentage points
Financial performance	NOK +20 million	NOK +66.5 million	NOK +46.5 million

Satisfied customers in a satisfied population area

70% of the region's population is satisfied with the public transport provision. This remains unchanged compared with last year and is just one percentage point below target. The level of satisfaction is greater in Oslo (80%) than in Akershus (58%), which also reflects a natural difference in what level of service the population density allows. People in the western area are the most satisfied (68%), while those in north-eastern parts of Akershus are the least satisfied (43%).

When we interview people about their satisfaction with the journey that they are currently undertaking, the level is greater than when we ask more generally and regardless of whether the person in question is travelling or not, or how often. 2014 also saw an extremely high level of satisfaction among ferry customers, at 99%. The average for all Ruter's customers, except for those travelling by train, was 96%. This is 1 per cent higher than in 2013 and four percentage points above target.

Great ticket sales contributed to profit

Ruter's total ticket sales for 2014 amounted to NOK 3,275 million, which is 7.7% more than last year at current prices. This positive outcome is a combination of fare rises to compensate for general inflation, an increase in traffic and changes in the customer's use of tickets and choice of ticket. The mobile app, which represented 28% of revenue in 2014, has contributed to ticket purchasing being perceived as so easy that the share of single tickets, and thus the price paid per journey, has increased further. This growth will, however, slow down naturally.

In 2014, ticket sales represented 49.6% of total revenue. The revenue from ticket sales was NOK 90.9 million (2.8%) over budget and this contributed greatly to a profit of NOK 66.5 million, after write-

downs for, among other things, Thales ticketing equipment (NOK 56 million). The surplus is 1 per cent of a total revenue of NOK 6,606 million. Ruter's objective is not financial profit for the owners and therefore it cannot pay dividends. The surplus contributed to the desired strengthening of equity and partial financing of, among other things, ticketing and information equipment.

Changes in cash flows and restructuring mean higher revenue

Ruter's costs increased by 8.2% in 2014 to NOK 6,588 million. The increase above inflation and growth in production and traffic was mainly due to a restructuring of cash flows in Oslo municipality's carriage financing. The allocations are assigned to Ruter and then form part of the service procurement from Sporveien T-banen AS and Sporveien Trikken AS, which then pay lease fees for the carriages to Oslo Vognselskap AS. Such a cash flow arrangement provides better transparency and a better basis for monitoring liabilities.

As a consequence of this, service procurement from the Metro increased by 31% to NOK 1,582 million and from the tram by 23% to NOK 770 million. Bus services showed a more normal growth in cost of 5% to NOK 2,291 million. Overall, Ruter purchased transport services worth NOK 4,981 million during 2014. Planning and project tasks and operating the company cost NOK 552 million, which corresponds to 8% of total costs. The rest of the costs (NOK 1,035 million) covers ferries, special transports, and price agreements with trains and commercial bus routes, as well as passenger information and ticket sales etc.

Satisfied tram customers despite overcrowding and cancelled departures

On average, counted over the whole 24-hour period and the entire tram network, 57% of seats were

occupied during 2014. This is very high and 34% higher than in 2007. The reason behind this average is overcrowding and customers being turned away. This means that we urgently need to complete the new tram project so that we can have new trams running on upgraded tracks by 2019.

With growth of 3.4%, the tram passed the 50 million journey milestone during 2014 and ended the year at 51 million journeys. This service is provided using the same rolling stock as when the tram had 30 million journeys, and 70% more passengers with the same rolling stock means considerable efficiencies are required. People living in Oslo and who mostly use the tram continue to represent Ruter's most satisfied market with a level of satisfaction of 86%. Satisfaction registered at interviews during the tram journey was 95% for 2014, still very high given that cancellations and delays occur much too often. Timetable disturbances are, however, to some extent compensated by a relatively high level of frequency. 0.75% of tram departures were cancelled in 2014. This is somewhat better than in 2013 (0.90%) but lower than target (max. 0.70%). The target for 2015 is not to cancel more than 0.5% of tram departures.

The deviation in the number of departures offered did not result in any reduction in earnings as Sporveien deployed an adequate number of replacement buses. The growth in traffic and the associated share in ticket sales above budget provided a bonus to the tram of NOK 11.9 million.

In general, the new agreement arrangement with Sporveien has worked well as intended. However, for 2015, the follow-up of the agreement will be adjusted slightly so that the strategic focus is clearer across the year as a whole.

Work on the tram project continued in 2014. The project includes planning for and the completion of the purchase of new trams along with an essential infrastructure upgrade. The aim is to have the first new trams in service by 2019. In the meantime, the capacity of individual routes will be improved through the use of buses as the capacity utilisation for the current rolling stock is very high at present and continued growth in the use of public transport is a target and indeed probable.

Number of satisfied Metro customers rises from 82% to 97%

The Metro is the form of transport which has seen the greatest increase in customer satisfaction since the establishment of Ruter. Going from 82% satisfaction in 2008 to 97% in 2014 is a journey that is the result of a targeted investment in several

stages. The infrastructure is being upgraded and contributes to ever more reliable operations whilst new carriages have provided an increase in frequency, an increase in capacity, improved reliability and better comfort and satisfaction. Better information signs and staff service levels are also making a significant contribution.

With a customer satisfaction level of 97%, the Metro has passed the regional buses and only the ferries are ahead at 99%. The level of satisfaction is 2 per cent higher than for 2013 and 4 per cent above target.

In 2014, 88 million journeys were made on the Metro, as per target, which was three million (+3.4%) more than in the previous year. The delivery of new Metro carriages was completed in March 2014. Oslo thus has a new and uniform fleet of rolling stock with a total of 115 trains or 345 carriages, considerably more than the 207 old carriages. New carriages and an increase in frequency and capacity has meant that there is generally more space on-board the Metro than on trams and city buses. The seat occupancy at 32.5% is on a par with 2007 (33.7%) and considerably lower than the peak in 2009, before the delivery of new carriages commenced. On 12 October, the Kolsås line was reopened to Kolsås after the completion of the upgrade. More limited improvements have also been made to other parts of the network and a comprehensive upgrade of the Østtangen line is planned from spring 2015.

Sporveien's implementation of the Løren line, the new connection between the Grorud line and the Ring line, is ahead of schedule and below budget. It will be opened in the spring of 2016. The work has made it necessary to close the Grorud line for short periods and the Ring line between Sinsen and Carl Berners plass for longer periods.

