

Public Transport Supplier Management with FRIDA

White
paper



FRIDA: digital PTSM for long-term contracts. Modern public transport is governed by long-term agreements between PTAs and operators covering production volumes, fleet standards, sustainability targets and commercial terms.

Periodic reviews are not enough – if requirements are not followed up systematically, they lose impact and increase costs. Public Transport Supplier Management (PTSM) provides the discipline needed to make every requirement measurable, traceable and enforceable over time. FRIDA from Nordic Port AB is the leading digital platform for PTSM. It supports the entire contract life-cycle and connects the core building blocks:

- **Suppliers** – the public transport operators delivering the service.
- **Contracts** – the agreements that regulate delivery and follow-up.
- **Vehicles** – the buses, trains and vessels used in operation.

With more than 25 PTAs across the Nordic region and over 200 operators connected, FRIDA has become the de-facto standard for digital contract governance.

Fleet compliance in an outsourced model

When public transport is delivered by contracted operators, the PTA still bears responsibility for ensuring that vehicles meet technical, environmental and accessibility requirements. FRIDA's Fleet Compliance module gives authorities and operators a shared, up-to-date and automated view of every vehicle used in a contract. It monitors status in real time, links each unit to its operator and contract and warns when documentation expires or requirements change. Key capabilities include:

- **Digital control** of inspections, certificates and permits.
- **Validation** of environmental class, energy type and contract-specific standards.
- **Monitoring** of accessibility and technical requirements with automated alerts.
- **Structured deviation management** with digital handling of exemptions.

Centralised data and automated checks reduce administration and improve data quality, ensuring that buses, trains and vessels placed in service comply with agreed standards.



Systematic contract and process

governance

Contracted public transport involves multiple operators, modes and numerous technical, environmental and legal requirements. PTSM treats these elements as an integrated system: use the right vehicles, deliver the service according to plan and ensure agreed quality. FRIDA digitises this discipline by converting contract structures into workflows that make follow-up systematic, transparent and auditable. Authorities can monitor and document:

- **Production and punctuality** – volumes driven, on-time performance and service reliability.
- **Incidents and quality** – traffic incidents, deviations and corrective actions.
- **Environment and sustainability** – fuel use, energy consumption and CO₂ emissions.
- **Reporting and finance** – reporting processes, incentives and financial settlements.

Recent innovations extend these capabilities. The “Import Open Timetable Data” feature automatically synchronises routes and stops from national open data via Samtrafikens Trafiklab (Swedish National Access Point for public transport data), producing a quality-assured register with minimal manual work. By uniting contract data, operational follow-up and open data, FRIDA lays the foundation for a more connected public transport ecosystem.

Transparency and balanced relationships

Long-term public transport contracts often involve multiple operators working under parallel agreements. PTSM emphasises collaboration and continuous improvement, and FRIDA provides the neutral digital arena where PTAs and operators share data in real time. Transparency in deliveries and compliance enables proactive handling of deviations and coordinated follow-up.

Key capabilities include:

- **Transparent reporting** aligned with recognised sustainability standards and validation of environmental commitments.
- **Structured validation** of fleet, energy and accessibility requirements with documented deviations and financial adjustments.
- **Data-driven dialogue** between PTAs and multiple operators for coordinated follow-up.

Practical examples show the benefits:

Region Stockholm built a database with nearly 2,000 buses from five operators and eliminated manual follow-up by documenting inspections directly in FRIDA. We emphasise that FRIDA is a SaaS platform established as the leading PTSM solution in Sweden and Norway and increasingly recognised as the Nordic standard. By making every requirement measurable and continuously followed up, FRIDA fosters predictable partnerships and more sustainable public transport.

About Nordic Port

Nordic Port is a Swedish SaaS company founded in Gothenburg in 1995. The company develops digital solutions for contracted public transport and is a pioneer in **Public Transport Supplier Management (PTSM)**. Nordic Port supports Public Transport Authorities in structuring and monitoring traffic agreements, operators, and related data within complex transport environments.

The **FRIDA** platform is used by all Public Transport Authorities in Sweden and by several regional authorities in Norway. Today, it manages more than **1,000 traffic agreements and 200 operators**. FRIDA supports contract monitoring, fleet and environmental compliance, service production follow-up, and quality control, with integrations to external and real-time data sources.

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