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**SUBSCRIBE!**

This internal CIVITAS Plus newsletter targets all partners involved in CIVITAS Plus (ARCHIMEDES, ELAN, MIMOSA, MODERN, RENAISSANCE, POINTER, VANGUARD), CIVITAS CATALIST and CIVINET. If you are involved in any of these projects, are not yet receiving this newsletter but would like to receive it, please subscribe by sending your contact details to [internal.newsletter@civitas.eu](mailto:internal.newsletter@civitas.eu), shortly explaining your involvement in any of the projects mentioned before.

**Introduction**

This is the tenth issue of the CIVITAS Plus Internal Newsletter, providing CIVITAS Plus projects with relevant and up-to-date information and news from the CIVITAS support actions for dissemination and evaluation, as well as from the respective collaborative city projects.

If you would like to contribute to the next CIVITAS Plus internal newsletter (March 2011), please contact us through [internal.newsletter@civitas.eu](mailto:internal.newsletter@civitas.eu).

We wish you a pleasant read!



**CIVITAS Plus Community Support**  
**CIVITAS Training Workshop on ITS**  
**Bologna, 14-15/12/2011 Register now!**

CIVITAS MIMOSA and CIVITAS VANGUARD will hold a training workshop on advanced telematics for urban transport improvement on 14-15 December in Bologna. CIVITAS RENAISSANCE invites you to an interesting site visit in conjunction with this training. The training workshop will provide:

- the opportunity to exchange knowledge with experienced urban transport professionals;
- presentation of state of the art intelligent transport systems;
- inspiring case studies from across Europe showing innovative approaches in the field of ITS;
- tools to build a case for ITS deployment in your city!



The training event will specifically look at the potential of ITS to bring policy delivery forward. It will address three stages of the policy implementation cycle: identification of objectives and measures, implementation, and evaluation and monitoring. Speakers include Eric Sampson (University of Newcastle), Steve Cassidy (Mclean-Hazel), Tiit Laiksoo (Tallinn) and Jacek Oskarbski (Gdansk).

The training event will be complemented with a site visit to Perugia on 16 December in the morning.

Further information: [training@civitas.eu](mailto:training@civitas.eu) or <http://tiny.cc/1x9m1>



### Thematic Groups: Numbers Are Up!



VANGUARD has established ten thematic e-mail groups, one for each of the eight thematic areas within CIVITAS, one on integrated planning and one on citizens' engagement. The objective of these groups is for experts involved in measure implementation to interact with their peers on a specific topic, and to enable cross-project exchange of experiences. The groups will also be invited to provide content support for upcoming thematic events and publications.

VANGUARD has actively promoted the thematic groups over the past months: site managers have been invited to identify the best experts to be part of the group and the CIVITAS Forum conference offered the opportunity to register on the spot for group membership. Next to that, the web visibility has increased a lot, and interesting features have been added to the groups' home pages (e.g. lists of all CIVITAS measures within one topic area). As a result, all groups count on average twenty members now and discussions have started.

What is next? You're still very welcome to join one or more of the groups if you haven't done so yet! VANGUARD is also looking into what would be the best technical platform on which to run the thematic groups (e.g. LinkedIn, Google+, Skydrive). Feedback on this would be much appreciated!

Further information: [training@civitas.eu](mailto:training@civitas.eu) or [www.civitas.eu/index.php?id=48](http://www.civitas.eu/index.php?id=48).

### Social Inclusion Training Workshop

CIVITAS MODERN and CIVITAS VANGUARD will hold a training workshop on social inclusion in urban transport and mobility systems. The workshop will be organised on 22-23 March 2012 in Coimbra (Portugal).



It will look at different groups of society, existing factors of

exclusion (physical, geographical, economic, time-based, fear-based) and how these can be remedied.

The training workshop will provide:

- theoretical background on social inclusion approaches;
- the opportunity to exchange knowledge with experienced urban transport professionals;
- inspiring case studies from across Europe showing innovative approaches in the field of social inclusion.

The training team invites all cities to bring in good practice. Registration will be possible from January 2012 via [www.civitas.eu](http://www.civitas.eu).

Further information: [training@civitas.eu](mailto:training@civitas.eu)

### CIVITAS Secretariat News

#### CIVITAS Forum Network

Currently, there are 209 member cities in the CIVITAS Forum Network that have signed the CIVITAS Declaration. The five most recent members are Puerto Del Rosario (Spain), Copenhagen (Denmark), Derry (United Kingdom), Villach (Austria), and Tampere (Finland).

Detailed city profile pages for all the non-demonstration cities are on the Forum Network cities page at [www.civitas.eu/index.php?id=40](http://www.civitas.eu/index.php?id=40).



### New PAC Meets in Funchal

Bruno Pereira, vice mayor of Funchal, was elected chair of the CIVITAS Political Advisory Committee (PAC) for 2011-2013 during the first meeting of the new members, held in the margins of CIVITAS Forum 2011. The new PAC members are listed here: [www.civitas.eu/index.php?id=61](http://www.civitas.eu/index.php?id=61).

The PAC now consists of 15 members from across Europe: 11 members originate from "old" EU Member States (Denmark, Spain, France, Portugal, Italy, Sweden and Austria), three from New Member



States (Hungary, Slovenia, Lithuania) and one from a non EU Member State: Croatia.

Two of the members were involved in CIVITAS I (Kaunas, Graz), La Rochelle was part of CIVITAS II, while Aalborg, Ljubljana, Funchal, Donostia San-Sebastian, Perugia, Bologna, Porto, and Coimbra are all part of CIVITAS Plus. Four councillors work in cities that are Forum Network cities: Koprivnica (Croatia), Szeged (Hungary), Umeå (Sweden), and Reggio Emilia (Italy).

### **CIVITAS Forum Conference 2011**

This year's Forum included an exciting agenda, with speakers from many of the world's continents, including two beamed in live via the Internet to share their challenges, lessons learned and secrets to success in sustainable urban mobility. The CIVITAS Awards ceremony was broadcast live via the CIVITAS website and if that isn't innovation enough, a digital discussion about the event took place on Twitter using #civitasforum2011.