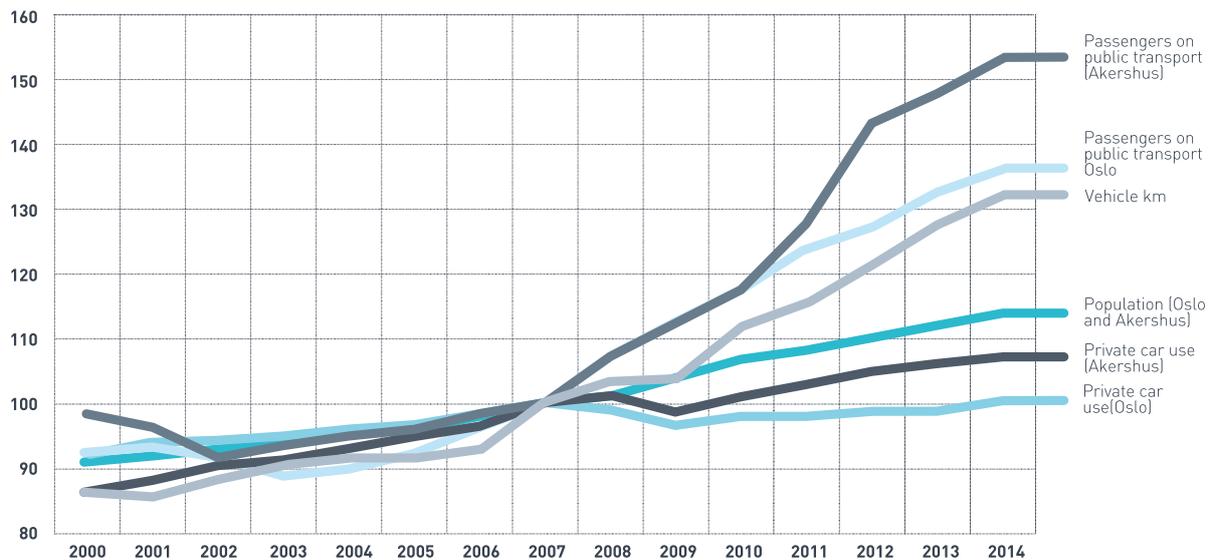
The new target-based agreement between Sporveien and Ruter has, in terms of the Metro, provided a bonus of NOK 6.2 million from the share in increased traffic and increased ticket sales, at the same time as there were no deductions for unsatisfactory production statistics.

A third of buses are "green"

1,162 buses operated under Ruter contracts in 2014. 401 (35%) of these can be classified as "green buses" that run on electricity, use hybrid solutions or biofuel, or alternatively biodiesel for at least 50% of the time on an annual basis. The share of green buses will increase to 529 out of 1,200 (44%) based on the contracts which have been entered into for 2015. The greatest increase was seen in biogas with the only restriction on an even quicker conversion is the amount of biogas available. Ruter will follow up

Traffic and market development

Index 2007=100



its own and its owners' target for fossil-free buses by 2020 with an action programme that will be outlined in more detail in the summer of 2015. In addition to making use of the biogas options available, Ruter is investing in electrical operation using batteries that are charged at the depot and/or at designated stops or terminals along the way. Such buses are still at the development and testing stage, but given a reasonable assessment of the risks, Ruter wants to be right at the forefront in terms of full-scale operations in Europe.

In Oslo, there were insufficient funds to meet the frequency and capacity targets for 2014 and the result was, among other things, a new record figure for seat occupancy on city buses of 53%. This means that on many departures it is uncomfortably crowded and unfortunately some customers have to be left behind. As frequency is high, the consequences may be limited. Occupancy for regional buses was 46%, which is three percentage points lower than the peak in 2012. Here, occupancy is still considered more as an expression for efficient use of resources than a quality issue. Occupancy for city buses and regional buses is not directly comparable as for city buses it is to a much greater extent based on the assumption that standing room is available for shorter distances.

Partially full buses have contributed to the fact that city buses are the mode of transport with the lowest level of customer satisfaction, 93%. This is still one percentage point higher than 2013 and the highest level that Ruter has recorded for city buses. Even if not too much attention should be paid to such small

deviations, it is assumed that congestion is partly outweighed by more modern rolling stock and better information – along with great customer service provided by the drivers.

Customer satisfaction for regional buses remains high at a stable 97%.

Service improvements with a great market response are ever more demanding and costly

The biggest route changes in 2014 took place on the regional buses, partly in connection with further improvements in train frequency between Drammen and Eidsvoll from 14 December and partly on the Nittedal buses with a view to improving accessibility for all bus and tram traffic on Storgata. Not all the changes have been well received by the markets in Øvre Romerike and in Nittedal, and Ruter will undertake a thorough review in 2015.

In the first few years since its establishment in 2008, Ruter has been able to make gains through coordination, new customer orientation and new targets and ways of thinking. This has been achieved through restructuring within existing resource frameworks and target-oriented service improvements financed with new capital, in particular from road tolls. In both instances, Ruter has prioritised measures such as improved quality and capacity in the market segments where there is a good foundation for public transport. At the same time, this means less emphasis on improvements in more spread-out areas.

Once the most obvious and least costly options have

been implemented, Ruter will of course find it more challenging to achieve corresponding effects from further measures. This is true both in terms of the technical analysis and the extra cost for each new passenger. This relationship also illustrates the importance of a pattern of expansion focused on public transport with realistic and acceptable costs in order to achieve targeted public transport shares.

Fornebu ferry to supplement the service

On 10 November, a new rush-hour ferry service between Fornebu and Aker Brygge was put into operation, based on a commission and earmarked funds from Akershus County Council. This service will run for a trial period and currently only until a metro Fornebuline replaces the current bus service that is already overcrowded. During the winter of 2014/2015, the demand for ferry services was limited and the cost per journey was high. However, there is reason to believe that traffic will improve during the summer season.

The island ferries' new terminal at Rådhusbryggene was established during 2014 with new pier sections and information and ticketing equipment. This opened for traffic in March 2015.

The fare and ticketing arrangement with Bygdøyfergene has come to an end. There were no significant changes to the other ferry traffic in 2014. In total, Ruter's ferry traffic provided 4.2 million journeys.

However, departure problems due to high levels of demand on the route between Drøbak and Son during the summer weekends were recorded. A reduction in these issues will be sought, within the framework of available capacity, when schedule adjustments are made for the summer of 2015.

