

12 HELSINGBORG FERRY TERMINAL

12.1 THE KEY ISSUES ADDRESSED BY THIS CASE STUDY

With more than 11 million annual passengers the port of Helsingborg is one of the busiest ferry ports in the world. In the 1980s a decision was made to create a central terminal for all modes of public transportation in Helsingborg to be located right at the port. This terminal is located right at the port facilitating direct and rapid interchanges between the ferries and all other modes of public transport.

12.2 GENERAL DESCRIPTION OF THE CASE STUDY

Helsingborg is part of the Øresund Region, a transnational region comprised of the Swedish region of Skåne (Skåne) and the Danish island Zealand (Sjælland). The region has around 3.7 million inhabitants (2010) and it includes cities such as Copenhagen, Helsingborg, Helsingør, Lund, Malmö and Roskilde.²⁶



Figure 12-1 Map of the Øresund region²⁷

The Port of Helsingborg is one of the world's busiest ferry ports. There is only a 4 km crossing between Helsingborg and the town of Helsingør in Denmark. The Helsingborg-Helsingør ferry crossing has experienced a decline of about 2 million passengers annually since the opening of the Øresunds Bridge in 2000, but even now, more than 11 million passengers travel by ferry between Helsingborg and Helsingør every year.²⁸

The Helsingborg north harbour has four basins and is dominated by the intensive ferry traffic to and from Helsingør in Denmark. There are three berths for ferry traffic right next to the combined ferry, train and local/regional bus terminal 'Knutpunkten' (lit. *the Junction*).

²⁶ <http://www.tendensoresund.org/da/download/1-geografi.pdf>

²⁷ <http://www.tendensoresund.org/da/download/1-geografi.pdf>

²⁸ <http://www.statistikbanken.dk/statbank5a/SelectVarVal/saveelections.asp>

The three ferries of Swedish-Danish Scandlines, which operate the link Helsingborg - Helsingør (HH-link), make use of the berths at or close to Knutpunkten. Scandlines carries both vehicles and passengers. Just opposite, in Gamla Tullhuset (Old Customs House), HH Ferries, the second shipping line on the HH-link, transports vehicles and passengers and is located at the Sound Terminal. Until January 2010 a third line existed; Sundsbussarna/ACElink had a number of smaller ferries for foot passengers only on the HH-link, but that company went bankrupt. Negotiations to reopen the line went on for more than half a year before the route was reopened in July 2010 with a new owner.²⁹ Located just north of Knutpunkten the Sundbusserne terminal is not an integral part of the terminal complex. The current location of the all these ferry berths can be seen in Figure 12-2.

