



## 8. URBAN SETTING

[DMA] Traditionally, sustainability has encompassed economic, social and environmental dimensions. However, when defining its sustainability strategy back in 2012 Metro decided to add a fourth dimension, to wit, urban setting. The company's Sustainability Policy defines Metro's commitment to its urban setting as **“making a contribution to the city's development through our services and projects.”**

Metro's goal is to provide quality, efficient, reliable and safe services while facing the sundry challenges inherent to being a critical piece in the urban transport system. The company takes on this challenge by setting certain criteria that take into consideration the various dimensions affecting urban quality of life. Network expansion is meant to be a key piece in the urban integration puzzle. This way the company is able to meet its goal of making a positive contribution to the lives of city residents by offering them with services that give them more free time, better air quality, access to recreational areas, and other benefits.

The Urban Setting pillar of Metro's 2014 Action Plan focuses on three areas: including sustainability criteria in long-term network expansion projects, integrating public spaces, and making the integrated system more efficient.

### Urban Integration

Metro's role as a link between other urban means of transportation is fundamental. As a result, the company must maintain open and effective communication with its users and other agencies in charge of operating and planning the public transit system. Having the right information during unscheduled contingencies is particularly important for when Metro needs to coordinate its network operations with ground transportation. Nevertheless, our concept of integration goes beyond that and our management seeks to add value to the urban settings located within our areas of influence.

#### Integrated Transit System

Metro constantly works with other players involved in the public transit system. The Master Transport Plan is an excellent example of system coordination. This plan is the result of a system-wide need for guidelines on administrative matters and strategic investments in infrastructure that shape the urban transit system and that meet city residents' long-term commuting needs. In this framework Metro sits on an integrated technical committee with the MTT, EFE, MINVU/SERVIU, MOP/Concessions, Ministry of Social Development, GORE, DIPRES, and SEGPRES.

#### Communication and Coordination

Metro is constantly in contact with and coordinating its activities with authorities, users and communities. Not only does this ongoing relationship make for a well-functioning system, but it also allows Metro to mitigate the negative effects of construction works and act efficiently in the event of contingencies.



A specific example of the above is how Metro handled construction work on Suecia Street where the company built the new Los Leones Line 6 terminal station. The tracks were ready for train traffic by the company-set deadline, which was in part made possible thanks to coordinated actions with the Ministry of Transportation and Telecommunications and the Municipality of Providencia.

Given the contingencies Metro faced in 2014, the company identified a significant gap in terms of information it provides its users. Evacuation procedures were followed without any incidents or accidents during these events, which is quite a feat in distressing times. However, the company must continue working with other city players in order to enhance the integrated transit system's response during similar situations.

In order to improve available information and illustrate the strong ties between Metro stations and the public ground transit system, the Board of Directors of the Metropolitan Department of Public Transport (DTPM) and Metro prepared new content to be broadcast over the screens displayed on train platforms and in mezzanines.

The following information is displayed:

- A network map of
- Bus routes and bus stops located near each Metro station.
- Map of area surrounding station
- Map of station interior
- An explanation of what to do in the event of emergencies or incidents

This is only one of many measures implemented by Metro as part of its efforts to provide public transit system users with better information.

Other communications-related measures set up by Metro are described in the chapter on Customers



It is worth noting that the graphics displayed on Metro's commuter information are the same as the ones used by the DTPM, thereby providing passengers with a clearer message and reaffirming the integrated nature of the public transit system.

Given the value we attribute to how much we learned regarding communications after the 2014 contingencies, Metro and other regional and local public authorities began working on a citywide coordinated response in the event of emergencies.

## Strategic Alliances

Metro has entered into some strategic alliances with several organizations in order to work toward meeting sundry goals. Generally speaking these translate into working groups and committees.

- **2015 Master Transit Plan:** the purpose of this is for all important players in the public transit sector to draw up a commonly-agreed to schedule to draft a plan that efficiently and equitably addresses sustainability and safety.

- **Inter-sectoral Commission on Bikeable Santiago:** this working group discusses various issues related to urban bike riding, such as bike paths, "Mapocho Pedaleable," public bikes, sharing the roadways with bikes, and bike parking lots/bike racks.

- **Intermodal Station Group:** their work involves identifying, classifying and studying potential intermodal points; standardizing and optimizing the use of existing intermodal stations; writing up design standards and criteria; rural service fare integration, and other matters.

Metro is also involved in other specific working groups for the purpose of coordinating projects with different authorities. These groups address a variety of matters such as changes to service, making said changes public, etc.

An example of the above is the joint effort carried out by Metro and Redbus at the Zapadores/Vespucio Norte area on Line 2. This company changed their bus route for the better in order to improve the north sector's access to Metro's network. The public was informed of the changes resulting from this collaborative effort by way of posters placed on trains, and the outcome was more demand on both systems. The working group deemed this a success.