60% of train journeys in Norway use Ruter's fares and tickets

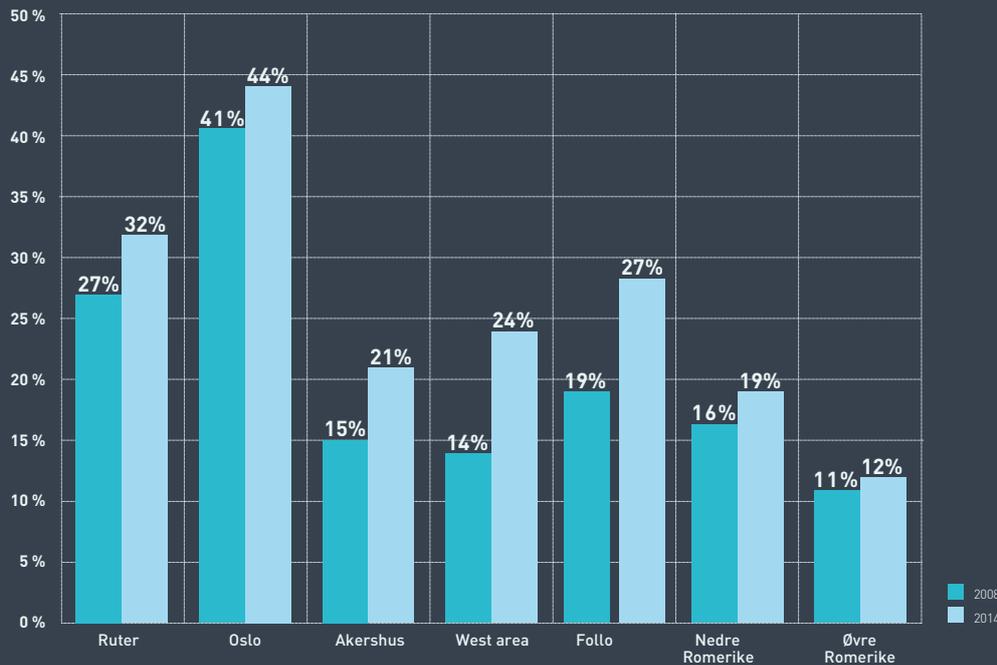
The investments in improved train services with an increase in the frequency for the route Dram-

men/Asker – Lillestrøm/Eidsvoll continues to yield results. In 2014, the train continued to represent the greatest growth in traffic with a rise of 7% to a total of 37 million NSB journeys in Oslo and Akershus. The total local train traffic for Østlandet is 41 million journeys, and increased by 4.1%. The total passenger traffic for NSB was 62 million journeys, after an increase of 4.4%. This means that traffic with Ruter's fares and tickets now represents 60% of all train journeys and most of the growth. The transfer from bus to train where this is available is the result of a long-term strategy in which Ruter especially has been instrumental. This is reflected in, among other things, relatively weak growth for regional buses in 2014 at 1.5%.

The train service continues to have problems with reliability, with levels of cancellations and delays which are too high, with deviation management demonstrating potential for improvement. Ruter is working with the Norwegian National Rail Administration, Norwegian Public Roads Administration and NSB on a system for better solutions when the train is at a standstill, both in terms of information and the reallocation of overall resources in order to provide alternative forms of travel. NSB reports a relatively low level of customer satisfaction in local traffic and Ruter notes that the population's general satisfaction with public transport is considerably lower among those using the train (54%) compared with the average (70%). Ticket sales linked to train services amounted to NOK 629 million for 2014, which corresponds to NOK 17 per journey. In addition, Ruter pays for the difference between its journeys and NSB's prices on the corresponding routes. NOK 105 million has been allocated to this item in the financial statements, but the final adjustment is done at a later date. The subsidy for the price difference corresponds to an average of NOK 2.80. The state's service procurement from NSB is not included. For local train services in Østlandet, this is about NOK 1 billion.

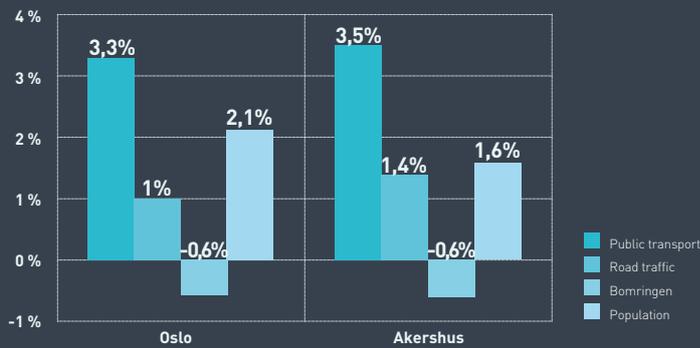


Development in motorised market shares



Traffic development 2014

Public transport, road traffic and population



2014 compared with last year

55%

of public transport journeys

in Norway take place in Ruter's operational area. One in three motorised journeys is by public transport.

Customer satisfaction/Reputation/Service satisfaction



The customer satisfaction survey was conducted using onboard interviews.
The survey covering Ruter's reputation and satisfaction with public transport services was conducted by phone.

Train services should be organised according to market roles in a seamless network

The train's share of public transport in the region is 11%. The total intercity traffic is at a level corresponding to about 2%. Even if there is potential for further growth, and even if the role of the train is essential for the overall functioning of the public transport network, this share will also be limited in the future. It is therefore important that the state's contribution to a functional, environmentally friendly and competitive capital region takes the form of investment in developing the public transport of the future. The responsibility for service procurement, and thereby the overall growth in train services, should therefore be organised based on market coordination and a joint customer offering, rather than a split in terms of infrastructure and technical modes of operation.

Ruter has on several occasions raised the issue of whether the current model for train service procurement provides optimal customer solutions. In many ways, the model obstructs seamless customer offerings with connections, consistent information and ticketing and, in particular, efficient deviation management. The distribution of responsibility for public transport into a national part and a local part based on mode of transport can also obstruct the optimal division of roles between train and bus, with more going to the train where this is appropriate.

In recent years, Ruter has supported proposals to assess a model in which service procurement, and thereby coordination of all regional public transport, is done at a regional level, regardless of the mode of transport. At the same time, we have questioned the justification for NSB's understanding of the frame traffic agreements with the Norwegian Ministry of Transport and Communications for the calculation of compensation for price differences.

Any tendering of train services should be done under the auspices of a body with market and customer responsibility that acts as a coordinator to ensure seamless journeys across modes of transport and operating companies.

So what can we do to make sure that public transport, along with cycling and walking, can deal with the growth in passenger traffic in the region?

In Ruter's strategic rolling plan, which will be presented as K2016 in the summer of 2015, the main issue is going to be what can we do to make sure that public transport, along with provision for cycling and walking, can deal with the growth in passenger traffic in the region. Such questions are central to the concept study for greater transport capacity into and through Oslo (KVU Oslo-Navet), in the national government work on the circulation

of the National Transport Plan, the city plan in Oslo and the Akershus transport plan. Ruter is looking forward to the day when, based on planning material which soon will be available, the necessary steps to improve consistency between ends and means can be taken; this will ensure that development follows the path towards green mobility, for which there is broad support in principle. At the overall level, the measures apply both to the organisational model and the channelling of funds.