Transport Commissioner and Vice President Kallas welcomed participants with a video address (and tweeted: "I'm hearing many good things about the #civitasforum2011 on sustainable urban mobility. My best regards to Funchal! civitas.eu"). The conference also featured the very first Pecha Kucha poster sessions and soap box corners. The best Pecha Kucha presentation/poster was rewarded by Funchal with a bottle of Madeiran wine and went to Fiona Blackley for her poster: "Eat Your Peas: Incentives and Feedback in Smart Mobility".

The Forum conference welcomed almost 60 city representatives, including almost all of the CIVITAS Plus demonstration cities and many more from the first and second phases of CIVITAS. The conference also gave participants the chance to mingle with non-



demonstration cities (14, including recent new members from Derry in Northern Ireland as well as others from Italy, Hungary, Sweden, Albania, Turkey, Bulgaria, Netherlands, Germany, Croatia, France, Portugal and Latvia).

As the Forum is also a key event for exchanges among political representatives, there was opportunity to interact with 26 registered politicians among

the total 350 or so participants. The politicians enjoyed their own Forum at the office of the Madeira Regional Government, where they discussed "The role of hinterlands in the pursuit of successful sustainable urban mobility", shared challenges and obstacles, and exchanged know-how and lessons learned.

Speaking after the event, Mr Jerome Carslake, Manager Strategic Research & Planning of the National Transport Commission of Australia (who spoke at the opening plenary) said: "the message I took is CIVITAS is an early mover [when it comes to harnessing technology] and willing to try new approaches to improve [the agenda's] content. I do applaud that. Over time I envisage it will become common place".

Special thanks to all who contributed to make the event a success. Photos from the event together with all presentations and immediate results are available at [www.civitas.eu/index.php?id=96](http://www.civitas.eu/index.php?id=96). Proceedings will be ready in early December.

Further information: [secretariat@civitas.eu](mailto:secretariat@civitas.eu).

### **Utrecht and Ghent Win CIVITAS Awards 2011**

At this year's CIVITAS Awards, the cities of Utrecht and Ghent were honoured for their dedication to clean urban transport solutions. The awards ceremony took place at the Municipal Theatre of Funchal on the opening day of the CIVITAS Forum Conference. The event was also broadcast live on the CIVITAS website.



The impressive range of measures "stretching from targeting behavioural change to investment in public transport" earned Utrecht recognition as CIVITAS City of the Year, said jury member Sonja Van Renses.

In the Technical Innovation category, Utrecht's sustainable freight transport solutions also caught the attention of the jury. Among other clever solutions, Utrecht has put in place a comprehensive system that relies on its inland waterways through the use of an electric "beer boat". The city is also using centrally coordinated solar-powered electric vehicles, the so-called Cargo-hoppers, for city-centre freight deliveries.





Stockholm's activities to advance its electric charging infrastructure and populate its fleet of electric vehicles involving public-private partnerships made the city a runner-up for City of the Year and for the Technical Innovation awards. In the latter category, Treviso also gained the recognition of the jury thanks to its positive attitude toward mobility strategy and implementation of innovative solutions.



In the Public Participation category, Ghent was named the winner for the "sheer breadth of its actions to engage stakeholders on sustainable urban transport policy", said Sonja Van Rensses.

"From questionnaires and face-to-face interviews to a weekly citizens working group and dialogue cafes, to hearings, letters, social media alerts, public visits and Q&A opportunities, this city has done everything it can on public engagement".

Burgos and Brighton & Hove were the two runners-up in the category, for their interesting approaches to involve citizens and stakeholders in mobility actions and policy decisions.

Now in its ninth edition, the CIVITAS Awards are given to cities that demonstrate ambitious urban transport activities, programmes or policies supporting cleaner and better city transportation. The 2011 CIVITAS Awards turned out to be the most successful of the series so far, with a new record regarding the number of applications (38).

### **Host City Unveiled for Forum 2012 and CIVITAS Plus Final Conference**

The CIVITAS MODERN city Vitoria-Gasteiz has recently been unveiled as the host of the tenth CIVITAS Forum Conference and CIVITAS Plus Final Conference that will take place in autumn



2012. The event will run across three full days and highlight results and outcomes achieved by CIVITAS Plus cities.

The announcement was made at the closing plenary of the Forum Conference 2010 in Funchal (Portugal) on 19 October by the newly elected chair of the Political Advisory Committee, Bruno Pereira.

Vitoria-Gasteiz, the capital of the autonomous community of the Basque country and the province of Alava in northern Spain, offers 42 m<sup>2</sup> of green space per person. Especially the green belt surrounding the city received international appraisal. These features and Vitoria-Gasteiz's long commitment to progressive environmental policies have been acknowledged by the city's appointment as European Green Capital 2012.

Unprecedented growth of the city challenges Vitoria-Gasteiz to live up to its reputation for sustainable urban planning. An integrated model to regulate traf-



fic, access and urban space organisation through the definition of so-called super-blocks is one of the strategies the city

developed and is testing through the MODERN project.

The objectives of this approach are to reorganise traffic to free up space, improve accessibility and coverage of the public transport network, consolidate the network of cycling paths, set up a network of pedestrian walkways, and identify infrastructure required for parking and delivery of goods.

"For Vitoria-Gasteiz, it is a great pleasure to host the CIVITAS Forum and we consider it a further recognition of the immense work done in terms of sustainable mobility in Vitoria in recent years", said Idoia Garmendia, the city's environment councillor.

*Further information about Vitoria-Gasteiz:*  
<http://tiny.cc/8vtt9>.

*Further information about the Forum Conference:*  
[secretariat@civitas.eu](mailto:secretariat@civitas.eu).

### **Cities Call for EU to Support Ambitious Goals**

At the CIVITAS Forum Conference in Funchal, 200 European cities reaffirmed their commitment to sustainable urban transport and ambitious emission reduction targets.

In the Funchal Statement - that contains recommendations to the EU and was handed over during the final plenary to Daniela Rosca, Head of Unit of the European Commission's Directorate-General for Mobility and Transport - cities also called for EU leaders to commit to long-term funding to help them realise their ambitions.