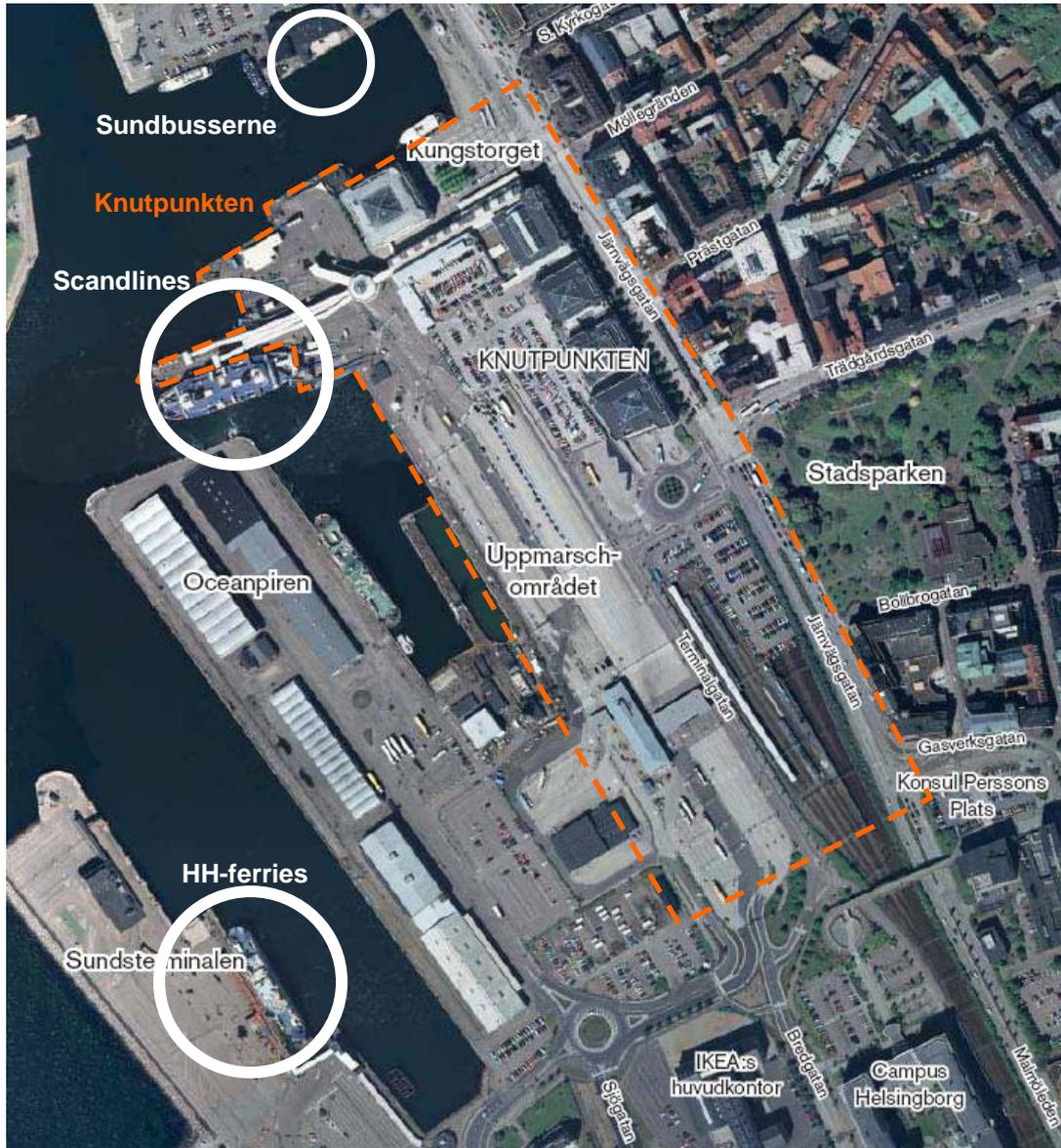


Figure 12-2 The port, Knutpunkten and the current locations of the ferry berths³⁰

There used to be two train stations next to each other in Helsingborg, a ferry train station serving inter-regional trains from Stockholm and Gothenburg (Gøteborg) going on to the ferries to Denmark, and the old central train station that served the trains to and from the southern part of Skåne. In 1991 the new central train station Knutpunkten, was built and it now serves as the central passenger transport

²⁹ <http://www.maritimedanmark.dk/?Id=8304>

³⁰ Modified from; Knutpunkten 2020:

http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_Inledning%201-26.pdf

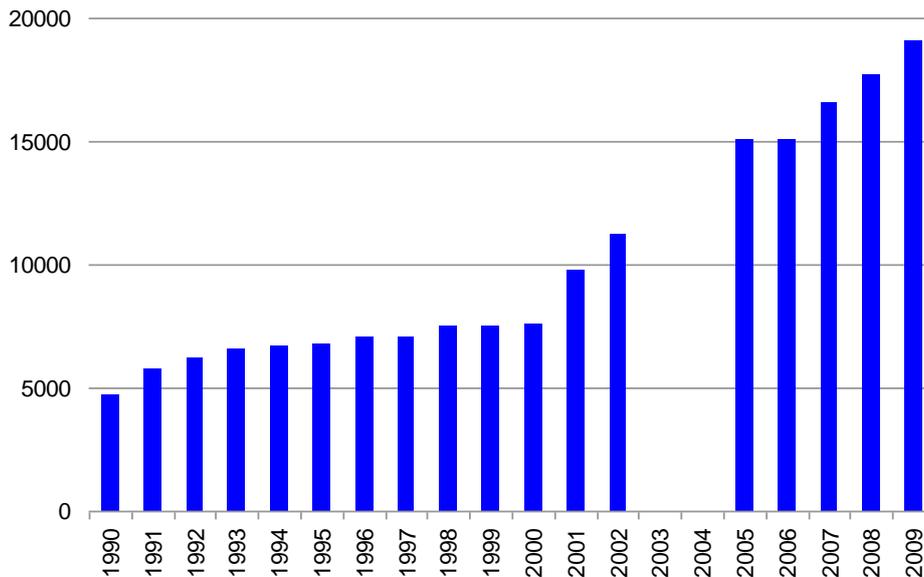


Figure 12-4 Number of train passengers changing at Knutpunkten per work day³²

The increase in passenger flows since its opening in 1991 means that today Knutpunkten suffers from a lack of connection between different walking areas. These are to be developed so that they are experienced as logical and well dimensioned paths. New pathways for walking will be created throughout the entire building, from Kungstorget in the north to the new exits in the south.³³

Bus passengers have not been counted since 1995 when 15,000 arrived or departed per day with local or regional buses from Knutpunkten. The national bus lines had 30,000 passengers. The numbers are estimated to have risen with about 50% from 1995 to 2009.³⁴

12.3 SPECIFIC CHARACTERISTICS OF THE CASE STUDY

12.3.1 Modes and Infrastructure Involved

Knutpunkten is the central hub for public transport in Helsingborg. Within one complex there is direct access to the ferry from the ferry terminal and passengers can connect to all means of land-based transport; local, regional and national buses and trains all depart from within the hub. Figure 12-5 shows the layout of the Knutpunkten terminal. Trains depart below ground, at ground level buses depart, and parking facilities for cars are located at levels two and three. Departure times are announced on screens throughout the building.

³² Data from Skånetrafiken, Passenger traveling til Svenska Jernvägen (SJ, (as opposed to Skånetrafiken) has not been counted for the years 1990-1999 and 2009. Values for those years therefore include estimated values for SJ passengers (personal communication with Carmita Thörn, Skånetrafiken).

³³ Knutpunkten 2020; <http://www.helsingborg.se/templates/StandardPage.aspx?id=42295&epslanguage=SV>

³⁴ Personal communication with Carmita Thörn, Skånetrafiken.