Ruter is convinced that a great deal can be achieved through better facilities for more walking and cycling, in particular during the summer months. In the interaction with public transport, this applies in particular to safe parking at and access to stations and stops, along with municipal cycling schemes with corresponding pick-up points and payment solutions that are integrated into Ruter's public transport ticketing system. There might, however, be a basis for attention and analysis linked to limits in terms of climate and topography in conjunction with such an optimised approach.

Around NOK 12 billion is spent each year on public transport in Oslo and Akershus, in total for operations and investments, paid for by public transport customers, road users through toll charges and by local and national authorities. There are extra costs in terms of time, the environment and other external costs on top of this figure. The division in responsibility and organisation partly explains the fact that it is complicated to gain an overall picture of the financial situation, and in particular to find some basis for any overall prioritisation. It is therefore difficult to deploy resources where they would be most useful and to make sure that the different parts of the public transport system interact well with each other.

Market needs and route plans should form the basis for the investment priorities, yet it is the resources available which in the end decide what we can actually offer customers. Given the current models for responsibility, such cohesion cannot be guaranteed. Furthermore, the greatest challenge is sufficient financing.

Ruter's operations have a high socio-economic benefit

The socio-economic benefit of a higher level of service procurement is documented. According to COWI (2014), society has gained NOK 4.50 for every extra NOK paid in subsidies to Ruter. This cost-benefit ratio is considerably higher than what is normally required to achieve socio-economic benefit. This indicates that society will benefit from investing even more in public transport in the capital region than it does at present.



Ruter's key figures provide a transparent basis for analysis, assessment and comparison.



Key figures

2.6% more revenue per journey and 1.2% increase in costs per journey. High occupancy for trams and buses.

Publishing key figures for public transport in Oslo and Akershus is an important task for Ruter as an expert body. Ruter has therefore over many years developed its annual report into being the medium through which it publishes, analyses and presents the key figures for public transport in our region. The key figures presented in this chapter are linked to revenue, costs, subsidies and production. Total key figures and per mode of transport have been prepared. In the following chapters, we also present key figures for market, quality and the environment.

Revenue per journey in 2014 was NOK 10.52, an increase of 2.6% on last year. The highest revenue per journey is for regional buses at NOK 11.45, an increase of 3.5% on last year. Travel within the city provides revenue of just over NOK 8 per journey, which is on a par with last year. From 2008 to 2012, revenue per journey fell due to a price reduction for the 30-day ticket and a new fare and zoning structure. This was particularly true of the longer journeys (regional buses and trains). Over the last two years, this trend has reversed due to factors such as an increase in single tickets purchased in advance (sales via mobile apps). The subsidy per journey increased by 1.7% from 2013 to 2014.

The cost per journey (excl. trains) for 2014 was NOK 24, an increase of 1.2% compared with last year. The total cost per journey has remained stable since 2008. The highest costs per journey are for ferry and

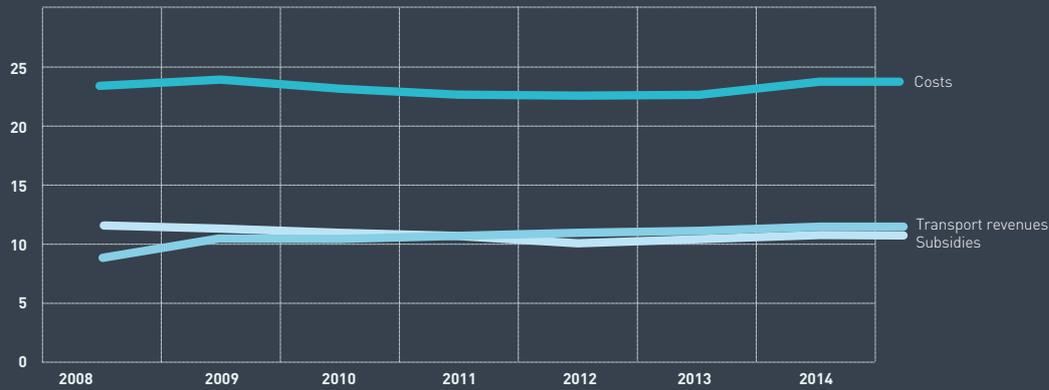
regional buses at NOK 39 and NOK 25 respectively, and it is journeys by ferry that have increased the most since 2008. The lowest cost per journey is for city buses at NOK 12. Since 2008, the cost level per journey on the Metro has increased (+16%) but it has decreased for the tram (+18%). The cost per seat kilometre for ferries has increased (+38%).

The current distribution of responsibilities means that we cannot present comprehensive key figures for train services. Ruter pays NOK 20 per journey to NSB of the sum from ticket revenue and fare subsidies. This is a lower cost per journey compared with regional buses and ferries. There is a supplement for state service procurement from NSB for train services and this provides a basis for covering a cost which is much higher than what Ruter pays.

Occupancy, i.e. average capacity use, is a good indicator for the network efficiency and thus whether Ruter is doing a good job in this respect. For routes covering multiple stops, it is practically impossible to achieve an occupancy of 100% across the whole route. The fact that Ruter has an average utilisation of seat capacity for buses and trams above 50% should be considered an excellent achievement. The reduction for the Metro and regional buses can be explained by capacity increases and because not all the expansion in capacity has yet been used up by new passengers.

Revenue and cost per journey

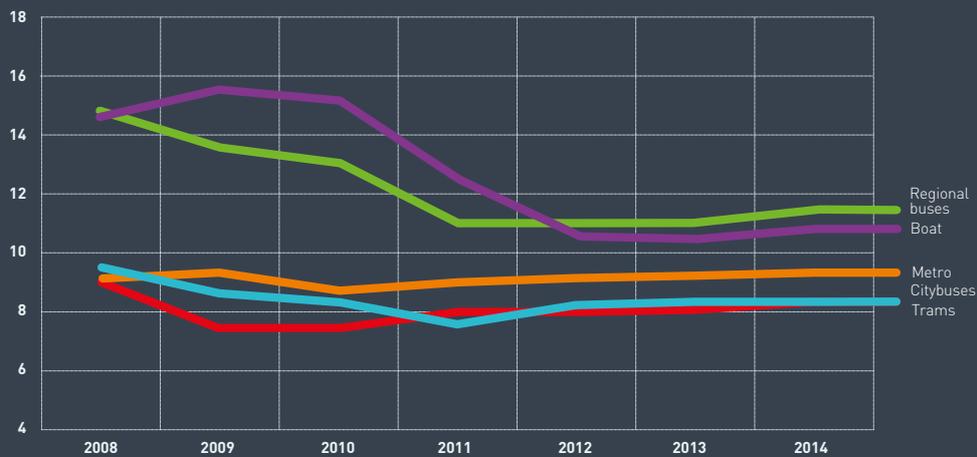
(NOK)