## Integrating Public Space

Metro is constantly assessing how to make the most out of unused space that doesn't have any commercial value. In some cases, Metro decides to lend the land to municipalities for their use. The parties sign an agreement in which local government authorities pledge to use the space wisely and to be responsible for its upkeep. These new public spaces are adapted to communities' needs and end up adding value to urban areas. Two examples of this initiative are the concessions granted to the local Ñuñoa government to turn the Line 4 ventilation area located along Vespucio Norte into a green area and Plaza Libertad on Line 5 in the Santiago District, which was turned into a local recycling center.



# Network Expansion

## Line 3 and 6 Construction

Construction of Lines 3 and 6—an approximate investment of USD2,758 million—has undoubtedly been the most ambitious undertaking in the history of the company. The projects aims to provide commuters with several benefits such as a shorter travel time, less congestion at the busiest stations, and a stronger, more robust Metro system for Santiago. Moreover, the new lines will make the city a better connected, functional and operative place, thanks to the addition of connecting stations between Metro lines and better connections with suburban rail lines. Close to one million users will reap the benefits when both lines are finally operational in 2018.

Furthermore, the project will also benefit users by creating close to 9,000 direct jobs along the entire production chain (direct labor, supplies, goods, etc.).

In 2020, once Lines 3 and 6 are operational and the other announced expansions in place, Metro’s network will consist of a total of 148.9 kilometers and 143 stations.

At present, close to 6,000 individuals and 216 contractors are working on the project and making a concrete contribution to the economy.

	L6	L3	L6 + L3	Metro Network by 2018
<b>Length</b>	<b>16</b>	<b>21</b>	<b>37</b>	<b>140</b>
<b># of Stations</b>	<b>10</b>	<b>18</b>	<b>28</b>	<b>136</b>
<b>Average distance between Stations</b>	<b>1,3</b>	<b>1,1</b>	<b>1,2</b>	<b>1</b>
<b>Connecting Stations</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>17</b>
<b>Year Inaugurated</b>	<b>2017</b>	<b>2018</b>	<b>2018</b>	
<b>Investment (Billion US\$)</b>	<b>1,036</b>	<b>1.722</b>	<b>2,758</b>	

## Metro Park Network

Individuals today attribute a great deal of importance to public, recreational and green areas, which is why Metro has decided to give the new lines’ facilities an identity—both on the outside (ground level) and on the inside (station level). The idea is to continue “making a city” by creating new and different connections in Santiago, giving the transit system and public spaces a face lift and more dignity, while bringing existing parks and squares closer to the people, which is perhaps something that wasn’t possible prior to the arrival of the new lines.

That is where we got the idea for the Metro Park Network. The goal is to build this new transportation infrastructure in such a way that Metro stations are integrated and connected to Santiago’s system of parks and squares. This will provide residents with better access to 167 parks and squares dotting the neighborhoods through which Metro lines run—an effort to give back to the people the public space that was taken away because of construction.

## New Station Design

As far as stations located along the new lines are concerned, Metro's design goals are to integrate the exterior with the interior, design with the times, have something functional, and create a unified Metro identity under a brand image that projects safety, efficiency, environmental respect, plurality, inclusion, amusement, and balance.

Doing a good job at creating an indoor/outdoor experience for customers is one of the project's goals, i.e., "carrying the outside on the inside" and merging the two worlds.





Metro is also working on creative ways to connect its stations with city life, for example, letting in natural light, having a visual connection between the indoors and outdoors, and natural ventilation. This is a company-wide effort, involving all departments, from design to functionality and operations.

## **Archaeological Findings**

Metro is fully committed to preserving and protecting Chile's historic heritage and is bound to uphold regulations imposed by the Council of National Monuments when it stumbles upon archaeological remains during its excavations. Essentially, this involves following established procedures in order to protect all discoveries to the best extent possible.

During new line excavations, specifically the Europa, Hospital, Franklin, Plaza de Armas, and Los Leones shafts, the company came across some very important findings, and is working with the National Monuments Council to preserve the value of the findings by showcasing them at Los Leones and Franklin stations.

## **Line 2 and 3 Extensions**

In November 2014, Chilean President Michelle Bachelet announced that Lines 3 and 2 would be extended toward Quilicura, and El Bosque and San Bernardo, respectively. All tallied, 8.9 kms. of new tracks will be laid and more than 600,000 residents will reap the benefits.

- Line 2 extension to El Bosque and San Bernardo will entail 5.1 kilometers and four stations.
- Future Line 3 extension to Quilicura will benefit close to 200,000 area residents and add 3.8 kilometers of tracks and three stations.

Expansion projects will bring a series of improvements to users including a more comfortable and shorter commute.