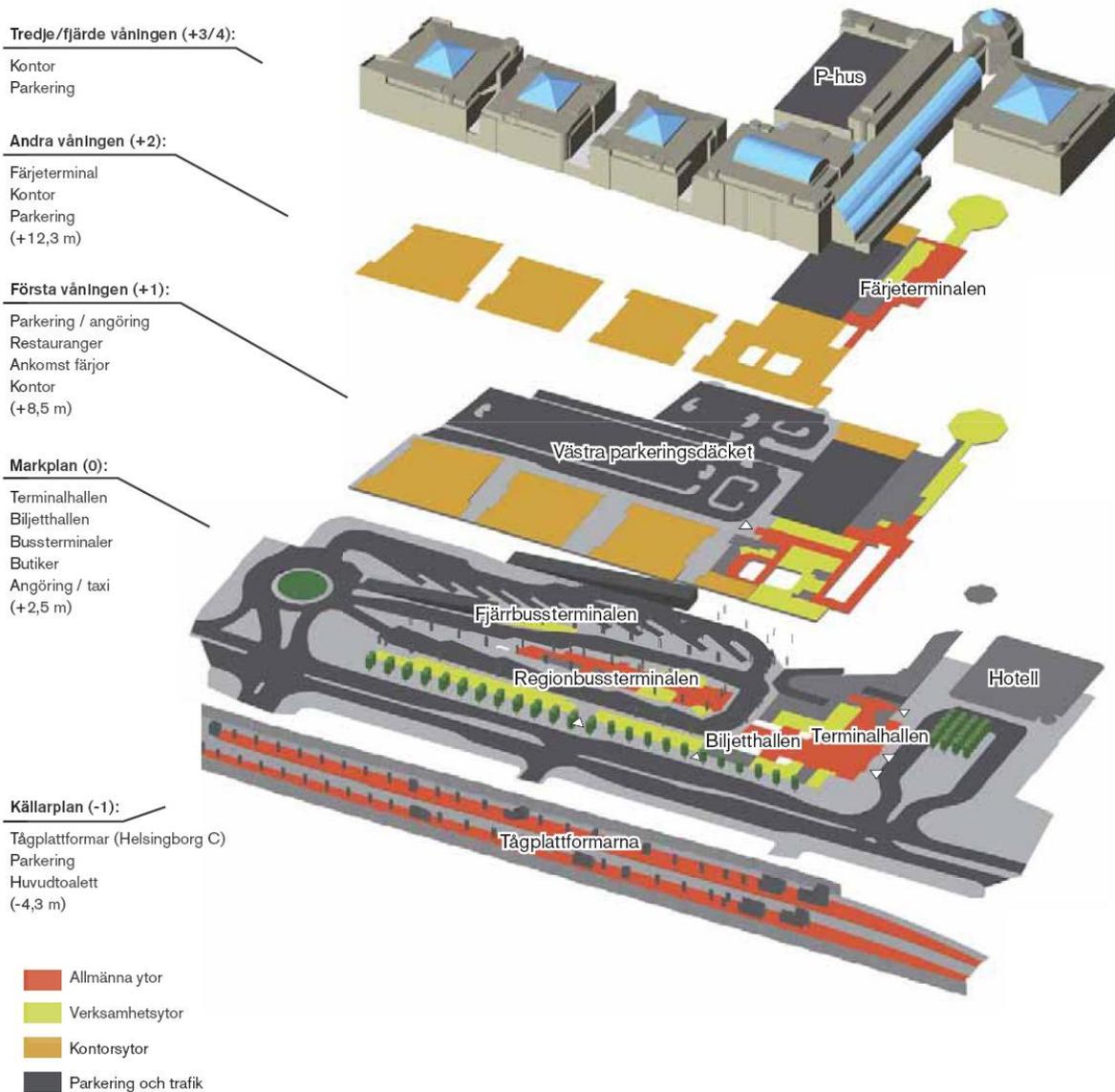


Figure 12-5 Layout of the Knutpunkten terminal³⁵.

12.3.2 Stakeholders Involved

The Knutpunkten interchange terminal is the result of the co-operation of a large number of stakeholders³⁶;

- **The City of Helsingborg** owns the land upon which the terminal is built; as the local authority it also has an interest in managing increased traffic flows and ensuring Helsingborg's role as the regional transport hub, and as thus an attractive location for business.
- **Banverket** is the authority responsible for rail traffic in Sweden; it owns the railway tracks and is responsible for the platforms. Banverket are currently working to develop the country's stations and terminals to create attractive, safe and proper functioning of the interchanges, and this includes the train station at Knutpunkten.

³⁵ Knutpunkten 2020:
http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_Inledning%201-26.pdf

³⁶ Knutpunkten 2020:
http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_Intressenter%20Mål%2027-56.pdf

- **Region Skåne** is responsible for regional development throughout southern Sweden, e.g. for economic growth and providing a sustainable and attractive public transport system.
- **Skånetrafiken** runs public bus transport in Skåne on behalf of Region Skåne. They also have ticket offices and ticket machines, as well as information monitors in large parts of the terminal.
- **The Port of Helsingborg AB** administers the port, and manages the portside facilities for ferry companies.
- **Scandlines and HH Ferries** – currently Scandlines is tenant in Terminal 1 of the Knutpunkten and the port of Helsingborg. The passenger terminal and offices of the shipping company are located here. In the port area Scandlines utilises large areas for berthing locations, flaps, walkways and ground areas for cars waiting to board the ferries, ticket offices, etc. With the new partnership between Scandlines and HH Ferries the facilities of the latter will be incorporated into the existing Scandlines facilities.
- **Nordic Land** owns and manages much of the commercial areas of Knutpunkten, and 88% of the community parking facilities at the Knutpunkten.
- **Wihlborgs Fastigheter AB** owns several properties in the Knutpunkten as well as the remaining 12% of the community parking facilities. Wihlborgs Fastigheter AB also owns two thirds of the parking facility in the bus terminal.
- **Fastighets AB Ankaret** owns the office building in Terminal 3, and a number of parking spaces in the parking facility in the bus terminal.

