

CiViTAS
Cleaner and better transport in cities

VANGUARD
.....

Study Tour Programme - Resource Pack

Information for visitors and hosts

EUROCITIES

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Available separately:

- Study Tour Request Form (for visitors)
- Study Tour Agenda Sample (for hosts)
- Study Tour Feedback Report (for visitors)

Introduction

About VANGUARD

Launched in September 2008, VANGUARD is a 54-month grant-based project of the European Commission's Directorate-General for Mobility and Transport, DG-MOVE, funded as part of the CIVITAS Initiative. It is a Support Action (SA) for the co-ordination and dissemination of CIVITAS-Plus, the current phase of the CIVITAS Initiative and, as such, serves the CIVITAS-Plus Collaborative Projects (CPs) and the CIVITAS Initiative itself.

Funded under the 7th Framework Programme for Research and Technological Development, VANGUARD focuses on the dissemination of research activities, results, and experiences from cities and projects participating in CIVITAS.

One of the objectives of VANGUARD is to support the CIVITAS Plus collaborative projects through the provision of a number of services and by disseminating the results of their activities to Europe as a whole. These services mainly relate to:

- Coordination, support and facilitation
- Dissemination and promotion
- CIVITAS Community support

Work Package (WP) 3 of VANGUARD ("Demonstration cities support") more particularly focuses on the coordination, support and facilitation side of the project. Among its different services, it offers training activities, technical working groups and a study tour programme mainly targeted at collaborative projects' measure leaders that are typically located within local mobility departments.

About the Study Tour Programme

As the results of a needs assessment¹ conducted by VANGUARD indicated, technical staff and local decision makers from CIVITAS cities share a high interest in innovative ways of learning from each other, such as staff exchanges or site visits.

Following this interest, VANGUARD developed a programme aimed at facilitating on-site knowledge transfer between CIVITAS cities. The Study Tour Resource Pack is intended as a tool that cities can use to set up study tour visits.

This resource pack is based on the results of an assessment carried out among the CIVITAS cities for a study tour programme as well as a review of the "City-to-City" approach developed by [CIVITAS CATALIST](#). Apart the CIVITAS Plus cities, this catalogue also includes some of the CIVITAS I and II municipalities, which would like to showcase measures implemented in the course of the CIVITAS project and their evolution in the years following the end of these project phases. As the CIVITAS projects develop over time, cities may

¹ [Aiming for Sustainable Urban Mobility: A Survey of European Cities' Interests towards CIVITAS, Training Programmes and Information Resources](#), Mobiel 21, June 2009

decide to extend their offer of study tours. This pack and the affiliated offer is therefore valid until September 2012.

General information about the study tours:

- **Concept:** Study tours are successful knowledge transfer schemes which offer the possibility to site visitors to interact with key local stakeholders and see how projects are implemented in reality. During the study tour, visiting participants (officers and/or politicians) are able to learn from the host city by means of short presentations, site visits and peer-to-peer discussions.
- **Size of the group:** Group sizes can range from 3-5 people to as many as 10-15. The appropriate size should be agreed between the host and the visiting city.
- **Costs involved:** It is assumed that the visitors will pay their own travel and accommodation, while the host city may offer to cover some costs of the visit such as local transport, meals and/or refreshments. The cost of the staff time is covered by each party.
- **Language & Interpretation:** The host cities offer the study tour in English and in their local language (if different from English). If any visiting delegate does not understand or speak English, the visiting city should bring along an interpreter.
- **Participation of CIVITAS Plus cities:** VANGUARD encourages CIVITAS cities to organise the study tours; however, any city is welcome to host or visit another city. Visits should be arranged on a case by case basis. After their visit, cities are asked to report on the success of the tour, level of participation and main learning experiences using the form entitled: Study Tour Feedback Report (see separate document).

Document structure

In order to support the organisation of study tours, this document has been divided in 2 parts:

- [Part 1](#) provides information for potential visitors, including some guidelines in Section 1.1 as well as the Catalogue of Offer: City Profiles within Section 1.2;
- [Part 2](#) provides Guidelines for hosts, including some suggestions on how to organise meaningful study tours in Section 2.1. For background purposes an analysis of the demand for study tours among CIVITAS cities is provided in Section 2.2.

This document has been produced by EUROCITIES. In case you have any questions or comments please email or call Melanie Leroy (melanie.leroy@eurocities.eu Tel. +32 25 520 881) or send an email to training@civitas.eu.

Part 1. Information for visitors

CIVITAS cities are “living laboratories” for learning and evaluating different measures aimed at improving urban transport. Visiting implemented and ongoing projects and seeing how they operate in reality should be an integral part of learning from each other within the CIVITAS community. The success of a study tour is not measured by the quality of the pictures the participants take, but by how meaningful it is to their work and how it inspires them regarding their projects and programmes in their own city.

The following sections invite cities interested in visiting another CIVITAS city to discover the expertise they have on offer.

1.1. Guidelines for visitors

Who should attend a study tour?

The study tour can benefit technicians and/or politicians. Participants should preferably be decision-makers who can use the knowledge gained to change working patterns in their own city. Cities may decide to bring along local stakeholders (managers of public transport operators, retailer associations, etc). If appropriate, a special programme for politicians should be foreseen.

Participants should be experts in the field; if their command in English is not good, consider bringing along an interpreter or someone who can translate².

Group sizes can range from 3-5 people to as many as 10-15. The appropriate size should be agreed between the host and the visiting city.

How to request a visit?

When selecting which city to visit, first consider what your knowledge needs are (you may want take a look at your own demand as described in section 2.2). Then, look at the [Catalogue of offer](#) (section 1.2) where each host city (listed in alphabetical order by CIVITAS initiative) has described the most innovative measures and policies they are willing to offer within the framework of a study tour.

Once you are sure that the experiences offered by the host city fit your knowledge needs, contact the host city. As explained in the *Study Tour Request Form* (see separate

² The costs for interpretation from English to the visitors' language should be covered by the visitor city.

document), the visit request should be sent to the host city early in advance and should suggest several preferred dates for the study tour.

Preparation and visit

During the months prior to the study tour, you will agree on the details of your visit (final dates, agenda, logistics, etc) on a bilateral basis with your host (i.e. elaborate the document entitled *Study Tour Agenda Sample* available in a separate document). If you are interested in a specific initiative or would like to meet certain people (e.g. politicians), make it clear to your host, so that they can prepare the agenda accordingly.

A few days before the study tour, it is important you brief your delegation about the purpose of the study tour, the city they are going to visit and its projects and programmes.

During the visit, you may consider preparing a short presentation about your city transport policy or a particular project you are developing or implementing. Such presentation will help your hosts to understand your local circumstances and the priorities in your city. Finally, as it is suggested in the guidelines for hosts, study tours should be interactive; so be ready to ask questions, discuss and share knowledge with your hosts.

Feedback on the results of the visit

As a visiting city, you will be asked to complete a *Study Tour Feedback Report* (see separate document) and send it back to the host city and the VANGUARD team. Such a report will gather the main lessons learnt from the study visit and describe how the knowledge gained will be used back in your city. Those reports will also be used to evaluate the study tour programme.

1.2. Catalogue of Offer: City Profiles

About the Catalogue

This section includes a city profile for each CIVITAS city willing to host study tours. These profiles summarize the responses of the cities to the Study Tours Programme assessment survey.

Each city profile describes the main policies and projects that can be visited based on the following eight thematic categories of CIVITAS:

- **Increasing use of alternative fuels:** Increasing the use of alternative fuels and of clean and energy efficient vehicles, and enhancing their integration into the urban transport system;

- **Stimulation of collective transport:** Stimulating high quality and innovative energy-efficient collective passenger transport services, including intermodal integration with other transport modes;
- **Demand management strategies:** Implementing demand management strategies based on economic (dis)incentives, regulatory measures (including zoning and spatial planning), and tele-services;
- **Mobility management:** Influencing travel behaviour and modal choice through mobility management plans, marketing, communication, education and information campaigns;
- **Safe and secure road infrastructure:** Developing safe and secure road-infrastructure and means of travel for all users;
- **New mobility services:** Introducing mobility services that promote new forms of more energy-efficient vehicle use and/or ownership and a less car-dependent lifestyle;
- **Urban freight logistics:** Promoting energy-efficient freight logistics services and new concepts for goods distribution; and
- **Innovative telematics:** Enhancing the use of innovative transport telematics systems for traffic management and traveller support, including solutions based upon satellite applications/GALILEO.

In addition, each profile provides some practical information about the host city such as preferred size of the visiting delegation, number of study tours they can organise each year and contact details. Obviously, the final content of the agenda should be agreed between the host city and the visiting city.

Study tour offer “at a glance”

CIVITAS Programme	City	Increasing use of alternative fuels	Stimulation of collective transport	Demand management strategies	Mobility management	Safe and secure road infrastructure	New mobility services	Urban freight logistics	Innovative telematics
CIVITAS Plus	Aalborg								
	Bath								
	Bologna								
	Brescia								
	Brighton and Hove								
	Coimbra								
	Craiova								
	Donostia-San Sebastian								
	Gent								
	Gorna Oryahovitsa								
	Iasi								
	Ljubljana								
	Monza								
	Perugia								
	Porto								
	Usti nad Labem								
	Vitoria-Gasteiz								
Zagreb									

CIVITAS II	Krakow								
	Malmö								
	Odense								
CIVITAS I	Bucharest								
	Graz								
	Nantes								
	Rome								

Table 1: Study tour offer overview per CIVITAS City participating in the study tour programme

CIVITAS Plus Cities

Aalborg (DK)

The city of Aalborg is located in the Northern region of Denmark. It is home to over 194,000 inhabitants. Moving from being a traditional industrial city to becoming a progressive, energetic hub, in recent years, the city centre has been converted into a pedestrian friendly place, leading to the creation of new forms of transport demands and travel patterns.