### **User Testing: New CIVITAS Website Popular and Easy to Use**

Following the launch of the revamped CIVITAS website, a user test took place at the CIVITAS Forum last month. The aim of the testing was to assess the usability of the site and identify room for improvement. A sample of twelve Forum participants with different backgrounds and varying degrees of familiarity with CIVITAS and the site were interviewed and given a set of assignments.



The testing showed that overall people find the new website user-friendly and easy to use. None of the participants encountered major difficulties navigating the site and finding what they were looking for.

The participants were also very pleased with the site's visual appearance, its navigability, and the quality and amount of information provided.

One of the interesting findings of the test was the discovery that many users preferred to use the "search" function right away to navigate the site. A well-functioning search feature is therefore paramount and it will therefore be optimised further.

What do you think of the website? Let us know by quickly filling in the online feedback form at [www.civitas.eu/index.php?id=28](http://www.civitas.eu/index.php?id=28).

### **Subscribe to Our YouTube Account!**

CIVITAS Plus now has its own YouTube channel! Subscribe today to receive notifications about the latest videos we upload. There is now also a dedicated page for videos on the website's press corner with clips from the Initiative and cities. Does your city or project have a video that you would like to add? Let us know by sending an email to [support@civitas.eu](mailto:support@civitas.eu).

Further information:  
[www.civitas.eu/index.php?id=152](http://www.civitas.eu/index.php?id=152)



### **Alternative Fuels & Vehicles**

Several measures were introduced during the last three months in the six ARCHIMEDES cities. Some initiatives focus on cycling and walking, while others have been about cleaner and more efficient public transport. The following articles highlight some interesting findings on these topics.

#### **The Bike is the Fastest Mode in Aalborg!**

The bike has proven to be the fastest, cheapest, healthiest and most environmentally friendly transport mode for travelling between the city centre and Aalborg University's main campus during the morning peak.

During the European Mobility Week, the city invited three prominent people to test a transport mode: Ole Schleemann, executive of the public transport authority, travelled by bus, Jens Madsen, chairman of the driving instructors in Aalborg, went by car, and Mike White, member of the Danish Cycling Association in Aalborg, used the bike.

The modes competed on a stretch of approximately six kilometres. The car could freely choose the fastest route, while the bicycle used the new commuter cycling route and the bus followed its normal schedule.

The bicycle arrived at the destination in 17 minutes, using the prioritisation facilities for cyclists on the commuter route. The car arrived second, more than one minute later. Although the driving time was equal, the car driver had difficulties finding a nearby parking spot and was then overtaken by the bicycle. Nearly 10 minutes later, the bus arrived. However, the passenger had had plenty of opportunities to make good use of this time: catching up with the morning news on the bus monitors, checking e-mails on his phone or reading the newspaper distributed on the bus. Moreover, the bus passenger emitted approximately 35 percent less CO2 than the car driver.

The bike beat all of them of course. The cyclist did not only emit less CO2 than the bus passenger, he also spent far less money than the other two participants and got his daily work-out covered!



### ***Bike Is Official Vehicle for San Sebastian European Cultural Capital***

In 2016, San Sebastian, together with the Polish city of Wroclaw, will be the cultural capital of Europe. The city has seized this opportunity to further promote its bicycle culture, by declaring the bike the official vehicle of the European Cultural Capital.

On 28 June, San Sebastian was chosen as the Spanish city to share the honour of being the European Cultural Capital in 2016 with the city of Wroclaw. The theme for the 2016 programme in San Sebastian is "waves of energy".

In March 2011, the city signed an agreement with local bicycle manufacturer Orbea to make the bicycle the official vehicle of the Cultural Capital. The company and the city will design a specific bicycle for 2016. Further bicycle projects in relation to innovation, design and sustainable mobility will be developed as part of the programme. The plans include the promotion of cycling towards visitors.

### ***Successful Season for Clean-Fuelled Shuttle Bus in Aalborg***

Aalborg's free shuttle bus transported more than 10,000 passengers last summer. The bus route was a roundtrip covering the central part of Aalborg, including the harbour front and several tourist attractions.



During the bus trip, a host provided information and facts about Aalborg and about green transport. On average, the shuttle bus had more than 1,000 passengers per week. Passengers were given the opportunity to experience the city in a different way and to learn about sustainable transport. Evaluation surveys showed that around half of the passengers live or work in Aalborg, while the rest were visitors and tourists.

The shuttle bus service has been a repeated success. In summer 2010, the shuttle bus was a hybrid bus, while in 2011, it was a biodiesel one. Since October 2010, half of all city buses have been running on 10 percent biodiesel. To test higher percents during summer months, the shuttle bus ran on a 30 percent biodiesel blend. The experiment was successful,

since the shuttle bus didn't have any problems with this higher percent blend.

### ***Demand-Responsive Transport in Monza***

In the summer of 2011, Monza tested demand-responsive public transport during the "Sagra di San Giovanni", an annual event with many concerts and shows that lasts for a month.

The main objective of this measure is to connect peripheral and poorly served areas to the centre and the public transport network. The demand-responsive public transport service tested this summer was for free. People only had to book the bus a little in advance to be taken from the peripheral area of San Fruttuoso to the locations of the events. This initiative was particularly welcomed for the fireworks in the Park of Monza, when the service transported 82 passengers.

The city initially wanted to repeat the trial in September for bigger events such as the activities taking place around the Grand Prix of Monza. However, the bus fleet was needed for the Grand Prix itself, an event that always poses a challenge to Monza's mobility management. Part of the city was closed to traffic and people were encouraged to reach Monza by bus or by train. Special and free shuttle buses took people from the train station and the P&R locations directly to the circuit.

### ***Successful Start for Smart Cards***

The travel smart card was introduced last May in Aalborg and the accompanying colourful communication campaign was a great success. In total, seven stations and one bus line have been included in the first phase of operation.



Travelling with public transport will be simpler and more seamless with the travel smart card, avoiding the hassle of different forms of payment. The smart card works similarly to a credit card and can be used for bus, train and metro. For each journey, the customer checks in through the travel card machines at the beginning of the journey and out again at the end of the journey. Depending on the number of journeys, discounts are given. Furthermore, relevant information about where and when people travel can thus be collected by the public transport authorities.



