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# 1. Enhancing Reliability and Operational Efficiency in Public Transportation

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Direction

- Continued efforts to foster a safe and pleasant subway environment to promote increased subway usage among citizens and ensure reliable subway operations

## □ Creating a Safe and Pleasant Subway Environment

### ○ Improving Subway Congestion

- Seoul has witnessed a steady rise in congestion on its subway system due to factors like the increased passenger traffic from the greater capital region (Gyeonggi, Incheon) following the opening of the metropolitan rail lines. In response, the city has established the "Special Congestion Management Plan for Seoul Subway" and is actively working to alleviate subway congestion by increasing the frequency and number of trains, optimizing layouts at congested stations, and enhancing safety measures.
- As a result of the implementation of the special congestion management plan, most lines are now managed with congestion levels below 150%. Seoul will continue to strengthen related measures such as increasing train frequency and adding more trains to manage the congestion level of all lines at the 150% level.
  - \* Train congestion level: The ratio of actual passengers boarded to train seating capacity.
  - \* Congestion levels: (Normal) below 150%, (Caution) 150-170%, (Congestion) 170-190%, (Severe) over 190%.
- Especially, congestion persists at platforms, transfer passages, and stairways (including escalators) of major transfer stations. Therefore, tailored measures reflecting the characteristics of each congested station, such as improving platform layouts and managing foot traffic for boarding, alighting, and transferring, will be implemented to alleviate station congestion.

### ○ Establishing a Safe Subway Environment

- **(Reinvestment in Aging Infrastructure)** Seoul is pursuing the renovation of aging infrastructure along Subway Lines 1-8, which have been in operation for over 30 years. By 2026, the city aims to complete the modernization of aging facilities, including electrical, mechanical, communication, track, signaling, structural, and elevator systems.
- **(Replacement of Aging Subway Cars)** Seoul is phasing out aging subway cars on Lines 1-8, where their life expectancy has been reached. By 2029, a total of 2,800 aging subway cars will be replaced. The first phase, involving 610 cars on Lines 2 and 3, has

been completed, with the second phase (1,304 cars on Lines 4, 5, 7, and 8) currently underway.

- **(Improving Subway Air Quality)** Seoul has developed the "Comprehensive Plan for Seoul Subway Air Quality Management (2023-2027)" to protect the health of subway users by managing subway air quality. The city is implementing tailored air quality improvement initiatives at each station, focusing on ultrafine dust management and adopting science-based approaches to upgrade management and operations. The goal is to achieve fine particulate matter levels of 29  $\mu\text{g}/\text{m}^3$  for underground subway stations and 20  $\mu\text{g}/\text{m}^3$  for subway cars by 2027.

#### ○ **Enhancing Subway Convenience**

- **(15-Minute Re-Boarding Policy)** Seoul City has implemented a 15-minute re-boarding policy, allowing passengers to re-board without additional fare charges if they return within 15 minutes after passing their destination or using facilities like restrooms for urgent needs. Initially introduced as a trial in July 2023, this policy was officially expanded and implemented citywide in October of the same year, significantly boosting citizen satisfaction with subway travel.
- **(One Station, One Route Guarantee)** Seoul is installing elevators at every subway station to ensure at least one accessible route, guaranteeing the mobility rights of transportation-disadvantaged individuals, including those with disabilities, so that they can travel from ground level to subway platforms without assistance. As of the end of 2023, out of the total 337 subway stations in Seoul, 324 stations (96.1%) have secured one route. By the end of 2024, elevators will be installed at the remaining 13 stations without one route, achieving 100% coverage of one route per station accessibility.

#### □ **Financial Support for Subway Operators**

##### ○ **Ensuring reliable subway operations through financial support for subway operators**

- Seoul ensures reliable subway operations by providing financial assistance to subway operators facing deficits due to low fares and fare-free transportation so that citizens can use the subway confidently.
- Long-term plans involve managing and overseeing subway operations through innovative management practices within operating agencies, including optimizing workforce and reducing costs, to maintain reliable subway services without relying on city support.

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## 2. Improving the Semi-Public Bus Operation System

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**Direction**

- **Improving city bus congestion and enhancing city bus appeal**

**Seoul's City Bus Promotion Policy**

- **Implementing measures to alleviate congestion with citizen safety as a priority**
  - Since 2022, Seoul has been implementing congestion relief measures for routes with congestion exceeding 180% by analyzing onboard congestion.
  - In 2023, five customized routes were introduced, and five buses were added to existing routes, reducing congestion in ten sections during rush hours to levels of 130-140%. An additional five customized routes were introduced in 2024 and are currently operational.
  - Efforts will continue to alleviate onboard congestion by deploying customized buses on high-demand routes to enhance citizens' city bus usage rates.
- **Tailored Seoul Commuter Buses for Gyeonggi Province Residents Commuting to Seoul**
  - Seoul Commuter Buses embody the administrative value advocated during the 8th local election, "Inclusion of Vulnerable Groups," as a public transportation policy.
  - Recognizing Gyeonggi residents commuting to Seoul as Seoul citizens, the Seoul Metropolitan Government introduced and is operating Seoul Commuter Buses in two phases during 2023, comprising six routes with 23 buses.
  - To promote inclusion and enhance Gyeonggi Province residents' use of Seoul city buses, plans are underway to introduce four additional Seoul Commuter Bus routes by mid-May 2024, bringing the total to ten routes.
- **Operation of HECHI Buses featuring HECHI, Seoul's mascot, and Soul Friends**
  - Operating HECHI buses designed with HECHI and Soul Friends on two Namsan Circulation Bus routes traversing Seoul's Jung-gu, Jongno-gu, and Namsan areas has enhanced the appeal of Seoul city buses to local and international tourists. Further efforts will focus on enhancing citizen satisfaction by improving the internal and external environment of city buses.