Aalborg participates in [CIVITAS ARCHIMEDES](#).

No. of study tours that can be offered:	3-5 per year
Approx. duration:	2-3 days
Approx. size of the groups:	5-15 people
Languages:	English/Danish
Availability of local politicians:	No

City Contact:

Jens Mogensen

jms-teknik@aalborg.dk
Tel: +45 99 312 329
www.aalborgkommune.dk

Proposed content of the study tour:

Increasing use of alternative fuels

Biofuels in Aalborg: Use of second generation biofuels in 90 vehicles for Public transport and delivery services. The main aim of this measure is to go well beyond the EU Renewable Transport Fuel Obligation (RTFO) requirements at the individual fleet level, using second generation bio-fuels in medium-sized cities in an innovative manner.

For more information: www.civitas-initiative.org/measure_sheet.phtml?language=en&id=517

Stimulation of collective transport

Modernising travel information: Customised internet information is provided on all traffic modes. The main aim of this measure is to provide users with simple access to updated information on transport in Aalborg and thereby contribute to greater user satisfaction.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=525

Safe and secure road infrastructure

Provision for softmodes: The rebuilding of roads for soft traffic is meant to create a safe and secure environment for soft modes and ultimately help reduce the number of accidents. Overall, the objective is a reduction in the number of accidents resulting in injuries or death by 40% in 2012

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=538

New mobility services

City Bike scheme: The main aim of this measure is to stimulate the use of bicycles on short trips within the city and attract users that have not previously used bikes as their preferred means of transportation. There will be 200 bikes available at 19 citybike stations free of charge.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=540

Urban freight logistics

Environmental zone: Restricted zones in the inner city closed for Heavy Goods Vehicle (HGV) that are not fulfilling stricter European norms. The introduction of the environmental zone in Aalborg will reduce HGV emissions of CO, HC and NOx by around 25% and PM emissions by 20%. For vans, the figures will vary between 30-60% reduction in emissions.

For more information: www.civitasinitiative.org/measure_sheet.phtml?lan=en&id=542

Innovative telematics

GPS based real time information for Public Transport: This measure was implemented as part of CIVITAS I. The service is available on internet, mobile phones, Variable Message Signs (VMS) in terminals and bus stops. There is a dynamic allocation of buses to terminals. The ITS allows public transport vehicles to gain priority at intersections and it is used for real-time passenger information at primary transfer points. Existing services on the Internet were

expanded. The introduction of advanced ITS in the public transport system makes Aalborg the leading city in Denmark in this field, with a significant demonstration value.

For more information: www.civitas-initiative.org/measure_sheet.phtml?language=en&id=68

Pre- and on-trip mobile phone information: This measure will test a new system giving information on PT by mobile phone. The system will be based on GPS to locate nearby transport options for the user. A link to the national travel planner is implemented in order to give travellers online access to re-schedule journeys. Real time information in mobile phones based on GPS information.

For more information: www.civitas-initiative.org/measure_sheet.phtml?language=en&id=543

Onbus traveler information: On board information screens in buses will be tested. Information on the current journey (e.g delays, time of arrival) as well as information on connections and changes in routes or cancellations can be shown on screens in all city buses

For more information: www.civitas-initiative.org/measure_sheet.phtml?language=en&id=544

-- Go back to [Study tour offer "at a glance"](#)

Bath (UK)

The historic city of Bath is located in the South West of England. It is home to over 80,000 inhabitants and it is a major centre for tourism with over 3.8 million visitors a year. There is a large service sector with growing information and communication technology and creative industries, providing employment for the population of Bath and the surrounding area.

Through the CIVITAS project, Bath introduces a number of innovations in its transport system to address the issues of congestion and air quality in the city.



Bath participates in [CIVITAS RENAISSANCE](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	2-3 days
Approx. size of the groups:	10-15 people
Languages:	English
Availability of local politicians:	Yes

City Contact:

Gary Cockram

gary_cockram@bathnes.gov.uk
Tel: +44 12 253 954 19
www.bathnes.gov.uk

Proposed content of the study tour:

Safe and secure road infrastructure

Safe and secure roads: The measure seeks to reduce the number of large delivery vehicles entering central Bath by providing a facility, close to the strategic road network, where goods can be consolidated for onwards dispatch in a smaller, clean fuel vehicle. The project aims to secure 50 retailers as participants in the scheme and to reduce the number of delivery vehicle movements to the participating retailers by 70%.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=625

New mobility services

Innovative cycle hire systems: 2 cycle hire schemes will be trialled in the city, one providing conventional cycles and the other providing electric-powered cycles. The projects are designed to achieve a modal shift from the private car to the bicycle in Bath with consequential reductions in pollution, energy usage and traffic congestion.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=627

City Car Club³: The City Car Club in Bath has been expanded, with the provision of 6 new hybrid vehicles and formal on-street parking spaces. The aim is to double City Car Club membership from 2007 levels and to reduce the number of cars as well as the annual mileage driven in the city of Bath.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=626

Urban freight logistics

Freight Consolidation Centre: The measure seeks to reduce the number of large delivery vehicles entering central Bath by providing a facility, close to the strategic road network, where goods can be consolidated for onwards dispatch in a smaller, clean fuel vehicle. The project aims to secure 50 retailers as participants in the scheme and to reduce the number of delivery vehicle movements to the participating retailers by 70%.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=629

-- Go back to [Study tour offer “at a glance”](#)

³ UK car clubs are the equivalent of continental car-sharing schemes.

Bologna (IT)

The city of Bologna is located in the heart of Italy, in the Emilia-Romagna region. The resident population is of around 347,000 inhabitants. The centre is the focus of much public, commercial and cultural life. The city is an important interchange junction in Italian national interchange networks. As other medium sized cities, Bologna suffers from high levels of urban traffic.



Bologna participates in [CIVITAS MIMOSA](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	2 days
Approx. size of the groups:	5-10 people
Languages:	Italian/English
Availability of local politicians:	N/A

City Contact:

Andrea Arcelli

andrea.arcelli@comune.bologna.it
www.comune.bologna.it

Proposed content of the study tour:

Urban freight logistics

The '*City Freight delivery Plan*', approved by the Municipality of Bologna is the key instrument through which the City intends to rationalise the freight delivery in the limited traffic zone. Strictly connected with the existing and future IT systems, it foresees the following detailed actions:

1. Rationalisation in the management of access to the city centre for businesses;
2. Conversion and/or introduction of new "low emission" freight vehicles to reduce the environmental impact;
3. Decrease the number of accessing vehicles through a rationalisation of truck loads and freight delivery paths
4. Rationalisation of road occupancy and the deployment of load/unload specific areas

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=702

Innovative telematics

Reducing illegal on-street parking: The improvement of the existing ITS enforcement systems with cameras consists of some innovative mobile cameras equipped to detect illegal parking and to support enforcement activities by Municipal Police officers. The system has been already studied and the process consists in:

- Taking a photo of the car, illegally parked;
- Automatic Number Plate Recognition and fine process activation from the moment of picture detection;
- A GPS/Galileo satellite application on board will provide the exact position of the vehicle in order to avoid dispute when the fine is issued.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=707

Traffic Control Centre: The Municipality of Bologna is developing a new traffic centre that will connect and integrate the ITS systems in the city in order to achieve optimal real time traffic management. The following tasks will be performed:

- Better traffic light management with a global supervisor system, connected to Advanced Vehicle Monitoring (AVM) central of public transport, in order to guarantee the best prioritisation for buses;
- Advanced real time traffic monitoring and modelling system that will help technicians to better understand traffic conditions and to quickly respond and plan for improvement of circulation;
- Online dynamic travellers support information via Variable Message Signs (VMS), internet, SMS, satellite navigators for cars, etc. in order to reach most users and to individualise the best path/means of transport for citizens.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=703

Automatic Enforcement of Traffic Lights: Bologna already implemented 24 pilot sites (crossroads) provided with an automatic enforcement system to detect and issue a fine for red light jumping vehicles. This system has recently been enlarged and it now includes 20 crossroads installation and 4 more cameras. This first experience revealed a decrease in the accident rate (-38% injured people), while the “black spots” not covered by this strong control system still have a high injuries rate.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=706

-- Go back to [Study tour offer “at a glance”](#)

Brescia (IT)

Brescia, a northern Italian city situated between Milan and Venice, is home to 190,000 inhabitants. The city has a public transportation system made of 18 lines, serving 14 hinterland municipalities, for a catchment area of 360,000 inhabitants. It is also an area of great industrial and commercial development, with a large number of companies working in its urban area.



