



Quality management tool for Urban Energy
efficient Sustainable Transport

QUEST – an effective tool for stimulating and improving cities' sustainable mobility policies

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Outline of the presentation

- Overview of the QUEST project
- Introduction to the QUEST tool
- Cities experiences of QUEST
- QUEST ACADEMY



QUEST – an effective tool for stimulating cities' sustainable mobility policies

The aims of QUEST:

- to offer support to cities committed to sustainable mobility;
- to set up a Quality Management tool to help small and medium-sized cities to further develop their sustainable mobility policies and actions;
- to promote best practice exchanges among European cities;
- to create a network of cities and experts in the field of sustainable urban mobility.



QUEST in numbers



5 City Partners: Bath (UK); Gävle (SE); Gent (BE); Padova (IT); San Sebastian (ES) (Chomutov (CZ));

2 City networks

11 consultants and research institutions as QUEST Auditors

46 Cities involved in the QUEST method implementation and certification from 14 countries

16 Auditors trained covering 19 countries



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The main principles of the QUEST tool



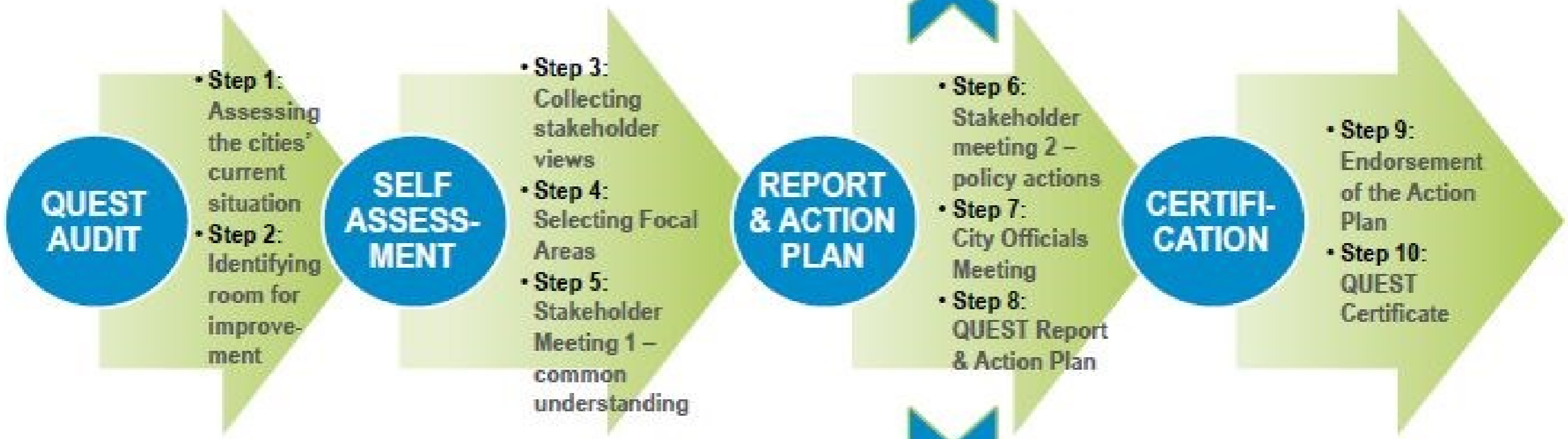
QUEST is not a beauty contest !

- ▶ Practical tool – no comprehensive research needed
- ▶ Every city has its own, specific context, and characteristics that need to be taken into consideration → Tailor made Action Plans for cities
- ▶ QUEST recognizes that stepwise improvements are possible at all levels of development of sustainable mobility policy.

QUEST supports European cities in making real progress towards a more sustainable urban transport system, and helps them to find solutions for achieving the desired goals.

Processes

- Modal split – sustainable modes
- Mobility planning
- Political leadership and support
- Stakeholder involvement
- Implementation and evaluation



Domains

- Cycling
- Public transport
- Walking
- Traffic circulation
- Parking
- Green vehicles
- Mobility Management
- Goods transport - freight





QUEST in Halmstad, Sweden

(Around 92.000 inhabitants)

Results of the QUEST audit:

- **Strengths:** systematic work on mobility and transport, assigned budget for sustainable mobility, relevant data available, well designed strategic plans
- **Weaknesses:** despite of good strategies the city has not yet come so far in terms of implementation & many of the set goals aren't quantifiable

→ Based on the QUEST Audit and the Stakeholder assessment, Commuting was chosen as the focal area.



1st Stakeholder meeting: create common understanding on the selected focal area & identify current challenges

2nd Stakeholder meeting: identification of concrete actions to solve the current challenges



The proposed measures in the Halmstad Action Plan:

- Improvements in the planning and policy making processes
- Raising awareness of the possibilities to travel by public transport
- Improved safety at bus stops and cycle routes
- Encouraging multimodal trips
- Increasing employers' ability to make commuting by bike more attractive
- Creating added value for public transport passengers



What are the benefits of QUEST for cities?

- QUEST **assesses organisational processes** in cities and offers guidance on how to improve them.
- QUEST Audit is especially suitable for **smaller cities with fewer resources** to achieve improvements in sustainable mobility.
- QUEST helps cities to identify which **measures are effective in achieving energy savings in transport**, and which are possible to achieve. (i.e. QUEST helps cities to make the right choices)



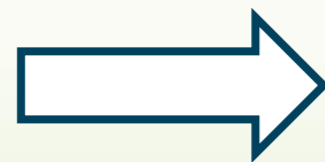
- **Better understanding of challenges and problems** within the city in relation to transport and mobility with the **help of a critical friend – the QUEST auditor.**
- QUEST awards a **certificate to cities which have achieved progress towards sustainable mobility** that can be used to demonstrate a city's engagement in sustainability.
- Provides **support and a start in the process** for both cities that want to develop a **SUMP** or cities that already have one.



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QUEST Academy

- Ensures the legacy of QUEST in the post-project period
- Safeguards the quality of the methodology
- Continues training auditors throughout Europe
- Provides a platform for discussion and exchange of experiences between QUEST auditors and cities



Within the next years the QUEST-method shall be applied in as many cities in Europe (and outside) as possible

A vertical poster for the QUEST Academy. At the top is the Quest logo. Below it, the text reads "QUALITY MANAGEMENT TOOL for URBAN SUSTAINABLE TRANSPORT". A central image shows a person riding a bicycle on a path. To the left of this image is a teal box with the text "QUEST ACADEMY". Below the image, the text describes the training programme: "Training programme for QUEST auditors to support the application of QUEST. To safeguard and improve the QUEST quality management method." At the bottom, the website "www.quest-project.eu" is listed, followed by the "Supported by INTELLIGENT ENERGY EUROPE" logo and the European Union flag.



QUEST method is currently available in:

- Belgium,
- Bulgaria,
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Hungary
- Italy
- Lithuania
- the Netherlands
- Poland
- Portugal
- Romania
- Slovenia
- Spain
- Sweden
- Switzerland
- the UK

*If your city is interested in the QUEST method,
please contact us!*



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We believe that every city has potential to make progress towards sustainable mobility !

www.quest-project.eu

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