Trafikkinntekter per reise er (inkl tog)
Tilskudd og kostnader per reise (eksl tog)

Revenues per journey per service mode

(NOK)



10

NOK

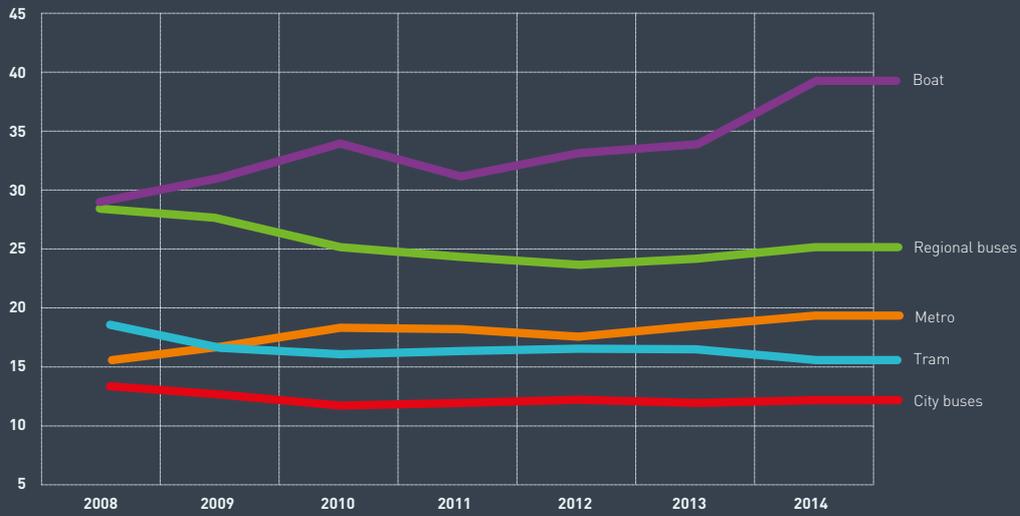
ticket revenue/journey

24

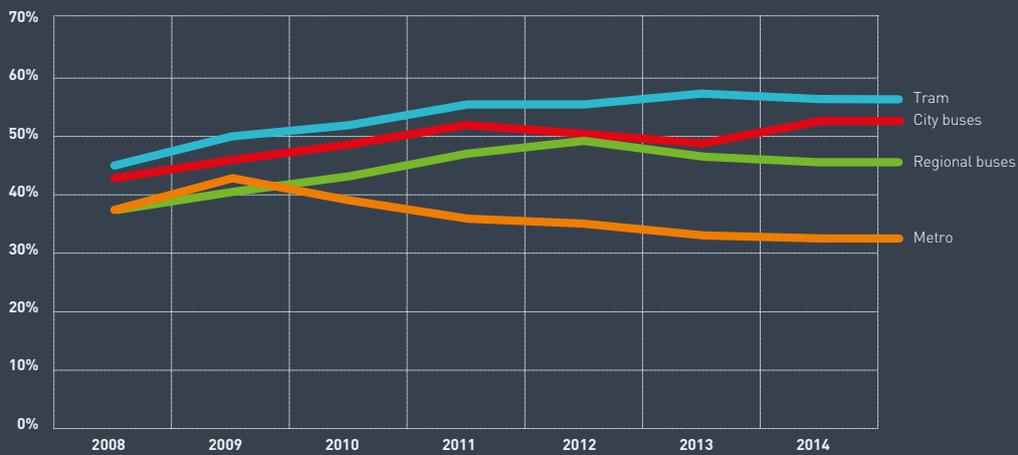
NOK

cost/journey

Costs per journey per service mode (NOK)



Seat occupancy trend from 2007



12

NOK

cost/journey, city bus

39

NOK

cost/journey, ferry

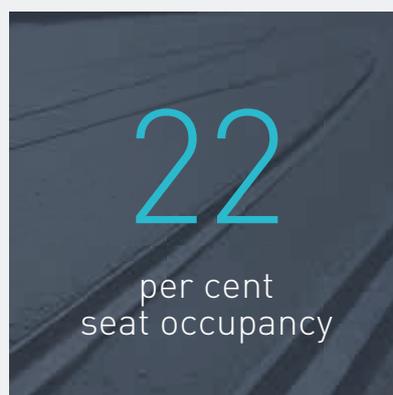
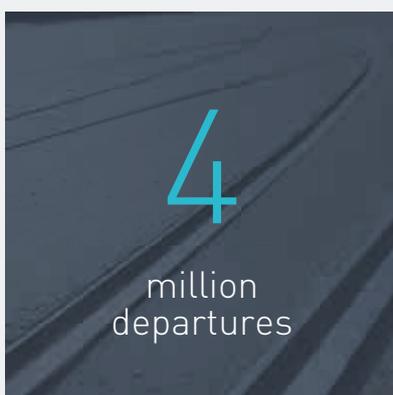
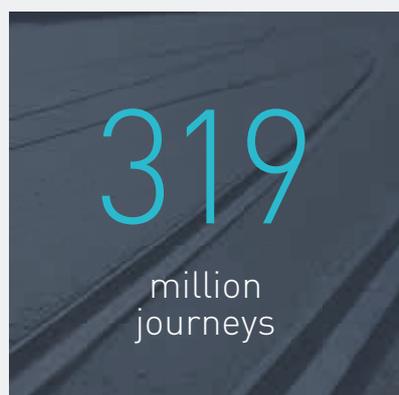
RUTER TRAFFIC AREA	Ruter 2014	Ruter 2013	Ruter 2012	Ruter 2011	Ruter 2010	Ruter 2009	Ruter 2008
Operational key figures							
Journeys (millions) *	319	309	300	285	271	256	244
Passenger km (millions)	1830	1759	1719	1636	1526	1433	1350
Vehicle km (millions)	93,6	90,5	85,3	82,1	78,3	73,8	73,2
Seat km (millions)	8275	7868	7336	6981	6486	5948	5854
Departures (x 1,000)	4089	3991	3741	3605	3527	3440	3473
Seat (place) occupancy (%)	22 %	22 %	23 %	23 %	24 %	24 %	23 %
Financial key figures							
Transport revenues (millions)	3358	3176	3037	3061	2998	2899	2920
Subsidy (millions)	3123	2987	2838	2693	2518	2377	2011
Expenditure (millions) **	6654	6390	6029	5847	5614	5371	5013
Operating profit/loss (millions)	38,4	-13,8	-17,2	14,7	0,2	-7,6	-24,6
Profit/loss after extraordinary items (millions)	66,5	3,1	1,5	6,6	3,1	1,1	0,2
Debt to equity ratio	89 %	89 %	84 %	85 %	85 %	80 %	70 %
Solidity (equity share)	11 %	11 %	17 %	15 %	15 %	20 %	30 %
Working capital ratio I	1,21	1,19	1,23	1,28	1,25	1,23	1,27
Transport revenues/journey (incl. trains)	10,52	10,28	10,13	10,72	11,08	11,31	11,97
Expenditure/journey (excl. trains)	20,98	20,58	20,12	20,46	20,39	20,90	20,43

Financial figures are adjusted to the consumer price index.