Brescia participates in [CIVITAS MODERN](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	3 days
Approx. size of the groups:	1-5 people
Languages:	Italian/English
Availability of local politicians:	tbc

City Contact:

Moris Urari

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Tel: +39 33 840 563 22
www.comune.brescia.it

Proposed content of the study tour:

Increasing use of alternative fuels

Clean and energy efficient public transport fleet: The main objective is to increase the use of alternative fuels (such as Compressed Natural Gas -CNG) for clean and energy efficient vehicles. The AVM system will be able to evaluate passenger km, and make a comparison between the old system and the new one (from an operational point of view). There will also be an evaluation of the environmental benefit coming from the new composition of the fleet. A 5% increase in passenger numbers in the demonstration area is expected.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=663

Stimulation of collective transport

Development and upgrade of the e-ticketing system: The goal of this measure is to open the electronic fare collection system to new communication standards. The objective is to increase the number of passengers by 2-5% and satisfy the need for transport intermodality. The citizens of Brescia will be able to use the same ticket for different means of transport including the future metro service.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=665

Mobility Management

Communication and educational campaigns: The objective is to spread the culture of sustainable mobility among Brescia's citizens. There are activities with young school children (the EDF project), bus passengers (the 'Running Words' initiative) and for city users through the European Sustainable Mobility Week.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=662

Mobility management actions: The goal is to enhance a rational use of vehicles, to stimulate a culture of sustainable mobility, to enhance the modal split towards more ecological modes of transport, and to influence travel behaviour. The measures consist in carrying out an integrated home to work travel plan (hwtpt) and home to school travel plan (hstp). It also foresees the involvement of companies with more than 150 employees. The responses will be based on a survey that employees will fill in with data on their travel needs.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=660

Safe and secure road infrastructure

Accident risk analysis and development of a road safety monitoring centre: The measure will allow the city to create a road accident database from 1991 with geographical localisation using a GIS. The survey will also define the road safety index and it will permit the definition of priority investments in road re-qualification.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=656

Development of bicycle safety: The installation of new direction signing for cyclists aims to improve the comprehension of the itineraries to orient users. This is also important in order to prevent cycle accidents (bad and poor signalling can confuse the cyclists, who can go in the wrong direction) and to encourage road users to use bicycles.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=661

New mobility services

On demand public transport services: The objective is to start up an on demand transport system, suitable for no-peak public transport demand, taking into account elderly people's needs, in order to reduce bus journeys during low demand periods. The main objective is redesigning night time public transport (from 10 pm) and PT in the low demand hours.

For more information: [/www.civitas.eu/measure_sheet.phtml?lan=en&id=664](http://www.civitas.eu/measure_sheet.phtml?lan=en&id=664)

Car sharing: The main objective is to reduce the use of private cars accessing the city and enhance the use of innovative transport solutions such as car sharing and bike sharing. The expected result of the measure is a 30 shared cars fleet with 1000 people using the service.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=657

Urban freight logistics

Freight distribution: the objective is to regulate the freight urban distribution inside the city centre through the introduction of restrictive measures aimed at reaching the following objectives:

- Increase the weighting factor;
- Decrease delivery time;
- Decrease energy use;
- Decrease pollution;
- Decrease freight traffic flows.

For more information: http://www.civitas.eu/measure_sheet.phtml?lan=en&id=658

Innovative telematics

Brescia Mobile Channel: this measure will offer a variety of services on private mobile phones, while promoting the use of public transport in the urban area and the province of Brescia.

For more information: http://www.civitas.eu/measure_sheet.phtml?lan=en&id=669

-- Go back to [Study tour offer "at a glance"](#)

Brighton and Hove (UK)

Brighton and Hove, a historic city in the south-east of England is home to over 256,000 inhabitants. The city council has adopted a vision for the city as a place with a co-ordinated transport system that balances the needs of all users and minimises damage to the environment. The sustainable transport strategy that will help deliver this vision has been developed within the framework of a Local Transport Plan, following national UK guidelines.



Brighton and Hove participates in [CIVITAS ARCHIMEDES](#).

No. of study tours that can be offered:	3-5 per year
Approx. duration:	1-2 days
Approx. size of the groups:	1-15 people
Languages:	English
Availability of local politicians:	Yes

City Contact:

Debbie Reed

Debbie.reed@brighton-hove.gov.uk
 www.brighton-hove.gov.uk

Proposed content of the study tour:

Increasing use of alternative fuels

Electric Vehicle Charging Points The main objective of this project is to test over the period of the project whether the installation and operation of eight on-street electric vehicle charging points increases the ownership and usage of electric vehicles in the city. This will be done by installing the first significant number of on-street electric vehicle charging points in the UK outside of London and by monitoring their subsequent usage.

For more information: www.civitas-initiative.eu/measure_sheet.phtml?lan=en&id=518

Stimulation of collective transport

Multi Modal Ticketing: At present, customers travelling by different public transport modes have to buy a ticket for each leg of their journey. This project seeks to introduce a multi-modal ticketing system, enabling passengers to travel seamlessly by bus, rail etc.

For more information: www.civitas-initiative.eu/measure_sheet.phtml?lan=en&id=593

Clear Zones: The Clear Zone project will assess the impact of well balanced streets in order to enable better business cases for investment in street design that benefits all street users in the future.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=522

Mobility management

Road Safety Campaign: The project will seek to develop and launch a coordinated and branded road safety campaign that will aim to influence the behaviour of targeted road user groups.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=532

Personalised Travel Plans: The objective of this measure is to offer customised and personalised travel information and advice to residents on existing and new transport infrastructure and services. The aim is to achieve a significant increase in the number of residents making sustainable journeys in and around the city.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=524

Personalised Travel Information: A travel information website will be developed which will enable residents to obtain personalised information about their journey to work, school etc including best route, time required, calories burned (by mode), topography and more.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=545

Commuter Travel Plans: The main objectives of the demonstration will be primarily to reduce the number of people commuting by single occupancy vehicle and achieve a sustained increase in the number of safe, sustainable journeys to and from work. Brighton & Hove City Council is working directly with businesses in the CIVITAS area of the city to develop and implement work-place travel plans. The work-place travel plans set out a range of measures that promote and support sustainable travel within the work-place, such as car sharing, tax-free bikes, car free days, investment in cycling stands and safety equipment and healthy transport campaigns.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=529

School Travel Plans: The objective of the project is to achieve a sustained increase in the number of safe, sustainable journeys to and from school. The measure will also increase awareness of the importance of exercise, thus contributing to a reduction in childhood obesity levels. Brighton & Hove City Council is working directly with schools and nurseries in the CIVITAS area of the city to develop and implement school travel plans. The plans set out a range of measures that will promote and support sustainable travel to and from school.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=644

Safe and secure road infrastructure

Bike Off: Brighton & Hove City Council has piloted a 'Bikewatch' Initiative to see if supporting cycle related community activities and installing secure cycle parking facilities can increase the security of parked bicycles, reduce cycle theft and increase cycle use. This 'demonstration' element of the project has been supported by a research task. This included a comprehensive review of best practice in cycle parking and anti-theft measures across Europe.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=533

Road Safety Project: The objective of the project is to reduce future casualties through physical safety measures and by increasing road safety awareness in groups identified as most 'at risk', through a road safety publicity campaign.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=532

Innovative telematics

Public Transport Information for blind and partially sighted people: This initiative has improved accessibility to public transport provision for blind and partially sighted people in Brighton & Hove by providing Real Time Information displays at bus stops with audio devices. 'Talking bus stops' provide bus information to blind and partially sighted people at the touch of a key fob, helping them to move around the city more independently. The audio devices make announcements from Real Time Information displays at bus stops. CIVITAS has helped to fund facilities for 12 locations, the first of which was unveiled during a public event in October 2009.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=546

Emissions Variable Message Signs: Brighton & Hove City Council has joined with Imperial College, London and Duvas technologies to run this project, which aims to improve the understanding of the effects of transport activities on local air quality through tailored educational programmes for schools.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=520

Cycling Provisions: The project will introduce “Green Wave” technology to a key cycling route. A 'green wave' is a series of lights set into the ground alongside a cycle lane, that light up in sequence. If a cyclist cycles at the same speed as the lights they are guaranteed to arrive at signalised junctions during the green light phase.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=536

Personalised Travel Information: A travel information website will be developed which will enable residents to obtain personalised information about their journey to work, school etc including best route, time required, calories burned (by mode) topography and more. The measure will also incorporate a service that allows people to text the identity number of a bus stop and receive real-time bus information for that stop.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=545

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Coimbra (PT)

Coimbra is a Portuguese city with a population of 101,069 inhabitants and over 430,000 inhabitants living in the Greater Metropolitan Area of Coimbra. The city is currently implementing its Global Strategic Plan of Sustainable Urban Mobility which, among other objectives, aims to increase the quality and the effectiveness of the public transport system, increase energy efficiency and the use of renewable energy in transport, as well as to promote a new mobility culture among citizens, stakeholders and transport operators.



Coimbra participates in [CIVITAS MODERN](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	1-2 days
Approx. size of the groups:	3-10 people
Languages:	Portuguese/ English/French
Availability of local politicians:	Yes, Deputy Mayor or City Councillor

City Contact:

Luis Santos

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www.cm-coimbra.pt/

Proposed content of the study tour:

Increasing use of alternative fuels

Hydro-electricity production: Coimbra has been using trolleybuses for over 50 years and uses electric buses for transportation in the historic centre. Coimbra is now studying the possibility of generating its own electricity for the trolleybuses from a renewable source, an existing local river dam. The study was concluded with success, at present the model of the small hydro-plant is under development, but the implementation phase - out of the scope of the MODERN Project- has not been scheduled yet.

For more information: http://civitas.eu/measure_sheet.phtml?lan=en&id=634

Biofuels in Coimbra: Coimbra is also testing the use of biodiesel for its bus fleet and aims to increase the share of biodiesel in the fuel mix.