From 10 October 2011, the Smart Travel Card has been operational on all city buses in Aalborg. The evaluation of the measure is ongoing and results of the demonstration project will be available in spring 2011.

### **Vertical Ramps in San Sebastian**

Earlier this year, San Sebastián opened one of its most ambitious vertical transport installations yet. In the hilly city, walking and cycling can be a burden because of the many steep slopes. The new vertical transport installation at Lizardi Street consists of one escalator and five mechanical ramps. It provides inhabitants of the Intxaurreondo district with a much more comfortable option to reach their houses on foot or by bicycle.

The entire vertical transport installation spans a



length of 243.50 metres covering a 33 metre height difference. The average incline of the slope is 13 percent. By breaking the installation up into one escalator and five mechanical ramps, the users have

the possibility to get on and off at different levels of Lizardi street.

The lower end of the vertical transport installation connects to the recently opened train station and to a stop of the high quality bus corridor. In the near future, a new metro station will open at the high end of the installation so that the installation will be serving as a transfer option between metro, bus and train.

### **Did you know...?**

Four of the six ARCHIMEDES cities participated in the European Mobility Week in September 2011.

Monza and Ustí nad Labem have drafted sustainable urban transport plans as part of the ARCHIMEDES project.

All ARCHIMEDES cities now all have completed BYPAD audits.

Iasi has produced a video about all measures implemented within the CIVITAS ARCHIMEDES project.

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Further information about ARCHIMEDES:  
[msh-teknik@aalborg.dk](mailto:msh-teknik@aalborg.dk)

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### **Intermodal Infrastructure Survey in Ljubljana**

ELAN cities carried out a participatory intermodal infrastructure planning survey, collecting feedback on



intermodal interchanges infrastructure and operation from citizens and intermodal transport users. Based on a survey among 617 citizens at 17 surveying locations,

new information about citizens' use and expectations of intermodal transport and interchanges in Ljubljana was collected.

Main results show that citizens feel informed about intermodal infrastructure planning processes and are rather satisfied with the information they receive. Respondents mostly use intermodal junction points and are also quite satisfied with their functioning. Public transport users are satisfied with the security of interchanges (except on P+R Dolgi most), services offered (vending machines, shops, etc.) and information received on interchanges. They are less satisfied with car and bicycle parking facilities near intermodal interchanges, possibilities to change between different public transport modes and with frequencies of city buses and regional trains. Respondents would like to see more electronic timetable displays and more public bike stations. With the aim to improve intermodality, citizens also stated that there should be more interchanges with different public transport systems where the same electronic ticket (e.g. Urbana travelling card) could be used.

The proposals from the citizens will be included in further intermodal infrastructure planning processes in Ljubljana.

### **Car-Fee Week in Ljubljana!**

This year's European Mobility Week in Ljubljana did not just include one car-free day, but saw a full week campaign called "A Week without My Car". City administrations, the environment and spatial planning ministry, the police, NGOs and many others prepared around 40 activities inviting citizens to use more sustainable transport means. Twelve events were organised by ELAN.



The decision to close the main street through the centre to all personal motorised transport for a whole week and on a longer stretch than before, disrupted many car drivers, who tried to convince the police to let them pass. At the same time, you saw the smiling faces of pedestrians and cyclists, who could move freely in an area usually filled with cars. The bus operator reported an increase of users with 2 percent compared to last year. They experienced that public transport can be fast and effective, if not held up by cars.



The initiative served as a good opportunity to see how traffic flows change, to measure the impact on public transport and the public bike system, and on air quality and noise pollution. Furthermore, the city plans to permanently close a part of Slovenska cesta for cars next year, after completing the inner circle road around the city centre.

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### **ELAN Info Point on Ljubljana's Main Square during EMW 2011**

Ljubljana's ELAN team had an info point on the city's main square throughout the whole European Mobility Week (EMW) 2011. Also, giant posters were produced and displayed on 25 locations in the city to alert about EMW 2011 and ELAN by emphasising the slogan "Change your travel habits and move differently!"

At the stand, citizens received leaflets, brochures, promotional gadgets and could express their opinion about different aspects of mobility. Hundreds of them completed questionnaires about new technologies in public transport (hybrid and CNG buses) and cycling in the city, and gave their own perspective on the problems that need to be solved.

Bus operator LPP was also present with an info point at another location. Moreover, they organised workshops in a bus on the spot where they explained and demonstrated to citizens, mainly older people, how to take care of their own safety and security while travelling.



Also, Slovenian Railways had its own info point in the form of a nine-meter long inflatable train, which attracted a lot of visitors. They provided information about train services, prepared a prize competition and offered free or cheaper train tickets..

### **A Step to the Bus...**

Do you know how people sometimes have the feeling that a bus stop is so far from their doorstep? This is only a feeling and Ljubljana's ELAN team wanted to prove them wrong. With the aim to encourage bus use, signs with the slogan "A step to the bus, a moment to your destination" were placed at



30 locations along the demonstration corridor area during EMW 2011.

The signs included information about the distance to the nearest bus stop – in metres and in minutes. When people saw how close it actually was (e.g. 250 metres and 3 minutes), many decided to use the bus. Mission accomplished!

### **"Breathing dance" in Ljubljana**

Ljubljana has been revitalised thanks to the beautiful square Kongresni trg, which was refurbished a few months ago. Underground, Ljubljana constructed an parking garage, to have more public space on the square for socialising at nearby pubs, walking through the park or attending cultural events on a large platform that used to be parking space.

During EMW 2011, ELAN group organised an event on the square, to promote such magnificent places as the centre of activities. Together with the Kazina dance school, it organised a flash-mob entitled "I Breathe Dance", emphasising the efforts to improve air quality in the city.



All elementary schools in Ljubljana were invited by Mayor Zoran Janković to participate and 500 pupils did! They were later joined by some 150 other dancers and members of the Association of Disabled of the Ljubljana Region, who danced in wheelchairs.



It was a fascinating event, promoting sustainable mobility and better quality of life, that didn't stay unnoticed. Because of its huge success, it will probably be repeated the next year.