The number of journeys is inclusive of train and ferry services. Production data are the sum of Metro, tram, bus and ferry services (ferry only included in 2014).

*) If we also include 6 million journeys on the Airport Express Train (Flytoget) in Oslo and Akershus, the total number of journeys in 2014 is approx. 325 million.

**) Expenditure includes advertising on services paid directly to Sporveien.



METRO	2014	2013	2012	2011	2010	2009	2008
Operational key figures							
Journeys (millions)	88	85	82	81	76	74	73
Passenger km (millions)	525	508	492	484	456	446	437
Vehicle km (millions)	35,2	33,2	30,2	28,9	25,1	21,9	21,5
Train km (millions)	7,1	6,8	6,1	6,1	5,7	5,7	5,9
Seat km (millions)	4679	4411	4022	3842	3341	2871	2769
Seat (place) occupancy (%)	11 %	12 %	12 %	13 %	14 %	16 %	16 %
Departures (x 1,000)***	324	288	289	287	257	269	263
Train hours (x 1,000)**	237	279	260	246	222	219	234
Journey speeds (km/h)	30,1	30,1	31,2	31,3	32,1	31,2	31,7
Route distances (km)	85	82	81	80	78	71	76
Energy consumption per passenger km	0,17	0,17	0,16	0,16	0,16	0,16	0,18
Financial key figures							
Transport revenues (millions)	724	697	671	651	662	682	657
Subsidy (millions)	780	721	708	724	669	527	445
Expenditure (millions) *	1582	1495	1417	1 402	1355	1 234	1130
Internal efficiency							
Cost/departure	4884	5191	4905	4877	5269	4584	4288
Cost/seat km	0,34	0,34	0,35	0,36	0,41	0,43	0,41
External efficiencies							
Transport revenues/journey	8,27	8,23	8,18	8,08	8,73	9,18	9,02
Transport revenues/passenger km	1,38	1,37	1,36	1,35	1,45	1,53	1,50
Transport revenues/seat km	0,15	0,16	0,17	0,17	0,20	0,24	0,24
Cost/journey	18,07	17,65	17,28	17,38	17,85	16,60	15,51
Cost/passenger km	3,01	2,94	2,88	2,90	2,97	2,77	2,58

Efficiency data include only Ruter As' reported expenditure.
For this reason capital expenditure for infrastructure is in the most part excluded.
Financial figures are adjusted to the consumer price index.

*) Expenditure includes advertising on services paid directly to Sporveien (NOK 78.3 million in 2014).

**) Excluding layover and empty journeys for 2014.

***) The high number of departures is due to problems on the Ring line at Sinsen.

TRAM	2014	2013	2012	2011	2010	2009	2008
Operational key figures							
Journeys (millions)	51	49	48	48	45	43	40
Passenger km (millions)	163	158	153	153	145	137	127
Vehicle km (millions)	4,0	3,9	4,1	4,0	4,0	3,9	4,0
Seat km (millions)	600	572	593	571	577	568	585
Seat (place) occupancy (%)	27 %	28 %	26 %	27 %	25 %	24 %	22 %
Departures (x 1,000)	373	360	363	360	366	367	355
Vehicle hours (x 1,000) **	216	289	304	294	294	285	287
Journey speeds (km/h)	19,0	19,0	19,0	19,0	18,3	17,8	18,0
Route distances (km)	41	40	41	41	41	39	41
Energy consumption per passenger km	0,12	0,12	0,15	0,14	0,16	0,19	0,22
Financial key figures							
Transport revenues (millions)	418	404	388	367	377	368	378
Subsidy (millions)	343	367	365	385	326	336	352
Expenditure (millions) *	770	780	759	758	709	710	736
Internal efficiency							
Cost/departure	2063	2164	2091	2107	1939	1936	2072
Cost/seat km	1,28	1,36	1,28	1,33	1,23	1,25	1,26
External efficiency							
Transport revenues/journey	8,21	8,20	8,13	7,66	8,33	8,60	9,52
Transport revenues/passenger km	2,56	2,56	2,54	2,40	2,60	2,69	2,98
Transport revenues/seat km	0,70	0,71	0,65	0,64	0,65	0,65	0,65
Cost/journey	15,11	15,82	15,90	15,83	15,68	16,60	18,52
Cost/passenger km	4,72	4,94	4,97	4,95	4,90	5,19	5,79

Efficiency data include only Ruter As' reported expenditure.

For this reason capital expenditure for infrastructure is in the most part excluded.

Financial figures are adjusted to the consumer price index.

*) Expenditure includes advertising on services paid directly to Sporveien (NOK 8.5 million in 2014).

***) Excluding layover and empty journeys for 2014.

27% spatial utilisation including standing spaces

BUSS TOTALT	2014	2013	2012	2011	2010	2009	2008
Operational key figures							
Journeys (millions)	139	136	133	126	119	109	101
Passenger km (millions)	1117	1093	1074	999	926	851	786
Vehicle km (millions)	54,1	53,4	51,0	49,2	49,2	48,1	47,7
Seat km (millions)	2891	2885	2721	2568	2567	2509	2500
Seat (place) occupancy (%)	39 %	38 %	39 %	39 %	36 %	34 %	31 %
Departures (x 1,000)	3355	3343	3089	2958	2904	2804	2855
Bus hours (x 1,000)	1951	2316	2189	2137	2134	2085	2049
Journey speeds (km/h)	27,7						
Energy consumption and emissions							
Energy consumption per passenger km	0,27	0,26	0,27	0,30	0,31	0,33	0,35
Fossil CO2 emissions (kg/per passenger km)	0,06	0,06	0,06	0,06	0,07	0,08	0,09
NOx emissions (g/per passenger km)	0,24	0,24	0,29	0,46	0,57	0,69	0,88
PM ₁₀ emissions incl. road dust (g/per passenger km)	0,02	0,02	0,02	0,02	0,02	0,03	0,03
Financial key figures							
Transport revenues (millions)	1307	1245	1214	1210	1100	1045	1088
Subsidy (millions)	965	950	939	831	820	855	781
Expenditure (millions)	2291	2219	2163	2054	1931	1911	1881
Internal efficiency							
Cost/departure	683	664	700	694	665	681	659
Cost/seat km	0,79	0,77	0,79	0,80	0,75	0,76	0,75
External efficiency							
Traffic revenue/journey	9,37	9,17	9,11	9,61	9,23	9,54	10,74
Traffic revenue/passenger km	1,17	1,14	1,13	1,21	1,19	1,23	1,38
Transport revenues/seat km	0,45	0,43	0,45	0,47	0,43	0,42	0,44
Cost/journey	16,42	16,33	16,23	16,30	16,20	17,45	18,57
Cost/passenger km	2,05	2,03	2,01	2,06	2,09	2,25	2,39

Financial figures are adjusted to the consumer price index.