For more information: http://civitas.eu/measure_sheet.phtml?lan=en&id=633

Stimulation of collective transport

New Ticketing System in Coimbra: This measure aims to develop an intermunicipal pass that allows the residents of Coimbra's surroundings and also other private fleet users to take advantage of the Municipal Transportation Service (SMTUC) lines without buying new tickets for internal circulation, promoting interoperability. The technology involved in the new system will allow "contactless" validation for all kinds of fares in an easy and reliable way. Equally innovative is the fact that users can purchase tickets on-line and reload them on-board, at ATMs, and at Pay-Shops, or use their mobile phone as an e-ticket.

This measure is currently in the development and testing phase.

Mobility Management

Info-mobility centre and mobility marketing in Coimbra: Coimbra has implemented the Info-mobility Centre, which involves the Municipal Transportation Services (SMTUC) and all regional PT operators. Integrating all transport operators (road and rail), the Info-mobility Centre provides information based on a set of useful web-based products for both residents and visitors aiming to travel inside the metropolitan area of Coimbra (including non-motorized and private means...), guaranteeing the fastest, most economic and sustainable means of travel. In addition, Coimbra has also developed a series of mobility campaigns, mainly targeted towards primary school children.

For more information: http://civitas.eu/measure_sheet.phtml?lan=en&id=672

Safe and secure road infrastructure

Public Bus Driving Simulation: The Municipal Transportation Services of Coimbra aims to purchase a public transport driving simulator for its new state-of-the-art driving training centre. This new tool will allow to improve the training given and will increase the number of courses as well as the number of trainees, with lower costs and better results. The expected results are to reduce the number of traffic accidents, reduce pollution and increase passenger's satisfaction. This measure is in the development phase.

For more information: http://civitas.eu/measure_sheet.phtml?lan=en&id=674

Innovative telematics

GPS/GPRS Operation Support System and Passenger Information System: Coimbra installed a new GPS/GPRS Operation Support System, along with new passenger

information panels at bus stops that will guarantee a better and more accurate real-time management of the urban public transport network and more precise, public information. Coimbra has also adopted an information system which allows passengers to access the public transport timetables through their mobile phones.

For more information: http://civitas.eu/measure_sheet.phtml?lan=en&id=714

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Craiova (RO)

The city of Craiova is located in the south west of Romania. It is home to over 320,000 inhabitants. Craiova is a historic, commercial and cultural centre. It has become an important commercial hub on the basis of its geographical position. It is also an important railway junction and logistics centre. In recent years, it has been moving towards an improved cleaner mobility system. Current plans for the development of the city include street enlargement and upgrading the infrastructure and the transport system.



Craiova participates in [CIVITAS MODERN](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	2 days
Approx. size of the groups:	5 - 10 people
Languages:	English/Romanian
Availability of local politicians:	Yes

City Contact:

Popa Dorel Antonel

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 Tel: +40 25 141 88 82
 www.primariacraiova.ro

Proposed content of the study tour:

Increasing use of alternative fuels

Energy saving on tramlines: The objective is to decrease the energy consumption for 9 trams using an electronic chopper system. The technical solution and the prototype were developed by the Craiova team and have been patented. The first 3 trams are in the modernisation process and will be ready in the next 3 months.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=549

Demand management strategies

Access restriction policies: To ensure a high degree of accessibility in the central area of the city and to improve its attractiveness to other modes of transport, the down town has been closed to motorised vehicles on weekends. Its transformation into a permanent pedestrian area is foreseen.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=553

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Donostia-San Sebastian (ES)

Donostia-San Sebastian, has over 180,000 citizens. For the last twenty years, the city has been enforcing a strong integrated policy in favour of pedestrians, bicycles and public transport. Considering walking and cycling as modes of transport has led to the building of a non-motorised transport network for promoting this type of mobility around the city.



Donostia – San Sebastian participates in [CIVITAS ARCHIMEDES](#)

No. of study tours that can be offered:	1-2 per year
Approx. duration:	1 day
Approx. size of the groups:	1-10 people
Languages:	Spanish/English
Availability of local politicians:	N/A

City Contact:

Leire Aguirre

Leire_aguirre@donostia.org
 www.donostia.org

Proposed content of the study tour:

Increasing use of alternative fuels

Biofuels and clean vehicles: The objective of this measure is to test energy-efficient public transport fleets at a significant scale and serve as a local showcase for the use of alternative fuels. Because of the in-house biodiesel mixing installation, the Public Transport Company can prepare different mixing blends for different types of buses.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=592

High Quality bus corridors: This measure aims to implement ambitious quality standards in collective passenger transport on 2 main urban bus corridors in Donostia-San Sebastián. The corridors are designed following the guidelines for Bus Rapid Transit, stressing quality standards which underline criteria like the reliability of the timetables and customer satisfaction.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=650

Bus traveller information: The direct objective of this measure is to increase the reliability and availability of travel information and to make this information accessible to the visually impaired. By making public transport more attractive, this measure is meant to contribute to increase the number of public transport passengers.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=652

Bus management system: It aims to increase all dimensions of quality of public transport in the city. This implies a regular monitoring and a constant management of the whole transport system. The new system is composed of state-of-the-art expert planning and fleet management systems.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=653

Extension of infrastructure for cycling and walking: The municipality will extend the pedestrian zone by 2 kilometres and will introduce 15 kilometres of new cycling lanes, in order to reserve urban space for 'soft' modes.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=719

Safe and secure road infrastructure

Safe districts and 30 kilometer zones: This is a measure to increase road safety by reducing the average speed of motorised vehicles and providing safe crossing points for pedestrians and cyclists. The city is making use of new policy options made possible by recent changes in Spanish law regarding 30-km zones.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=722

Urban freight logistics

Efficient goods distribution: This measure aims to implement a goods distribution model that adjusts better to the urban realities of the city and that results in less negative impacts on the inhabitants and the urban space. Partners' and stakeholders' involvement in city planning and strategy development will be increased. By reducing the number of freight vehicle kilometres and increasing loading rates of freight vehicles in the city centre, total fuel consumption and vehicle commission can be reduced.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=654

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Gent (BE)

Gent is the core city of a metropolitan area of around 500,000 inhabitants with the city itself having 239,000 citizens. The city has an extensive public transport network, it has implemented a bike scheme since the nineties and has a mobility plan focusing on pedestrians and bike users.



Gent participates in [CIVITAS ELAN](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	1-2 days
Approx. size of the groups:	1-15 people
Languages:	Dutch/English
Availability of local politicians:	tbc

City Contact:

Patty Delanghe

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www.gent.be

Proposed content of the study tour:

Mobility management

Mobility management for companies: Gent City Council wants to coordinate company mobility and stimulate sustainable traffic modes. By producing company mobility plans tailored to each business the measure aims at lessening the dependency on cars especially at peak periods and fostering a climate that is receptive to alternatives to the car.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=574

Mobility management for schools: The objective of this measure is to implement school travel plans (STP) for all the secondary schools situated in the ELAN-corridor and, based on that experience, to extend the measure to as many secondary schools as possible.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=575

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Gorna Oryahovitsa (BG)

Gorna Oryahovitsa is a city located in northern Bulgaria and is home to 38,764 inhabitants. It is a national crossroad and one of the most important transport centres in the country. The city's strategy will be to positively influence its population's transport behaviour, rather than attempt a short-term remedy to the difficult transport situation.



Gorna Oryahovitsa participates in [CIVITAS RENAISSANCE](#).

No. of study tours that can be offered:	3-5 per year
Approx. duration:	2 days
Approx. size of the groups:	5-10 people
Languages:	Bulgarian/French /English
Availability of local politicians:	Yes

City Contact:

Polina Kirova

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Proposed content of the study tour:

Increasing use of alternative fuels

Conversion of PT Buses (LPG, biodiesel) and their integration into the transport system: New transition strategy towards a clean vehicle fleet will be implemented in order to test the possibility for conversion of the available PT diesel vehicles into environmentally friendly vehicles running on LPG/bio-diesel. As a pilot project, 5 of the conventional diesel buses used for urban transport will be converted into LPG/ bio-diesel ones.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=440

Demand management strategies

New traffic organisation and strategies: A new traffic organisation scheme in the town of Gorna Oryahovitsa will be elaborated. The main goals to be achieved will be:

- Establishment of new traffic restricted area/s;
- Reduction of road traffic in downtown area;
- Improvement the conditions for slow transport modes in downtown;
- Optimisation of parking policy.

Also a feasibility study for a ring/by-pass road will be elaborated. This will investigate the feasibility for a reduction in the number of heavy vehicles crossing sensitive urban areas. Generally, demand management includes a large range of strategies that aim to reduce car use, in particular for single occupancy trips. Analysis of urban trip habits and target user groups is needed to determine the optimal measures to overcome mobility challenges. Some of the key points that need to be considered, depending on targeted user groups, when looking towards implementing a demand management strategy are:

- Parking control measures – strategy for parking area development;
- Trip avoidance – freight traffic to be diverted from the downtown/ introducing a car sharing scheme;
- Traffic management – new transport scheme;
- Physical Demand Management – feasibility study for new bypass-road.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=441

Mobility management

Integrated plan for sustainable transport development: The measure includes the development of an Integrated Concept for Sustainable Transport Development of Gorna Oryahovitsa Municipality for 2010-2020 and the adoption of an Action Plan for the first 2 years. The concept will address the following issues:

- Use of alternative fuels to contribute to improved environmental and living conditions;
- Promotion of collective transport modes and a modal shift from cars to public transport;
- Access and parking control and/or restriction systems;
- Road infrastructure and vehicles providing for improved traffic safety;
- Promotion of slow transport modes;
- Urban freight logistic systems.