### Another Funny Video from Ljubljana!

Following the successful promotion of sustainable transport modes through two very popular and funny, yet educational, videos, ELAN partners in Ljubljana decided to produce a third video called "Don't worry, be happy (on your way to work)", promoting the use of public transport. The video is available at <http://tiny.cc/mx4ua> and has been viewed around 14.000 times in two months!



### Events & Mobility, an Often Forgotten Combination

The City of Ghent has launched a brand new website for event organisers – [www.gentevenement.be](http://www.gentevenement.be). It gives information on mobility, waste management and sound regulations. After answering 10 simple key questions, useful information and guidelines, tailored to the needs of a specific event, are provided by the system. The information is brief, to the point and very practical. That way, an organiser is triggered to create a more sustainable event.

The organiser also receives the official forms he has to fill in, again tailored to the event he wishes to organise. A new form was created concerning sustainable mobility: organisers need to provide detailed information on the extra mobility measures they plan for the event, e.g. how many bicycle sheds are needed.



This project is the start of a bigger project from the city of Ghent aiming to offer all events-related information through one portal, including possibilities of e-ID, e-Payment, etc.

### Test Group "Electric" Carsharing

Ghent's Cambio fleet today consists of vehicles running on fossil fuels. Although carsharing is already an environmentally friendly way of car driving, the introduction of clean vehicles should further reinforce this. Within ELAN, a first trial with an electric vehicle was set up to acquire the necessary experience in this field and start awareness raising amongst carsharing users as well as the general public.

Ideally, this test should also result in a larger scale introduction of cleaner vehicles on the long term, within Cambio and other carsharing fleets.

The test group consisted of 45 Cambio users. Prior to the start of the test, all test users got a short personal briefing on how to use the electric car. After four months, a feedback questionnaire had to be filled in.



A few results: people mostly wanted to test the electric car out of curiosity

but once they had used it, they were very enthusiastic and booked the car again. Almost everybody stated that Cambio should invest in more electric vehicles. Especially, its driving comfort and silence were appreciated. The only negative aspect was the cruising range, with a maximum range of 75 km, the car cannot be used under all circumstances.

### I Move Without My Car

537 employees of the city of Ghent participated in the challenge of coming to work without a car. This is more than double compared to last year and more than 10 percent of the total number of employees. For one week, people were asked to come on foot, by bike or public transport or to share cars. Through an online tool, people registered their efforts. Two criteria were used to select





the winners: the company/department that made the most sustainable trips and the company/department that reduced the most CO<sub>2</sub>-emission (number of km). The winners got a free visit to the brand new city museum. Two lucky winners got a folding bike.

**Exploding Mailboxes at De Lijn**

Patrick Debeuf, engineer at public transport company De Lijn, is getting slightly overworked. Since the press conference of 5 October, presenting the results of the measuring tram, his phone hasn't stopped ringing and his mailbox is exploding.

Bus and tram constructors from all over Europe want to know the ins and outs of his new energy saving system. With only six small but genius interventions in the hard and software of the tram, the public transport company can save up to 20 percent of its total energy consumption.



The measuring tram has crossed the city for over one year now and is still monitoring the results. This measure is labelled: 100 percent CIVITAS!

**“To Be Mobile Is to Be Independent”**

ODRAZ, Zagreb's Municipal Transit System and City Office for Strategic Planning and Development, has worked hard over the last few months to gather and structure information to increase the safety of older passengers using public transport (PT) in Zagreb. As a result, CIVITAS ELAN practical guidelines for safer PT use were issued.

The guidelines provide all necessary information concerning the ticketing system for trams and buses, as well as important suggestions on how to behave inside PT vehicles in order to stay safe during the ride and when entering/leaving the vehicle. Also, important contact information e.g. on bus and tram timetables, for disabled passengers, etc. is provided.



So far, the guidelines have been presented to residents of two Zagreb Senior citizens' homes and to a wider public during the International Day of Older People in October.

**Real-Time PT Information in Porto**

The IMS project – Information for Mobility Support – developed within CIVITAS ELAN is now in the final stage of its implementation. The system provides users with up-to-date information in real time about several public and private operators in Porto's Asprela quarter.

In the first stage of the project, several models for presentation of the information to the public were assessed. From this analysis the InfoBoard system resulted that is currently installed in São João's Hospital and the Faculty of Medicine, which provides real time information about waiting times for each line on big screens.



This data is complemented with the destinations map (from a given reference location), a schematic representation of the lines' routes by well-known landmarks.

The new version of the system, in its last stage of development, enables the user to plan his journeys and routes in real time to certain lines, routes and points of interest. This service will operate through a website and supports intermodality because it allows the user to plan routes including several operators. For occasional users, the system can search for points of interest.

As the user can consult the service at any time and in real time, a platform to support journey planning for mobile services via GPS has also been developed. The user can search the best route from the exact spot that he is at with the help of the GPS coordinates on his smart phone to the desired destination.

The services available on the website and mobile devices will be operational from November.

Further information about ELAN:  
[zdenka.simonovic@ljubljana.si](mailto:zdenka.simonovic@ljubljana.si)



### Quick and Easy Search

The CIVITAS MIMOSA search engine is a powerful tool that allows you to search - in all connected databases - with paragraphs and even with full pages of text. You can enter search terms in English, German, Spanish and Dutch. To find the information on urban mobility issues that you always wanted to have, go to: <http://tiny.cc/vph6g>.



### New MIMOSA Coordinator

MIMOSA welcomes a new project co-ordinator, Cristina Gironimi, who will support the Municipality of Bologna in leading the MIMOSA project. Cristina has worked on MIMOSA as financial officer at the very start of the project, and we wish her all the best for her new role as she leads MIMOSA towards its results stage and successful conclusion. We would also like to thank outgoing coordinator Andrea Arcelli for his contribution to MIMOSA over the last few years and no doubt we will see him again in his new role in European affairs with Regione Emilia Romagna.

### Electric Multi-Purpose Boat in Utrecht

The city of Utrecht gives priority to public transport, bicycles and clean freight transport. With this in mind, the second generation multi-purpose vessel (MPV) will cruise the canals and waterways delivering and collecting freight in April 2012. Based on the existing "beer boat", this Multi-Purpose Boat comes with several added features including transportation of larger and heavier cargo, waste collection and the ability to empty wheelie bins.