Besides the stakeholders described above **Statens Jernväger** (national railways) manages the trains and the timetables, but is not directly involved in the development of Knutpunkten.

12.3.3 Current Cohesiveness of Multi-modal Networks

Integrating two former train stations and the bus terminal in one terminal at the port has ensured that all modes of public transportation are linked directly to one another. With all modes of passenger transport located within the same facility, many barriers for interconnection have been removed, reducing the time needed for interchange between the different modes of transport for all passengers no matter their choice of transport.

12.4 SOLUTIONS ALREADY IN PLACE

In the 1980s plans for a central passenger terminal in Helsingborg dating back to 1945 were revitalised. Plans were drafted for a new central hub for all public transportation in Helsingborg. At that time there were two train stations next to each other in Helsingborg; a ferry train station serving international trains from Stockholm and Göteborg going on to the ferries to Denmark, and the old central train station that served the trains to and from the southern part of Skåne. But the plans for the new Knutpunkten did not only seek to incorporate the two existing train stations. By locating the new facility at the port it could connect directly to the ferry terminal, which at that time handled more than 16 million passengers annually.³⁷ The central bus station was also integrated in the hub. All national and regional bus routes going to and from Helsingborg were rerouted through Knutpunkten making all interchange combinations possible in just one place.³⁸

The following list covers the solutions incorporated in the planning of the new terminal.

- The plans began as a voluntary partnership between the city of Helsingborg and Svenska Jernvägen, but included a host of different solutions.
- Combining the two previous train stations meant the rerouting of existing railways.

³⁷ <http://www.statistikbanken.dk/statbank5a/SelectVarVal/saveselections.asp>

³⁸ Knutpunkten 2020, chapter 4, Förutsättningar och krav:
http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_F%C3%B6ruts%C3%A4ttningar%20Genomf%C3%B6rande%2057-100.pdf

- National, regional and local buses were rerouted through the Knutpunkten. The bus terminal was modernised and improved in 2005.³⁹
- Cycling as a mean of transport is an integral part of the transportation network in Helsingborg, and the Knutpunkten was from the beginning linked to the existing network cycle paths, and space was reserved for cycle parking.
- Inside the terminal elevators and escalators ensure the passengers easy transfer between the different modes of transport.
- Car parking is available directly at the terminal, facilitating an easy interchange between car and public transport.
- From the very beginning the Knutpunkten terminal was planned as to make interchange as easy as possible, with open spaces and clear axes throughout the complex making navigation between the different modes of transport quick and efficient.
- Being easily able to understand where to go also means that the paths between the different modes of transport are conceived as both direct and logical.
- No steps or stairs exist to hinder the access into or within the terminal. Escalators and elevators facilitate effortless access between the different levels within the terminal.
- Tactile guidance systems for the visually impaired are integrated in the floor in certain parts of the terminal.
- To ensure ease of navigating to the different services of the Knutpunkten for local as well as international travellers, directions are marked with pictograms.
- Being the main regional transport hub, the Knutpunkten offers all kinds of services to the passengers.

12.5 SOLUTIONS TO BE IMPLEMENTED

12.5.1 Improvements to the Passenger Flow within Knutpunkten

Work is still ongoing to improve the interconnectivity within Knutpunkten. The pathways from the ferries to the trains are being improved. As a result of the changes in passenger flows (an increasing number of train passengers versus a diminishing number of ferry passengers), the pathways are to be developed so that they are perceived as clear, logical and well-dimensioned.