Recently, the Municipality adopted a Development Plan for the period 2007-2013 as well as a detailed Urban Plan, but misses any transport development plan. This measure will help the creation of an Integrated Plan for sustainable transport development and the Municipality of Gorna Oryahovitsa. It will include all transport aspects to be developed and taken into account in the implementation of the previously described measures; moreover, it will contain a long-term plan for sustainable transport development.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=438

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Iasi (RO)

The city of Iasi is located in north-eastern Romania and is the second largest Romanian city, after Bucharest, with a population of 366,000 inhabitants. Iasi is an educational centre, home to eight universities and several schools located at the heart of the city.



Iasi participates in [CIVITAS ARCHIMEDES](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	1-2 days
Approx. size of the groups:	1-10 people
Languages:	English/French
Availability of local politicians:	Yes

City Contact:

Beatrice Fotache

beatricefotache@yahoo.com
www.primaria-iasi.ro

Proposed content of the study tour:

Increasing use of alternative fuels

Biofuels-use of bio-methane in Iasi: The LPG will be used as an alternative fuel source for buses. Impacts on emission levels will be assessed. The measure covers 4 tasks:

- Study of Emissions Levels;
- Bio-methane Energy Supply;
- LPG-fuelled Public Transport;
- Promotion of Bio-Fuel.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=580

Mobility management

Education and promotion programme: Iasi partners will introduce a promotional media campaign on and off public transport routes to demonstrate the benefits of using ecologically friendly transport modes.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=583

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Ljubljana (SI)

Ljubljana is the capital of Slovenia and has over 275,000 inhabitants. The city centre has a high urban density with room for improvement in the public transport system and a modest use of public transport facilities that leads to congestion problems and a decrease in quality of living.



Ljubljana participates in [CIVITAS ELAN](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	2 days
Approx. size of the groups:	5-10 people
Languages:	English/Slovene
Availability of local politicians:	Yes

City Contact:

Vita Kontic

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 www.ljubljana.si

Proposed content of the study tour:

Increasing use of alternative fuels

Green procurement for public fleets: At the local level, the particular interest of this measure consists in the clean and energy-efficient image that the deployment of a hybrid car fleet will give to the city. It should also serve for spreading information on hybrid vehicles and attracting public interest, therefore promoting the use of hybrid vehicles also in private ownership and not only public bodies/establishments. It will be the first time that reduced fuel consumption and energy efficiency will be included as award criteria in public procurement in Ljubljana. The joint procurement of the city and public companies, owned by the city, will also be an innovation. Ljubljana Public transport operator (LPP) is in the process of replacing 20 old vehicles with CNG busses. Use of CNG is an innovation for Slovenia.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=736

Pure plant oil vehicle propulsion: The innovative aspect at the local and national level will be the use of pure plant oil (100 %) for vehicle propulsion. This can help reduce the present negative impact of greenhouse gas and pollutant emissions on the environment. The pilot use of pure plant oil will contribute to the further diversification of the range of fuels that can

be used. Through strengthened cooperation of bio-fuel producers, research institutions, students and other involved stakeholders, a network will be created around the applicative research and implementation of measures.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=751

Demand management strategies

Real time information for staff and passengers: This is an innovative measure at the local level to build the image of the bus network as a passenger oriented, reliable transport mode with an enhanced passenger information service.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=749

Demand responsive services: The number of public buses on regular lines that are accessible to the visually and physically impaired is still insufficient (208 buses; 168 low floor; 108 low floor with boarding ramp) and the issue remains of how to serve the mobility needs of those that live in areas that are not covered by such buses. For this reason, the PT provider has decided to take proper actions to develop demand responsive public transport services for impaired people at a first stage. Subsequently, the same system could be applied to the transport needs of people living in low density areas. A positive aspect is that a system that provides information on time schedule of adequate buses via cell phone and internet already exists.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=745

Safety and security for seniors and PT users: There are already activities aimed to improve safety & security of different groups of bus users, therefore the main innovation will be their direct involvement through seniors' organisations. During several public events (in the city districts and during EMW), we had workshops for seniors on how to use buses safely; those events will be repeated. In relation to this, all the bus drivers must attend once per year a workshop including a section dedicated to the issue. Beside this, in all forthcoming public tenders it is stated that the new vehicle should be equipped with a video surveillance system.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=742

Mobility management

Comprehensive cycling strategy: The comprehensive cycling strategy is addressing the current status of cycling in Ljubljana and is proposing key activities to improve cycling network in Ljubljana, safety of cyclists and their bicycles, accessibility and priority of cycling, as well as to strengthen promotion of cycling among different target groups. It also provides tools to strengthen public participation in transport and the mobility policy of the city.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=740

Safe and secure road infrastructure

Reduced speed zones: With the implementation of this measure we expect to increase the safety of all traffic users from pedestrians to cyclist and car drivers. The measure will also contribute to an improved and more attractive public space and will contribute to better health of residents and visitors. Also, 6 new radar facilities have recently been installed to help reduce the speed of vehicles and increase safety.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=744

Safe routes to school: By implementing measures which would improve traffic safety on school routes the situation is expected to improve significantly. We therefore expect that we will be approaching the “zero objective” with regard to children’s safety - zero dead and injured children on the way to and from school.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=743

New mobility services

Update of sustainable urban mobility plan: With the development of a new Sustainable Urban Transport (SUTP), updating existing mobility plans, Ljubljana will become the first city in the country and one of the first in the new EU member states to transform its transport strategy into a modern SUTP according to standards set in recent EC activities.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=741

Individualised mobility marketing based on public involvement and inclusion in defining city transport policy: Ljubljana plans to introduce individualised mobility marketing based on public involvement and inclusion in defining city transport policy, by establishing specific manners of inclusion/participation of the public in the process of creating a new city traffic arrangement.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=739

City bike scheme BIKELJ: The City of Ljubljana has managed to offer modern “self-service” scheme of city bike, based on a public-private partnership. 300 high quality and robust city bikes can be at present rented at 31 terminals. The citizens have accepted this new mobility service with great enthusiasm and the actual use of the service has by far exceeded most optimistic expectations. It currently has over 20.000 registered users. Substantial extensions of car-free zones in the city centre have considerably contributed to the success of the bike scheme. At present, BIKELJ is the most successful city bike scheme in Europe.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=740

Integrated high-quality mobility corridor. At the local and national level, a high speed bus corridor is an innovation that paves the way to even more efficient future collective transport schemes (tram-train project).

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=737

Innovative telematics

Public transport priority at intersections: This measure aims to promote the bus network as an effective (in the sense of travel time and speed) and energy-efficient option for transport within the city.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=748

E-ticketing and fare integration: Route planner is using the Google Transit platform, so every LPP and SŽ passenger (bus and train users) could plan their own route in advance – regardless if they are tourists or residents of Ljubljana. All LLP shelters have timetables displaying information about when the buses are leaving from each particular line.

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Monza (IT)

The city of Monza, in northern Italy has approximately 121,000 inhabitants. Monza is affected by a huge amount of traffic that crosses the city to reach Milan and the highway nodes. The objective of the City is to set up an Urban Mobility System where the impact of private traffic can be reduced, creating a new mobility offer, where alternative modes become increasingly significant, leading to improvements to the urban environment.



Monza participates in [CIVITAS ARCHIMEDES](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	1 day
Approx. size of the groups:	1-5 people
Languages:	English/Italian
Availability of local politicians:	Yes

City Contact:

Simonetta Vittoria

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www.comune.monza.it

Proposed content of the study tour:

Mobility management

School travel plans: Participatory design workshops will be held in primary schools in order to raise awareness among students, parents and teachers about the benefits of pedestrian home - school mobility and testing the importance of forms of sustainable home - school mobility (walking bus, cycling bus, safe routes).

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=513

Innovative telematics

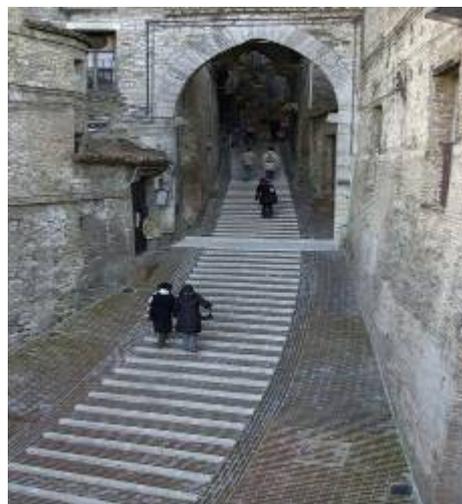
UTC System: The aim of the measure is to design and implement an urban traffic control (UTC) system that contributes to maximizing the flow of traffic through the city of Monza.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=528

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Perugia (IT)

Perugia, the capital of the Umbria region, is home to 160,000 people. It is a key business and tourist centre with semi-autonomous suburbs surrounding it. The city has planned - with a large consensus of the cultural, social and economic organisations - an innovative and sustainable transport system, which uses advanced solutions for accessing the historical environment.