16 NOK cost per journey

CITY BUSS	2014	2013	2012	2011	2010	2009	2008
Operational key figures							
Journeys (millions)	91	88	86	83	81	74	69
Passenger km (millions)	436	422	413	399	387	356	330
Vehicle km (millions)	21,0	21,6	21,0	20,5	21,4	20,9	20,5
Seat km (millions)	1398	1455	1371	1278	1318	1286	1277
Seat (place) occupancy [%]	31 %	29 %	30 %	31 %	29 %	28 %	26 %
Departures (x 1,000)	1729	1810	1716	1754	1785	1722	1703
Bus hours (x 1,000) *	917	1324	1254	1251	1283	1246	1223
Journey speeds (km/h) **	22,9	24,6	25,2	25,3	24,6	25,0	25,0
Energy consumption and emissions							
Energy consumption per passenger km	0,33	0,33	0,34	0,32	0,35	0,37	0,37
Fossil CO2 emissions (kg/per passenger km)	0,07	0,05	0,08	0,07	0,08	0,09	0,09
NOx emissions (g/per passenger km)	0,27	0,22	0,37	0,58	0,76	0,80	0,95
PM10 emissions incl. road dust (g/per passenger km)	0,02	0,02	0,02	0,02	0,02	0,02	0,03
Financial key figures							
Transport revenues (millions)	751	715	691	671	603	555	611
Subsidy (millions)	333	339	363	333	349	391	333
Expenditure (millions)	1098	1067	1060	1013	959	953	952
Internal efficiencies							
Cost/departure	635	589	618	577	538	553	559
Cost/seat km	0,79	0,73	0,77	0,79	0,73	0,74	0,74
External efficiency							
Transport revenues/journey	8,26	8,13	8,03	8,08	7,48	7,49	8,90
Transport revenues/passenger km	1,72	1,69	1,67	1,68	1,56	1,56	1,85
Transport revenues/seat km	0,54	0,49	0,50	0,53	0,46	0,43	0,48
Cost/journey	12,08	12,13	12,32	12,18	11,88	12,85	13,86
Cost/passenger km	2,52	2,53	2,57	2,54	2,48	2,68	2,89

Financial figures are adjusted to the consumer price index.

*) Route hours in 2014 (partly vehicle hours previously)

**) Journey speeds similar to vehicle km/bus hours in 2014

79 NOK cost per seat kilometre

REGIONAL BUS	2014	2013	2012	2011	2010	2009	2008
Operational key figures							
Journeys (millions)	49	48	47	43	38	35	33
Passenger km (millions)	681	671	661	600	539	495	456
Vehicle km (millions)	33,2	31,8	30,0	28,7	27,8	27,2	27,2
Seat km (millions)	1493	1430	1350	1290	1249	1223	1223
Seat (place) occupancy (%)	46 %	47 %	49 %	46 %	43 %	40 %	37 %
Departures (x 1,000)	1625	1533	1373	1204	1119	1082	1151
Bus hours (x 1,000)	1035	992	936	885	851	838	826
Journey speeds (km/h)	32,1	32,0	32,1	32,4	32,6	32,4	32,9
Energy consumption and emissions							
Energy consumption per passenger km	0,23	0,22	0,23	0,28	0,28	0,30	0,33
Fossil CO2 emissions (kg/per passenger km)	0,05	0,07	0,06	0,06	0,07	0,07	0,08
NOx emissions (g/per passenger km)	0,22	0,28	0,24	0,39	0,43	0,61	0,82
PM10 emissions incl. road dust (g/per passenger km)	0,02	0,02	0,02	0,02	0,02	0,03	0,04
Financial key figures							
Transport revenues (millions)	557	530	523	539	497	490	476
Subsidy (millions)	632	610	576	498	471	463	447
Expenditure (millions)	1193	1152	1103	1041	972	958	929
Internal efficiency							
Cost/departure	734	752	803	865	868	885	807
Cost/seat km	0,80	0,81	0,82	0,81	0,78	0,78	0,76
External efficiency							
Transport revenues/journey	11,45	11,06	11,07	12,58	12,92	13,87	14,62
Transport revenues/passenger km	0,82	0,79	0,79	0,90	0,92	0,99	1,04
Transport revenues/seat km	0,37	0,37	0,39	0,42	0,40	0,40	0,39
Cost/journey	24,53	24,05	23,37	24,30	25,27	27,11	28,52
Cost/passenger km	1,75	1,72	1,67	1,74	1,80	1,94	2,04

Financial figures are adjusted to the consumer price index.

80 NOK cost per seat kilometre

FERRIES (TOTAL)	2014	2013	2012	2011	2010	2009	2008
Operational key figures							
Journeys (millions)	4,2	4,4	4,5	4,4	4,2	4,1	4,0
Passenger km (millions)	24,6	24,4	25,2	24,3	22,9	22,6	21,8
Ferry km (millions)	0,26	0,30	0,30	0,28	0,29	0,29	0,30
Seat km (millions)	106	113	114	110	112	103	113
Seat (place) occupancy (%)	23 %	22 %	22 %	22 %	20 %	22 %	19%
Departures (x 1,000)	37,3						
Ferry hours (x 1,000)	16,2						
Environmental key figures							
Energy consumption per passenger km	1,15	1,13	1,13	1,03	1,30	1,14	1,05
Fossil CO2 emissions (kg/per passenger km)	0,25	0,24	0,24	0,25	0,31	0,28	0,28
NOx emissions (g/per passenger km)	2,12	2,12	2,11	2,24	2,59	3,53	4,70
PM10 emissions (g/per passenger km)	0,04	0,04	0,04	0,04	0,05	0,05	0,05
Financial key figures							
Transport revenues (millions)	46	46	47	54	63	65	59
Subsidy (millions)	120	103	101	82	78	64	55
Expenditure (millions)	166	149	147	135	141	129	114
Internal efficiency							
Cost/departure	4446						
Cost/seat km	1,56	1,32	1,29	1,24	1,26	1,25	1,01
External efficiency							
Transport revenues/journey	10,92	10,36	10,45	12,32	15,01	15,71	14,78
Transport revenues/passenger km	1,87	1,88	1,85	2,21	2,75	2,86	2,72
Transport revenues/seat km	0,43	0,41	0,41	0,49	0,56	0,63	0,52
Cost/journey	39,32	33,66	32,97	31,10	33,58	31,30	28,47
Cost/passenger km	6,75	6,12	5,84	5,58	6,15	5,71	5,24

Financial figures are adjusted to the consumer price index.