2010 saw the launch of Utrecht's first beer boat, a zero-emission boat, transporting frozen and perishable fresh products. With the arrival of a second boat, options for waterways freight transport increase, reducing the emission of CO<sub>2</sub> and (garbage) trucks in the inner city. The new vessel is four meters longer than the current beer boat. Therefore the vessel can also be used by enterprises and individuals for different kinds of waste removal, construction projects and other larger materials.

The multi-purpose boat shows the concept of evolving, efficient and sustainable freight transport in European historical inner cities.

### Dial & Ride in Funchal

With high slopes, narrow roads, intensive car usage, and a high rate of elderly citizens, the neighbourhood of Santa Luzia provides a real challenge to Funchal's goal of creating a public transport scheme that attracts people to take the bus over private modes of transport.

Funchal's answer is the Dial & Ride Mini Bus. Whoever lives or works in Santa Luzia, will now be within bus distance from health care centres, the city market, the municipality, banks, post offices and many more important spots. The population, mostly retired with few options to leave their homes, simply have to make a free-of-charge phone call to book their trip and finally engage themselves in keeping active in retirement.

The service will be provided by one brand new mini-bus with less pollutant characteristics, financed by Regional Development Fund Programme (ERDF). Intensive research was carried out to find the least



pollutant technology to fit local topography and mobility-impaired users. The small-sized bus selected recently

won the inspiring Regio Stars Award for "Innovative and Sustainable Mobility", given to Horários do Funchal in the summer of 2011.

### Inside Out Staff Approach to Improving Public Transport Safety in Gdansk

Whilst police records show acts of vandalism, robberies and general disorder do not happen very often in public transport, recent surveys carried out by MIMOSA Gdansk revealed a lack of safety and security expressed by the residents. Gdansk took an inside out approach by organising an empowerment workshop for public transport (PT) drivers to better deal with public disorder problems. The workshop was held during the summer months and attended by public transport operators and representatives of the police and municipal guard office present.

To secure an effective and long-term flow of information for future drivers as well as empower PT drivers, the workshop was designed along the basis of "train-



ees becoming trainers” to establish a long-term training network. Breaking with the conventional model of training, each trainee was equipped for the day with a tablet PC uploaded with training material, making the learning more interactive and less lecture-based. CCTV recordings then formed the basis for discussions on how to constructively respond to difficult situations and how to deal with passengers under the influence of psychoactive substances like alcohol and drugs.

Gdansk believes that an increase in the perception of safety in public transport is paramount to the success of the implementation of sustainable urban mobility measures and will continue to work with the public transport providers and other stakeholders to achieve that.



### **Inclusive Mapping Design in Tallinn**

“Good Design Enables, Bad Design Disables” forms the innovative approach to Tallinn’s new mapping service and to making public transport accessible to all. Just over a year ago, a series of market research studies got underway starting with a group of graphic design students and disabled people taking test journeys from A to B across Tallinn. Travel experiences were mapped, defining the issues of accessibility, info noise and sign system. A number of workshops then followed to gather and discuss the findings, e.g. colour system, disorganised signage etc.

These test groups in turn consulted organisations representing different user groups and interested parties, such as the Society of the Blind in Estonia, the Chamber of Disabled People, local public transport operators, different city departments, and the Tallinn Art Academy. As a result, a number of improved design solutions were put forward to the team of designers and public transport experts from the transport department, currently working on public transport stop redesign, restructuring the info panels at stops and the legibility of schedules.

All the solutions submitted aimed to improve accessibility, user-friendliness and the image of public transport. Using an inclusive design process is key to bringing about the best solutions. The new mapping and service information for users is expected to be launched in summer 2012.

Further information about MIMOSA:  
[cristina.gironimi@comune.bologna.it](mailto:cristina.gironimi@comune.bologna.it)



### **Changes in Dissemination Team**



Luis da Vinha has been appointed local dissemination manager of Coimbra. He was born in the United States in 1974, has a MSc in Geography and is currently the Head of the Geographic Information Bureau of the City of Coimbra.

Previously, Luis worked in the field of transport planning and mobility management at the Urban Transportation Services of Coimbra (SMTUC), where he was involved in the local implementation of the CIVITAS MODERN project.

Roberto Gonzalez Argote has been appointed local dissemination manager of Vitoria-Gasteiz. He was born in Vitoria-Gasteiz in 1968 and graduated in Biological Sciences at the University of the Basque Country. Since 2001, he has worked as a technician in environmental education in the area of training and dissemination for the Centre of Environmental Studies of Vitoria-Gasteiz.

Since then, he has taken part in the planning of environmental education activities of the municipality of Vitoria-Gasteiz and in implementing social tools (communication, education, public awareness and participation) for the development of various sectoral plans, including the Mobility and Public Space Master Plan for Cycling Mobility.

Further information about MODERN:  
[www.modern.ipacv.ro](http://www.modern.ipacv.ro), [k.fischer@methodos.com](mailto:k.fischer@methodos.com)



### Conference for Pre-Accession Countries and Western Balkans

On 7 September, RENAISSANCE organised a conference on "Clean urban transport solutions for pre-accession countries and the Western Balkans" in Skopje, Macedonia. The conference was attended



by almost 100 public authority representatives from pre-accession countries, representatives from public transport companies, consultants and researchers, etc. The conference was chaired by Dr Laurie Pickup. The mayor of Skopje, Koce Trajanovski, and Transport and Communication Minister Mile Janakiiski also participated in the event.

The presentations held during the day showed how CIVITAS contributes to the development of sustainable solutions in Skopje, as well as in two other important cities in the Balkan area, Craiova (represented by Mr. Gabriel Vladut, MODERN coordinator) and Zagreb (represented by Mrs Visnja Bedenko, ELAN). An interesting panel discussion moderated by Dr Steve Cassidy offered the participants an overview of funding opportunities and how these can be used to fund innovative sustainable mobility solutions in cities.

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### Freight Consolidation Centre in Bath

The freight consolidation centre trialled under RENAISSANCE in the city of Bath has demonstrated it can reduce delivery vehicle movements to participating businesses by over 80 percent.