Perugia participates in [CIVITAS RENAISSANCE](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	2 days
Approx. size of the groups:	5-10 people
Languages:	English/Italian
Availability of local politicians:	Yes

City Contact:

Lucia Cristea

Lucia.cristea@eiproject.eu
www.comune.perugia.it

Proposed content of the study tour:

Increasing use of alternative fuels

Retrofitting the service car fleet of the Municipality: Perugia Municipality wants to give an example by retrofitting 50% of its own car fleet in order to reduce emissions and fuel consumption in the historic city centre. Moreover, by allowing retrofitted cars' access in the Limited Traffic Area, it will encourage companies and citizens to use less pollutant vehicles.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=491

Clean Fuel Technology - Public Transport Fleet: The measure seeks to reduce air pollution, and increase public awareness about the benefits of using alternative fuels. As alternative fuels compete with conventional fuels for a place in public awareness and acceptance, one of their most visible applications is in public transportation. Public transport operations are well suited to alternative fuel use. Transit vehicles often travel on dedicated routes, they are serviced by a team of technicians who can be specially trained for the job,

and are part of fleets that travel across the city; so the economies of scale can be favourable. Environmental and health issues provide powerful arguments to support alternative fuels. Buses powered by natural gas, for example, emit significantly less toxic fumes than those powered by diesel. The measure is part of APM's policy to look for ways to make its bus fleet better for customers by introducing environmentally friendly features.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=474

Stimulation of collective transport

Intermodal interchanges for public transport: Perugia Municipality recently approved a new Urban Mobility Plan (UMP). The UMP recommended a multimodal integration of the public transport system as a priority measure for the city over the next 10 years, with the emphasis on creating a network of high quality interchange stops.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=475

Raising awareness about the new mobility strategy in Perugia: Over the last 20 years, during a period of rapidly increasing car ownership, Perugia has made innovative investments in the area of Park and Ride, based on escalator systems, that protect the city centre from excessive traffic. This has been combined with a city centre vehicle access control system. However, the public transport network required further integration to produce the necessary shift from private car use to public transport use. The opportunity for greater integration has been provided by the innovative investment in the new Minimetro line, which gives a spine to feed public transport traffic into the city centre. The recent Urban Mobility Plan introduced the concept of an intermodal public transport network with an integrated fare system, which needs to raise awareness among citizens of the new chances they have to move around the city. This measure aims to promote the benefits of these choices among residents of Perugia.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=479

Demand management strategies

Reducing the access of private vehicles in the Limited Traffic Zone: The Municipality of Perugia intends to improve the management of private vehicles allowed to access the Limited Traffic Zone (LTZ). This strategy will improve the quality of life, reduce traffic levels, reduce the pollution and energy consumption, and increase safety and security by researching information about criminal activities.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=476

Strategies to avoid the need for travel: All the main public bodies and offices of the Perugia Municipality where the citizens are obliged to go to deal with administrative issues are located within the city centre. New technology will enable citizens to have easy access via internet to the Council's administrative procedures that relate to mobility issues.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=478

Mobility management

Road safety and security traffic control/ monitoring system: Perugia intends to implement a new system for monitoring, managing and controlling traffic in order to increase road safety. The system will provide drivers with real time information about the level of traffic, congestion, any potential safety risks in different road sections and more reliable routes that they might take.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=481

Assessing the options for more efficient road pavement markings: The effect of poor quality pavement markings on traffic safety and driving comfort is considerable. The efficiency and durability of pavement markings are influenced by many parameters. Thus a scientific approach is needed to define a methodology for in-situ measurements which are able to take into account all parameters in the long term.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=482

Urban freight logistics

PIPE\$NET system for city logistic: The city center is crowded with commercial activities, which require significant numbers of heavy and light freight vehicles, causing traffic and pollution problems. In general, freight and delivery vehicles damage the visual attractiveness of the historic city centre and the quality of citizens' life. PIPE\$NET can contribute to solve these problems.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=486

Innovative telematics

Public Transport Offer Enhancement through Bus Priority and City Monitoring: The priority of Public Transport vehicles, without adversely affecting private traffic, represents a major opportunity for the Public Transport management centre and the traffic control centre. The Perugia Mobility Platform will implement traffic sensitive public transport priority on 25 out of 124 buses in the local area. It will also provide potential access to the real time monitoring of traffic flows, parking availability, and the tracking of public services fleets (taxis, local police and municipality vehicles). Eventually, all data collected by the centre will provide input enabling real time and short term simulation of the transport system for planning

purposes. The Public Transport Centre will provide information to the Mobility Platform to allow the visualization of Public Transport (PT) vehicles in the City. The PT management Centre will also provide dynamic transit information at the bus stop in order to increase passenger comfort and to enhance public transport service quality.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=487

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Porto (PT)

Porto is Portugal's second largest city and the economic and cultural heart of the Norte Region. It is home to some 220, 000 inhabitants. The city is the hub of a highly industrialised region and an important centre for both 'traditional' (textiles, footwear, cork and furniture) and 'non-traditional' (car components and electronic) sectors. There has been recent investment in the public transport system with a new metro service, an enlarged motorway system and investment for increased capacity at the Port and Airport.



Porto participates in [CIVITAS ELAN](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	1-2 days
Approx. size of the groups:	1-15 people
Languages:	English/Portuguese/ Spanish
Availability of local politicians:	Yes

City Contact:

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Proposed content of the study tour:

Mobility Management

Mobility Shop: The Mobility Shop is one of the measures of Civitas Elan and is located in the Civitas quarter (in front of the main hospital in the north of the country - São João Hospital). Its main responsibilities include informing and advising people who seek mobility services in and around Porto. It also deals with ticket selling, education and mobility awareness. It aims to facilitate changes in travel behaviour, provide mobility management services, develop marketing campaigns and function as a dissemination and monitoring tool.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=470

Mobile Mobility Information: Aims to integrate real time information of several public transport operators, keeping the consistency among all the geo-referenced information. It also offers users mobile and fixed devices with intuitive GIS applications to support their mobility needs. It allows people to use and know all public transport options, the optimization of the trip, as the passenger will have the opportunity to choose the best option in real time.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=472

Flexible Public Transport: The bike rental service will be an innovation on city level and will allow bicycle usage to be promoted as an effective and healthy alternative mean of transport. A special focus will be put on the integration of bikes with public transport, as the cycle parking spaces will be next to public transport stops. Additionally, other features will be added, allowing for a “pick and ride” bike service to the PT users. Special facilities and regulations by the local PT operators will facilitate the use of bicycles in the area.

For more information: www.civitas.eu/measure_sheet.phtml?lan=en&id=471

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Usti nad Labem (CZ)

Usti nad Labem is situated in the north of the Czech Republic and counts with a population of over 93,000 inhabitants. It is the industrial, business and cultural centre for the Ústí region. The city's Transport Master Plan, a basic transport document that will integrate sustainable urban transport planning and will improve the digital model of city transport adopted in 2007.



Usti nad Labem participates in [CIVITAS ARCHIMEDES](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	1 day
Approx. size of the groups:	5-10 people
Languages:	English
Availability of local politicians:	Yes

City Contact:

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Proposed content of the study tour:

Safe and secure road infrastructure

Road Safety Measures: Independent safety audit professionals carry out safety audits and develop an action plan. Usti nad Labem has decided to reduce the number of deaths and serious injuries in 2012 by 40% – 50%. Safety measures are further aimed at reducing vehicle speeds and decreasing the number of road accidents. Accident data are studied to identify safety action potentials and how to implement speed reduction areas. Actions are supported by campaigns.

For more information: http://www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=499

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Vitoria-Gasteiz (ES)

With a population of 233,399 inhabitants, Vitoria-Gasteiz is the capital of the autonomous community of the Basque Country. Unspoiled by massive urban sprawl, the city has always been noted for its careful planning, human dimension and the care that has been taken to balance new development with environmental concerns and social initiatives.



Vitoria-Gasteiz participates in [CIVITAS MODERN](#).

No. of study tours that can be offered:	3-5 per year
Approx. duration:	1-2 days
Approx. size of the groups:	5-10 people
Languages:	English/Spanish/ French
Availability of local politicians:	Yes

City Contact:

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Proposed content of the study tour:

Stimulation of collective transport

New Public transport network: Change of the bus network based on 17 bus lines that operated with 20-30 minute frequencies and very long routes through residential areas, with 9 new lines with 10 minute frequencies, straighter routes and fuller coverage of the city and its newly built neighbourhoods. In addition, over 30% of the local fleet has been adapted to meet the needs of people with disabilities. The average speed of the bus network has been improved by 14.5% compared to before the network was launched within the Sustainable Mobility and Public Space Plan. The average frequency has increased from 15.73 to 10.77 minutes, with a 31.54% improvement. Only lines 3 and 9 and tram lines have an interval of 15 minutes, which is reduced to 7.50 minutes in the common points of both sets of lines. Furthermore, the new bus network has improved capacity by 38.09%. Going from 57,135 to 78,896 places per kilometre offered. Since the launching of the Sustainable Mobility and Public Space Plan, a 43.5 % increase in public transport users has been reported.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=643

Volunteers on hand: The change of the public transport network in Vitoria-Gasteiz was supported by an information campaign that, among other activities, included an initiative to attract volunteers to travel with public transport users and inform them about the new lines and stations. There were 101 volunteers that helped passengers during a total of 2.845 hours during the 3-week period that the scheme ran. In addition, 2 weeks before the launch of the new network, information was provided from kiosks located in strategic points around the city.