120 MNOK in subsidy

FERRIES (AKERSHUS)	2014	2013	2012	2011	2010	2009	2008
Operational key figures							
Journeys (millions)	3,5	3,4	3,5	3,4	3,2	3,1	3,0
Passenger km (millions)	23,1	22,2	23,3	22,3	20,7	20,5	19,7
Ferry km (millions)	0,22	0,21	0,21	0,20	0,20	0,20	0,21
Seat km (millions)	95	95	96	93	96	86	95
Seat (place) occupancy (%)	24 %	23 %	24 %	24 %	22 %	24 %	21%
Departures (x 1,000)	28,8	28,4	28,4	27,2	27,2	27,4	27,0
Ferry hours (x 1,000)	10,8	11,7	10,6	11,6	10,2	14,6	12,9
Energy consumption and emissions							
Energy consumption per passenger km	1,15	1,15	1,13	1,02	1,32	1,15	1,05
Fossil CO2 emissions (kg/per passenger km)	0,25	0,24	0,24	0,25	0,31	0,29	0,28
NOx emissions (g/per passenger km)	1,96	1,87	1,83	1,97	2,33	3,38	4,67
PM10 emissions (g/per passenger km)	0,04	0,04	0,04	0,04	0,05	0,05	0,05
Financial key figures							
Transport revenues (millions)	40	38	39	45	48	50	44
Subsidy (millions)	91	84	83	64	68	55	48
Expenditure (millions)	131	122	122	109	115	105	92
Internal efficiency							
Cost/departure	4565	4283	4292	4013	4253	3825	3409
Cost/seat km	1,38	1,28	1,27	1,18	1,21	1,22	0,97
External efficiency							
Transport revenues/journey	11,48	11,10	11,10	13,31	15,10	15,93	14,66
Transport revenues/passenger km	1,75	1,69	1,69	2,03	2,30	2,42	2,23
Transport revenues/seat km	0,42	0,39	0,41	0,49	0,50	0,58	0,46
Cost/journey	37,36	36,02	34,42	32,28	36,57	33,57	30,76
Cost/passenger km	5,69	5,48	5,24	4,91	5,57	5,11	4,68

Financial figures are adjusted to the consumer price index.

4600

NOK in costs per departure

FERRIES (OSLO)	2014	2013	2012	2011	2010	2009	2008
Operational key figures							
Journeys (millions)	0,7	1,1	0,9	1,0	1,0	1,0	1,0
Passenger km (millions)	1,5	2,2	1,9	2,0	2,2	2,1	2,1
Ferry km (millions)	0,04	0,09	0,09	0,08	0,08	0,08	0,09
Seat km (millions)	10	18	18	17	17	17	18
Seat (place) occupancy (%)	14 %	12 %	11 %	12 %	13 %	12 %	12%
Departures (x 1,000)	8,5						
Ferry hours (x 1,000)	5,4						
Energy consumption and emissions							
Energy consumption per passenger km	1,00	0,97	1,15	1,10	1,07	1,05	1,05
Fossil CO2 emissions (kg/per passenger km)	0,26	0,25	0,30	0,29	0,28	0,28	0,27
NOx emissions (g/per passenger km)	4,70	4,56	5,41	5,19	5,05	4,96	4,94
PM ₁₀ emissions (g/per passenger km)	0,06	0,06	0,07	0,06	0,06	0,06	0,06
Financial key figures							
Transport revenues (millions)	6	8	7	9	15	15	15
Subsidy (millions)	29	19	18	17	10	9	7
Expenditure (millions)	34	28	25	26	25	24	22
Internal efficiencies:							
Cost/seat km	4042						
Cost/seat km	3,29	1,54	1,42	1,54	1,52	1,41	1,22
External efficiency							
Transport revenues/journey	8,08	8,02	7,95	8,86	14,71	15,01	15,13
Transport revenues/passenger km	3,85	3,82	3,79	4,22	7,00	7,15	7,20
Transport revenues/seat km	0,54	0,47	0,41	0,51	0,91	0,87	0,85
Cost/journey	49,21	26,12	27,41	26,93	24,51	24,25	21,73
Cost/passenger km	23,43	12,44	13,05	12,83	11,67	11,55	10,35

Financial figures are adjusted to the consumer price index.

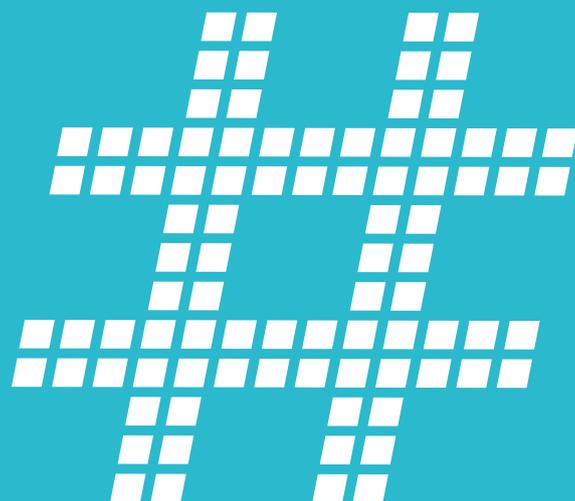
Ferries (Oslo) 2014 only covers the island ferries as we no longer have a fare agreement with Bygdøyfergene.

6 million NOK in transport revenues

TRAINS	2014	2013	2012	2011	2010	2009	2008
Train journeys (millions)							
Total	37,1	34,6	32,2	26,5	26,0	25,6	26,1
Akershus/cross-border boundary	28,0	26,2	24,0	21,2	20,8	20,5	20,8
Oslo	9,1	8,5	7,8	5,4	5,3	5,1	5,2

Figures for 2012 are revised due to changes in computation method. Passenger figures are thus not comparable with previous years. If we also include 6 million journeys on the Airport Express Train (Flytoget) in Oslo and Akershus, the total number of train journeys in 2014 is 43.1 million.





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