Bath & North East Somerset Council Cabinet has now voted to use its own funding to continue the scheme for another year. The consolidation centre serves both the city of Bath and the

neighbouring city of Bristol and is operated by DHL.

In September 2011, 142 deliveries bound for Bath were consolidated into just 22 deliveries at the centre

- an 84 percent reduction in deliveries to participating businesses. The combined delivery journey reduction for Bristol and Bath for the same period was 227 deliveries consolidated into just 44, a reduction of 80 percent. In Bristol and Bath in the same period, a total of 290 kg of cardboard and 70 kg of plastic was picked up by the freight consolidation centre for recycling.

The centre currently delivers to 15 premises in the city of Bath. Deliveries bound for Bath are consolidated at an out-of-town depot and transported to the city centre by an electric vehicle.

### Trip Avoidance Strategy – First Results

Over the last three years, the city of Perugia started a process to provide online services through the municipality web site, with very good results. Perugia started up three new online services within its web portal to avoid the need to travel and reduce the time needed to complete the administrative tasks.

The on-line services launched within RENAISSANCE are: (i) consultation of the municipal notice board, (ii) web registration for the kindergarten list and the possibility to consult it, (iii) web registration for the register of professionals that have contracts with the Municipality.

Nine months after the start up of the three new web services, more than 20,000 hits have been registered. Based on the evaluation analysis to date, Perugia can report that in the last nine months more than 5,000 car trips in the city were avoided as a result of the new online facilities. The measure shows how the use of technology can offer a viable alternative to the private car, contributing to improving the quality of urban environment and reducing CO2 emissions.

### In-Vehicle Press Conference in Perugia

Roberto Ciccone, mobility councillor of Perugia, together with the city's RENAISSANCE team and public transport operator



Umbria Mobilita, organised an interesting and effective press conference. Press representatives were invited into a public transport bus to receive information about

the development of the CIVITAS project in the city, but also to experience the changes in the city.



Participants were taken to the intermodal node of Cupa, recently improved with a pedestrian path connecting the Minimetro station with a bus stop. They could also witness improvements to the bus stop environment, including new electronic bus poles providing real time public transport information and shelters, larger platforms, benches etc. to make the bus stop more attractive and safer.

The bus used for the press conference was a retrofitted dual fuel vehicle, and Councillor Ciccone and President of Umbria Mobilità Giovanni Moriconi highlighted the results already obtained within CIVITAS to make the municipal car and public transport fleets cleaner.

ESC, the mobility brand was also introduced as the real core of Perugia's communication strategy. ESC stands for Easy, Safe and Clean, three adjectives defining the transport of the future in the city. The press event received excellent visibility in the media and was a real success.

### **Methane Kits to Retrofit Citizens' Cars in Perugia**

Perugia offered methane kits to 35 citizens to retrofit their vehicles and thus reduce their cars' emissions and fuel consumption. The 5 winners were selected from 56 applications according to specific criteria, social criteria but also criteria related to their sustainable mobility behaviour.

Roberto Ciccone, Perugia's mobility councillor, offered the prize to the winners during a public event attended by numerous press representatives. The main aim of this action was to attract public attention for clean transport issues, underlining the importance of private behaviour for improving the quality of the urban environment and sending the message that good citizens can contribute to making their community a good place to live in.



### **Szczecinek's Bicycle Lane Network**

After finishing the construction of the last part of the bicycle lane planned for this year within RENAISSANCE, the bicycle lane network alongside Lake Trzesiecko is now complete. The network is about 5,8 km long. The lanes have a good lighting system

and new recreation areas were also implemented. New bicycle racks were installed, as well as new benches and street furniture.

Altogether, more than seven kilometres of bicycle lanes were built during the RENAISSANCE project. This brings the total length of bicycle networks now to 25 km, covering the whole area of the city.

Szczecinek pays attention to cycling mainly because the city's administrative area has been extended, with the newly finished bicycle network providing the main link between the old and new areas of the city. This also demonstrates that the city is committed to promoting less car-dependent lifestyles.

### **Skopje's Sustainable Urban Mobility Plan**

In October 2011, the city of Skopje adopted its sustainable urban mobility plan (SUMP). Skopje thus is among the first cities in Macedonia and Accession Countries to transform its transport strategy into a modern, sustainable urban transport plan that will meet recently set European standards.

The SUMP will help Skopje to develop multi-faceted policy responses based on a comprehensive long-term strategy. It encourages new efficient ways for planning the existing resources: staff, knowledge, technology and infrastructure.



The SUMP provides the framework for the implementation of an integrated package of measures that create synergies and have a real and lasting impact. Its main objective is to define a vision for the future sustainable development of the city's transport system to improve the quality of life of citizens in Skopje. The plan incorporates innovative transport management strategies and solutions to reduce congestion and the dependence on private cars, favour environmentally sustainable modes and vehicles, and improve the public's awareness of collective transport.

The adoption of the SUMP has been a core element of the city's activity within CIVITAS RENAISSANCE.

The adoption of the SUMP has been a core element of the city's activity within CIVITAS RENAISSANCE.

Further information about RENAISSANCE: [I.naldini@comune.perugia.it](mailto:I.naldini@comune.perugia.it)



### **Pointer site visits**

As part of the monitoring and support activities, POINTER is visiting each of the CIVITAS Plus demonstration cities.

On the one hand, these visits are to see whether planned implementations and demonstrations have actually been realised. On the other hand, these visits offer the opportunity for the monitors to provide the cities with good practice and lessons learnt from other demonstration cities.

A typical site visit lasts one or two days, depending on the total amount of measures in the city. During the visit, which is planned well in advance with the city, a presentation on the progress of each measure is given by the city, followed by a visit to the site.

The two monitors interrupt presentations and demonstrations with questions and comments, creating an open and informal atmosphere, in which problems are discussed rather than trivialised.

So far, POINTER has visited 20 out of the 25 cities. It is expected that the remaining cities will be visited before May 2012.

Further information: [tariq.vanrooijen@tno.nl](mailto:tariq.vanrooijen@tno.nl)



### **Learning from Each Other**

Forerunners and well-experienced CIVITAS cities in sustainable transport strategies can be seen as a source of inspiration for other cities to capture interest, trigger reflection and support an interactive process.