For more information: www.civitas-initiative.eu/news.phtml?id=636&lan=en&read_more=1

Mobility management

“It’s worth it!” campaign: Vitoria-Gasteiz City launched a Global communication and sensitisation campaign dealing with the Sustainable Mobility and Public Space Plan to create a conceptual favourable perception in the citizens towards a new culture of sustainable mobility. Under the claim "I join. It's worth it! ", the campaign was led by 5 citizens of Vitoria-Gasteiz, of different ages and neighbourhoods that invite the whole town to join the Plan. 5 different messages were designed, with a focus on public transport, pedestrian urban trails and the use of private vehicles and bicycles, in order to get a positive culture for sustainable mobility. The campaign included advertising in newspapers, bus shelters, outdoor advertising, on the radio and Internet, plus a proposal for internal communication within the council that run during June and July 2009. After the summer a second phase of the campaign was done in order to communicate the changes undertook in the public transport network of Vitoria-Gasteiz. Citizens’ involvement in the campaign has been strong since the beginning, when a group of citizens taking part in a “focus group” were asked to approve the project, and contribute to its style and approach. Both the graphics of the campaign and the radio spots are played by people of different statuses and from different neighbourhoods, in order to engage the public. The strategic approach of the campaign focused on 4 axes: Participation and involvement of citizens Media planning adapted and consistent with the objectives of the campaign Creativity, focusing on tangible benefits of the changes proposed by the Plan A continuous strategy for communication and awareness in order to achieve a favourable environment, ensuring as far as possible synergy with the Media Plan.

Superblocks concepts for access restrictions: A new scheme for the mobility and urban public space is being applied to the whole city, starting at the city centre and in the medieval town, as well to every urban district undergoing redevelopment. According to this new model, the first pilot superblocks as well as new bike and pedestrian networks are being built, the public transport network was changed entirely last October 30th and a new parking policy is being implemented in order to guarantee the coherence with the aims of the Sustainable Mobility and Public Space Master Plan of the city. The public space gained can be orientated towards everyday uses and functions for our citizens. Streets recover their role as places for meeting and relating to others. Pollution and noise are reduced and the introduction of new concepts in urban design orientated towards improving habitability conditions becomes possible. The "super-block" scheme dissuades private-car traffic, limiting its access, and on-street parking inside peaceful home-zones, in such a manner that it improves public transport and short-distance modes of transport, such as cycling or walking, through a safe and functional approach. This is the global approach for the entire city of Vitoria-Gasteiz towards a livable and vibrant city through a new shared space scheme. The idea is to reach more than 70 super-blocks, mainly designed according to a shared space approach where the public space design is suited to the different uses, and not only to the mobility ones. Such a

framework integrates a functional network for each of the mobility modes (walking, public transport, bicycle and private car), recovering the city for the citizen and avoiding many of the disturbances the massive use of the private car is producing in the local and global environment.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=645

Safe and secure road infrastructure

Superblocks model An integrated system of mobility and public space based on super-blocks is proposed. This scheme establishes differentiated networks for each mode of transport, thereby reducing the conflict between pedestrian, cyclist and vehicle traffic. This way, a new scheme for the mobility and urban public space is being applied to the whole city, starting at the city centre and in the medieval town, as well to every urban district undergoing redevelopment. According to this new model, the first pilot superblocks as well as new bike and pedestrian networks are being built, the public transport network was changed entirely last October 30th and a new parking policy is being implemented in order to guarantee the coherence with the aims of the Sustainable Mobility and Public Space Master Plan of the city. The public space gained can be orientated towards everyday uses and functions for our citizens. Streets recover their role as places for meeting and relating to others. Pollution and noise are reduced and the introduction of new concepts in urban design orientated towards improving habitability conditions becomes possible. The "super-block" scheme dissuades private-car traffic, limiting its access, and on-street parking inside peaceful home-zones, in such a manner that it improves public transport and short-distance modes of transport, such as cycling or walking, through a safe and functional approach. This is the global approach for the entire city of Vitoria-Gasteiz towards a livable and vibrant city through a new shared space scheme. The idea is to reach more than 70 super-blocks, mainly designed according to a shared space approach where the public space design is suited to the different uses, and not only to the mobility ones. Such a framework integrates a functional network for each of the mobility modes (walking, public transport, bicycle and private car), recovering the city for the citizen and avoiding many of the disturbances the massive use of the private car is producing in the local and global environment.

For more information: www.civitas-initiative.org/measure_sheet.phtml?lan=en&id=567

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Zagreb (HR)

Zagreb is the capital and the largest city in Croatia. It has over 786,200 inhabitants. Since the nineties, Zagreb has seen an increase in the number of private vehicles. The city seeks to restrict car use where necessary, change mobility behaviour of citizens, improve links between transport modes and create more attractive public transport services.

Zagreb participates in [CIVITAS ELAN](#).



No. of study tours that can be offered:	1-2 per year
Approx. duration:	2 days
Approx. size of the groups:	1-5 people
Languages:	Croatian/English
Availability of local politicians:	tbc

City Contact:

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Proposed content of the study tour:

Increasing use of alternative fuels

Clean public fleet vehicles: The fleet of waste collecting vehicles and sweeping machines owned by CISTOCA, a subsidiary of Zagreb Holding Co, consisted of 245 different types of waste collecting vehicles and sweeping machines in 2008. These vehicles run on standard Diesel fuel. The innovative aspect of the measure was the introduction of clean vehicles (EURO V) and the use of biodiesel. Now, all vehicles run either on B7 or even B20. Moreover, 47 new vehicles were procured, thus replacing approximately 10% of the present fossil fuel consumption with biodiesel. Similarly, the public transport operating company ZET, also a subsidiary of Zagreb Holding Co, has purchased 100 new bio-diesel buses and 60 CNG buses. Less pollution is expected since the new vehicles comply with regulations regardless of ratio of bio diesel vs. diesel used for their running.

For more information: www.civitas-initiative.org/measure_sheet.phtml?language=en&id=684

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CIVITAS II Cities

Krakow (PL)

Krakow is one of the oldest and largest cities in Poland. It lies on the Vistula River at the foot of the Carpathians. The city has almost 800,000 inhabitants and covers an area of 327 sqkm. Public transportation is based on trams and buses operated by a municipal company. Attempts to increase public transport use have been a success due to an integrated ticketing scheme, the introduction of carpooling and of pedestrian zones in the city center.



Krakow participated in [CIVITAS CARAVEL](#).

No. of study tours that can be offered:	3-5 per year
Approx. duration:	1-2 days
Approx. size of the groups:	1-5 people
Languages:	Polish/English
Availability of local politicians:	Tbc

City Contact:

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Proposed content of the study tour:

Demand management strategies

Tele bus service: The city of Krakow introduced and tested a new demand-responsive transport service in three districts. The service is the first such flexible public transport service in Poland and was based on the transfer of technology and know-how from Genova. The new DRT service developed gradually during the first year, from 300 clients per month in the first quarter to more than 2,000 passengers in January 2008 and a subsequent stable monthly average of around 1,700 TELE-BUS users.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=372

Enforcing access restrictions: New solutions were developed in Krakow to integrate access control and enforcement using electronic vehicle identification technology. Krakow was one of the first cities in Poland to implement access restrictions in inner-city areas (divided into A, B and C zones), reducing the number of private cars while improving conditions for public transportation, pedestrians and cyclists.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=370

Developing an integrated access control strategy. Greater restrictions on the access of private cars to certain areas of the city, combined with a new parking management scheme, were designed to improve conditions for public transportation, pedestrians and cyclists.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=369

Mobility management

Sustainable mobility marketing: With the ultimate goal of creating a new mobility culture in Krakow, the city developed a marketing strategy to raise awareness of the negative environmental impacts of traffic and the advantages of sustainable modes. The municipality of Krakow organized a series of seminars for specific target groups on issues related to sustainable mobility. These events provided an opportunity for the city to inform the public about demand management and sustainable transportation. The city also introduced an incentive system, linking the purchase of public transport tickets with benefits such as participation in a lottery or “eco-point” collection scheme, or with gifts such as t-shirts or gadgets.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=380

Establishing a mobility forum: Krakow’s strong political commitment to improving public participation in transport planning was underlined by the creation of the city’s Mobility Forum, facilitating communication among stakeholders on transportation issues. Stakeholders in the transport planning process, including municipality departments, public transport companies, associations of public transport passengers and cyclists, district councillors, and shopkeepers associations, met to discuss solutions to specific transport problems. The Mobility Forum meets regularly, and the outcomes of discussions are made available to the public.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=381

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Malmö (SE)

Malmö is Sweden's third largest city with a population of around 290,000. It has developed as a thriving industrial and trade centre from its mediaeval roots. Following a significant economic recession and high unemployment in the 1980s and 1990s, Malmö emerged as a rapidly developing city in the new millennium.



Malmö participated in [CIVITAS SMILE](#).