In conjunction with plans for developing the port area south of Knutpunkten (known as the H+ area) the railway tracks will run through a tunnel to remove the barrier the railway tracks creates between the city and the H+ area. In connection with these plans, the platforms will be lengthened and widened to accommodate newer and longer trains and the increasing flow of passengers (see Figure 12-6 and Figure 12-7 for the current and new platforms). New exits in the south will ease the pressure on the current exit points inside the terminal building. To accommodate the changes in passenger flows a clear continuous strip from the Kungstorget in the north to the new exits in the south will be created (Figure 12-8).

³⁹ Knutpunkten 2020, chapter 4, Förutsättningar och krav:
http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_F%C3%B6ruts%C3%A4ttningar%20Genomf%C3%B6rande%2057-100.pdf



Figure 12-6 The current platforms beneath Knutpunkten⁴⁰



Figure 12-7 Visualisation of the new platforms and exits south of Knutpunkten⁴¹

⁴⁰ Knutpunkten 2020, chapter 4, Förutsättningar och krav:
http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_F%C3%B6ruts%C3%A4ttningar%20Genomf%C3%B6rande%2057-100.pdf

⁴¹ Knutpunkten 2020, chapter 4, Förutsättningar och krav:
http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_F%C3%B6ruts%C3%A4ttningar%20Genomf%C3%B6rande%2057-100.pdf

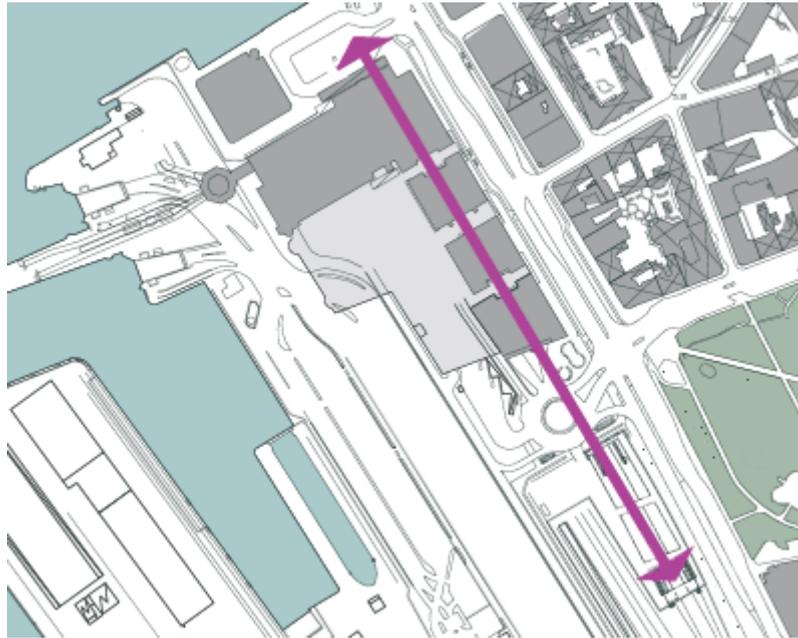


Figure 12-8 The new central axis⁴²

Orientation within the Knutpunkten is made easy through clear pathways throughout the terminal, marked with lines in the floor and signs/pictograms overhead (Figure 12-9).



Figure 12-9 View of walkway at Knutpunkten.⁴³

Terminal design for the flow of passenger movement to and from the ferry terminal will be further developed in order to completely separate arriving and departing passengers (new walkways are marked with a dashed line on Figure 12-10). The vertical connections between the underground train station and first floor will also be improved.⁴⁴

⁴² Knutpunkten 2020:

http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_Intressenter%20Mål%2027-56.pdf

⁴³

http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_F%C3%B6ruts%C3%A4ttningar%20Genomf%C3%B6rande%2057-100.pdf