A significant amount of traffic in our cities is generated by the delivery of goods to shops, factories, offices, hotels, etc. These vehicles take up more space than cars and require space to load and unload.



Within CIVITAS CATALIST, some forerunners are trying to answer the question "is sustainable goods movement possible?"

- An environmental zone for heavy duty vehicles was established in 1996 in the Swedish cities Stockholm, Gothenburg and Malmö. Today, the city of Gothenburg leads an interaction group to establish Environmental zones in other Swedish cities.
- The mobility credits system in Genoa consists of linking freight vehicles access to a target area to a self-adapting charging scheme based on credits (virtual money).
- To handle urban freight transport, Berlin developed the "Integrated Urban Freight Transportation Strategy".
- In Bremen, an environmental loading point was implemented adjacent to the pedestrian area to privilege clean delivery vehicles with extended access hours.
- The municipality of Rotterdam, together with trade and industry, is busy trying to make urban truck traffic cleaner, more silent and more economical.

To learn more about this topic, visit <http://www.civitas.eu/network> and the Thematic Group on Urban freight logistics.

Further information: [dotter@fgm.at](mailto:dotter@fgm.at)



### CiViTAS NATIONAL NETWORKS

Francophone Italia Ireland Portugal Slovenija España UK

#### National Networks Continue to Grow

There is no better way to promote CIVITAS than by sharing the experience of other CIVITAS cities. Promoting this message to "local" audiences via CIVINET is a key part of outreach activity. Learning and not repeating the same mistakes – providing value for money – is evidently also a key selling point to city authorities in these financially challenging times.

A small amount of funding from the CIVINET budget is being made available to support the development of new national networks. Following a recent call for applications, a Dutch consortium led by the city of Eindhoven has been selected to establish a new Dutch / Flemish network in the final year of CIVINET.

There is continued high profile representation of the national networks, for example at the National Transport days in Strasbourg (Francophone Network) and for the Spanish and Portuguese Network at a Forum in Coimbra, Portugal. The Slovenian task force has also participated recently in a challenging conference, "Cyclists: a disturbance or a solution". It is such lively debate that enables the national networks to pursue one of their key aims - to provide interactive learning experiences with audiences in their own language.

Identifying and utilising CIVITAS expertise and knowledge is a fundamental cornerstone and key selling point of the CIVINET project. With membership and support for the national networks growing, it is clear that sustainable mobility not only makes sense for our environment but offers good value for money.

The important role of the CIVITAS national and regional networks in enabling that to happen was recognised both during the recent CIVITAS Forum conference and in the Funchal Statement. Indeed, CIVINET contributed via local politicians from its national networks and sent suggestions and comments to the Political Advisory Committee to be included in the Statement. For the first time, political representatives from each of our networks met together during the Forum with Vincent Leiner, the CIVINET project officer from the European Commission. Mr Leiner made a point of recognising

the importance of the networks and congratulated CIVINET on the work done so far.

**CIVINET: CIVITAS NATIONAL NETWORKS**

Sustainable mobility is a common goal of cities and regions throughout Europe. Thanks to the CIVITAS Initiative, 58 cities in Europe can demonstrate best practice and act as an inspiration to other cities.

Many European cities that want to develop sustainable urban mobility plans and implement sustainable transport strategies are distanced from the CIVITAS Initiative because of language barriers and a lack of a local frame of reference.

CIVINET has overcome barriers by setting up peer-to-peer national networks for any local authority or other organisation interested in sustainable transport to join and communicate in their own language.

**FIVE NATIONAL NETWORKS**

The CIVINET project, co-funded by the European Commission for three years, has created five national networks to promote the CIVITAS approach to sustainable mobility.

**CIVINET FRANCOPHONE** - This French speaking Network is open to the French and French speaking cities and territories in Europe including Luxembourg, Switzerland and the Walloon region of Belgium.

**CIVINET UK & IRELAND** - This network communicates in English and is open to cities or interested organisations in the United Kingdom and Irish Republic.

**CIVINET ITALIA** - This Italian speaking network is open to cities or interested organisations in Italy.

**CIVINET ESPAÑA & PORTUGAL** - This Spanish-speaking network is open to Spanish and Portuguese cities or interested organisations.

**CIVINET SLOVENIJA** - A task force is connecting Slovenian cities and national government with a view to setting up a national network.

CIVINET encourages and supports the establishment of national networks in other countries. For further information and advice, mail us at: [civinet@civitas.eu](mailto:civinet@civitas.eu) or visit: [www.civitas.eu/civinet](http://www.civitas.eu/civinet)

CIVITAS is the European Union's successful initiative established in 2002, to promote cleaner and better transport in cities through demonstration cities and a wide range of projects.



## CIVITAS Plus Events Calendar

### Public Events

<b>CIVINET Francophone Atelier Technique Covoiturage</b> Nantes (FR)	09.12.2011	<a href="mailto:civinet-francophone@civitas.eu">civinet-francophone@civitas.eu</a>
<b>CIVITAS VANGUARD ITS Training Workshop</b> Bologna (IT)	14-15.12.2011	<a href="mailto:training@civitas.eu">training@civitas.eu</a>
<b>CIVITAS VANGUARD - ARCHIMEDES Cycling for All Study Tour</b> Brighton & Hove (UK)	14-15.03.2012	<a href="mailto:training@civitas.eu">training@civitas.eu</a>
<b>CIVITAS VANGUARD – MODERN Training Workshop on Social Inclusion</b> Coimbra (PT)	22-23.03.2012	<a href="mailto:training@civitas.eu">training@civitas.eu</a>

### Closed Events / Meetings

<b>VANGUARD Consortium Meeting</b> Graz (AT)	05-07.12.2011	<a href="mailto:jsimpson@rec.org">jsimpson@rec.org</a>
<b>CIVINET Francophone Assemblée Générale des Membres de l'Association et Atelier des Elus</b> Nantes (FR)	08.12.2011	<a href="mailto:civinet-francophone@civitas.eu">civinet-francophone@civitas.eu</a>
<b>VANGUARD Dissemination Liaison Group Meeting</b> Brussels (BE)	15-16.12.2011	<a href="mailto:dlg@civitas.eu">dlg@civitas.eu</a>