⁴⁴ Knutpunkten 2020:

http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_Inledning%201-26.pdf

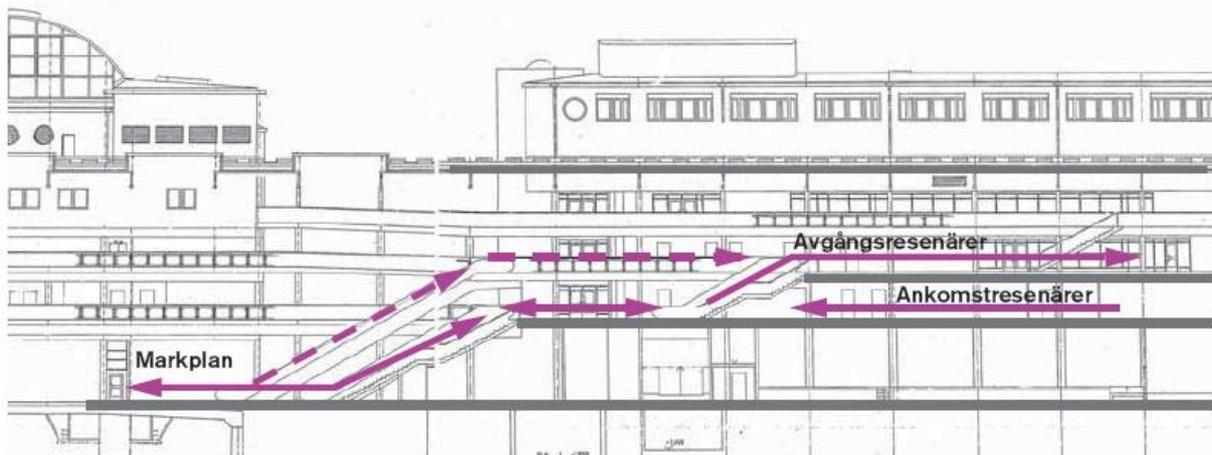


Figure 12-10 Improving the passenger flows to and from the ferry terminal⁴⁵

To improve the general level of service, a service centre for travellers is to be created at a strategic point in the building⁴⁶.

12.5.2 Scandlines and HH-ferries Entering into a Voluntary Partnership

To meet the increasing competition from the Øresunds Bridge, Scandlines and HH Ferries, the two major ferry companies operating the HH-route are entering into a partnership; this means that from summer 2010 both ferry lines will use the same port facilities, the Scandlines terminal at Knutpunkten. Existing facilities at the port will be renovated and redimensioned to fit the HH-ferries. By sharing the facilities in the port both companies will save money and the better utilisation of the available ferries will also result in reduced expenses.

Passengers using the HH-ferries will experience improved quality of their interconnection options as the transfer from the old berth at Gamla Tullhuset to the Knutpunkten will be replaced by direct access to Knutpunkten from Scandlines terminal (Figure 12-11). Furthermore this co-operation means that a ferry will always be at port. Boarding time will be reduced as not everyone will have to enter the ferry at the same time. As the time spent waiting for boarding will be removed, transfer time will be further reduced.⁴⁷

⁴⁵ Knutpunkten 2020:

http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_Intressenter%20Mål%2027-56.pdf

⁴⁶ Knutpunkten 2020:

http://www.helsingborg.se/upload/hplus/Program%20Knutpunkten%202020_Inledning%201-26.pdf

⁴⁷ <http://www.port.helsingborg.se/?id=3904>

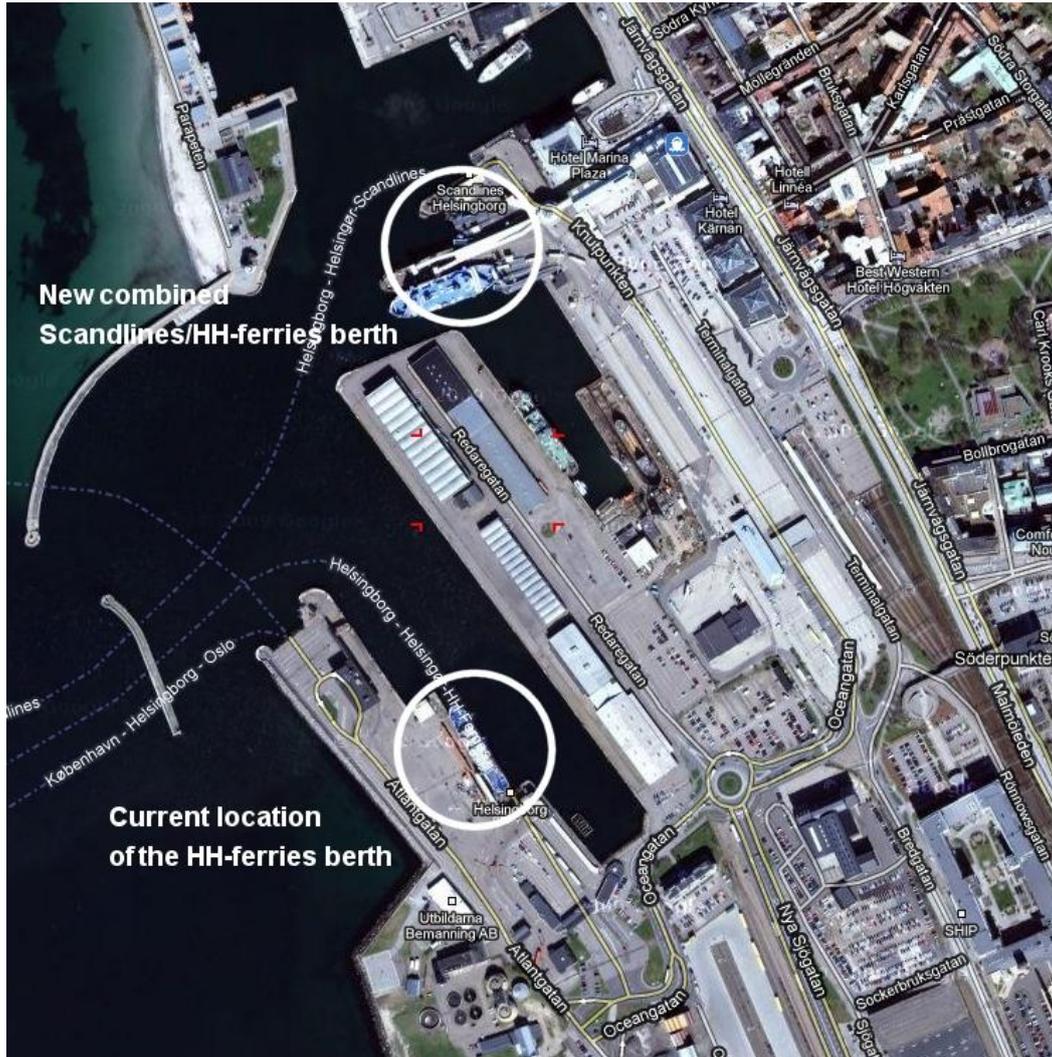


Figure 12-11 Location of the new joint Scandlines/HH-ferries berth at the Knutpunkten.

When these plans are completely implemented travellers will not only depart from the same terminal, but also get uniform information about which ferry is leaving next, and as ticket sales and check-in will also be a joint operation, crossing Øresund by ferry will become much easier.⁴⁸

12.6 SUMMARY OF CONCLUSIONS

The case of Helsingborg shows what can be achieved by progressive planning, co-operation and a continued attention to changes in the prevailing transport choices, and requirements for modern facilities. The opening of the Øresunds Bridge resulted in a marked decrease in the number of ferry passenger crossing the sound to Helsingør, but the response to the increased competition has been to increase the attractiveness of the HH-link. The two major ferry companies plan to operate together at the central berth at Knutpunkten. For passengers this relocation will be perceived as an increase in the service frequency and better availability of information, as they only have to now consult one table of departures.

⁴⁸ http://www.port.helsingborg.se/filearchive/3/3720/Gateway%202009_LR.pdf