No. of study tours that can be offered:	> 5 per year
Approx. duration:	1 day
Approx. size of the groups:	10-15 people
Languages:	Swedish/English
Availability of local politicians:	tbc

City Contact:

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Proposed content of the study tour:

Increasing use of alternative fuels

Developing a clean municipal fleet. In 2004, prior to measure implementation, approximately 35 percent of municipally owned or leased vehicles in Malmö could be considered clean. By the end of 2008, over 300 new clean vehicles had been purchased for Malmö through CIVITAS SMILE, marking progress towards the ultimate goal of a 100 percent clean fleet.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=224

Biogas in the grid: In a pioneering measure, a plant was constructed in Malmö to upgrade biogas from sewage to natural gas quality. Biofuel thus produced was injected into the grid. Two compressed natural gas/biogas filling stations were constructed and put into operation. The measure led to a reduction of 430,920 kg of CO₂ emissions from vehicles in Malmö and the surrounding area during 2008.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=225

Stimulation of collective transport

Marketing new bus routes: The bus route network was simplified and made more user friendly by changing it from 20 lines to eight main lines and six support lines. The campaign and information materials were based around three key concepts: Greener, Easier and More Often. Greener referred to the fact that, with more people using the buses, there would be less pollution from cars. The buses in Malmö also run on methane, which is cleaner than conventional diesel. The new bus network was designed to be easier to use, with fewer bus lines to remember and no timetable due to the greater frequency.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=237

Creating a bus priority system: Traffic light priority systems are one of the most effective ways of improving bus speed and punctuality. Consequently, all city buses and some regional buses have been equipped with GPS and computers that can communicate with the traffic light controls to request priority. This measure therefore involved only the installation of equipment in the traffic lights in order to establish the priority system, and the programming of the on-board computers. Journey times were reduced and punctuality increased as a result of the system.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=403

Mobility management

Managing mobility needs in the private and business sectors: Through soft measures such as the provision of information, marketing, education and training, the aim was to encourage individuals and companies in Malmö to opt for more sustainable mobility modes. The city of Malmö and the public transport operator Skanetrafiken worked in cooperation, focusing on different target groups. The municipality's goal was to influence the travel options of local companies, the public and the staff of municipal organisations, while Skanetrafiken worked with employees of private enterprises.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=256

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Odense (DK)

Odense is an atmospheric city in the heart of Denmark on the green island of Funen. With 185,000 inhabitants, Odense is the third largest city in Denmark. The city is a major hub for road, rail and bus transportation. The city has a long tradition of promoting soft modes through campaigns, citizen involvement and new developments in the field of cycling and public transport.



Odense participated in [CIVITAS MOBILIS](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	1-2 days
Approx. size of the groups:	1-15 people
Languages:	Danish/English
Availability of local politicians:	yes

City Contact:

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Proposed content of the study tour:

Mobility management

Mobility management service for the harbor: Odense harbor, formerly an industrial area, was being converted for more recreational purposes. New apartments were being built along the harbor front and many new light businesses were being established in the district. Polluting industries were gradually moving out of the area and the harbor was being integrated into the city centre area. To serve this vision, Odense needed an integrated mobility management plan that included all modes of transport, and a planning strategy in which architecture and traffic planning were fully integrated. The process of creating a new traffic and mobility plan started in 2007. The working group included the traffic department, the city planning department, the urban planning department, the public transport company and external consultants. The plan was very ambitious and included all modes of transport and both soft and hard measures.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=114

Creating alternative mobility options for owners of old cars: The measure was designed to demonstrate that personal mobility management, together with integrated transport services, can remove older, polluting cars from the roads. A marketing plan and campaign strategy was developed in cooperation with a PR agency to attract families. Some 160 families joined the campaign and all of them were offered alternative transport possibilities to the car. The campaign package presented to families contained: free travel on local city buses for one month, membership of Odense's car-sharing club, access to taxis paid in arrears on a monthly basis without interest, a 25 percent rebate on the purchase of a bicycle for own use and a journal to register daily trips.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=111

Public participation/ citizen involvement: In order to change transport habits away from the private car, a group of students were trained to visit citizens in Odense and disseminate information on sustainable alternatives. Every household visited received a folder containing brochures promoting sustainable modes of transport. Some of the visited households agreed to be contacted again after three months. They were then asked the same survey questions and data were collected for evaluation. The results showed that car trips dropped by 9 percent, bus trips increased by 58 percent and train trips increased by 54 percent.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=113

Safe and secure road infrastructure

Interactive traffic training for children: An interactive training programme was used to teach children how to ride their bikes safely in traffic. A new Internet-based interactive tool was needed to improve the value of the training programmes offered in Odense. The measure targeted 4,000 schoolchildren at 40 schools in Odense. The traffic programme showed potentially dangerous situations in order to teach children how to travel safely in traffic. It was developed in cooperation between the school authorities, the roads administration and an advertising agency. B-game was used 1,694 times during the project period. Most pupils continued to play until they had succeeded in all 11 "missions".

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=112

New mobility services

Implementing environmental zones: Odense regards the creation of environmental zones as part of a city-wide policy for improving the environment and enhancing the quality of life of the citizens who live and work there. This measure targeted both a city-centre zone and two different types of residential zones.

For more information: http://civitas.eu/index.php?id=79&sel_menu=35&measure_id=115

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CIVITAS | Cities

Bucharest (RO)

The metropolitan area of the Romanian capital, Bucharest, has a population of 2.3 million. The city currently faces the challenges of population growth and the movement of residents away from central Bucharest to the suburban areas. Within the framework of the EU TELLUS project, the municipality of Bucharest has maintained the high level of public transport usage by improvements to service quality, reduced congestion, the prioritisation of public transport, intermodal coordination and operational safety.



Bucharest participated in [CIVITAS TELLUS](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	1-2 days
Approx. size of the groups:	5-10 people
Languages:	Romanian/English
Availability of local politicians:	no

City Contact:

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Proposed content of the study tour:

Innovative telematics

Real-time passenger information system: Real-time passenger information systems provide accurate departure and arrival times, enabling passengers to plan their journeys and use their time efficiently. The real-time passenger information system implemented as part of the TELLUS project is integrated with the global positioning system-based automatic vehicle location technology implemented as part of the modernisation of Bucharest's public transport fleet. The ultimate goal of this measure was to increase public transport usage by offering customers a better quality service.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=175

Alternative payment services: The measure focused on updating the ticketing system of the Bucharest public transport operator RATB in order to increase the attractiveness of the public transport system. The main goals of the measure were to integrate fares, improve the attractiveness of public transport, introduce a flexible fare policy, protect revenues and improve the public transport offer. The system was implemented on the entire RATB fleet (2,000 vehicles), while fares were integrated with the tariffs of the Bucharest metro company.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=176

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Graz (AT)

With 240,000 inhabitants, Graz is the second largest city in Austria. It is the capital of Styria and the province's cultural, economic and university centre. The city council has a clear transport policy based on the concept of "Sanfte Mobilität", or gentle mobility.

Graz participated in [CIVITAS TRENDSETTER](#).



No. of study tours that can be offered:	1-2 per year
Approx. duration:	1-2 days
Approx. size of the groups:	5-10 people
Languages:	German/English
Availability of local politicians:	yes

City Contact:

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Proposed content of the study tour:

Increasing the use of alternative fuels

Creating a biodiesel bus fleet: The annual consumption of 3.8 million litres of fossil diesel in buses in Graz resulted in large emissions of CO₂. At the same time, waste oil from the catering industry and private households is hazardous to the environment if not disposed of properly. Addressing both these issues, this CIVITAS TRENDSETTER measure therefore aimed to demonstrate that biofuels are suitable options for city buses and car fleets and represented a first step towards the development of a clean-vehicle society. The public transport operator in Graz has converted all of its buses to run on 100 percent biodiesel, provided largely from the processing of waste cooking oil.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=89

Optimising the collection of used cooking oil: The Okodrive scheme focused on the improvement and extension of the system for collecting used cooking oil and its conversion from hazardous waste into low-emission biodiesel. The objective within CIVITAS TRENDSETTER was to investigate how awareness-raising campaigns could double the volume of oil collected from households and restaurants for use in the city's bus and taxi

fleets. A special information bus was designed for use at specific locations and events, staffed by trained mobility consultants.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=90

Stimulation of collective transport

Innovative marketing and quality management: Marketing has proved to be an efficient way of changing people's behaviour and encouraging them to opt for public transport. In its efforts to boost the popularity of its public transport system, Graz focused on image strengthening through some unconventional activities. The tasks within this measure included innovative marketing, the provision of door-to-door trip information and quality management.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=85

Passenger friendly bus and tram stops: Graz has 800 bus and tram stops, most of which were not user friendly prior to measure implementation. The main aim was therefore to improve stop infrastructure for public transport passengers, thus increasing the level of user satisfaction and the number of users. Public transport stops in Graz were equipped with real-time information, shelters were provided, access for those with reduced mobility was improved and bicycle racks were installed.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=78

Public transport control and guidance system: The new system installed in Graz provided real-time information for passengers as well as synchronised timetables and centralised fleet control operations. The aim of the new system was to ensure the efficient organisation of public transportation, allowing buses from all participating companies (including small ones) to profit from the service. Via rerouting management, tram stops can be served by buses in the event of tram accidents or line obstructions. Additional buses can also be put into operation rapidly to avoid overcrowding, or in the event of breakdowns. The data collected through the system can also be used to improve timetables and optimise vehicle usage.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=87

Demand management strategies

Lower parking tariffs for low emission cars: In order to improve air quality and raise awareness, Graz introduced a reduced parking tariff for low-emission vehicles, including hybrid, electric and biofuel cars. The hourly parking tariff for all conventional vehicles was raised from EUR 1 to EUR 1.20, while the tariff for low-emission vehicles was lowered to EUR 0.80. Registered owners of low-emission cars receive a so-called Umweltjeton, or

environmental token, and an official sticker issued by the city council. Ticket vending machines are equipped to recognise these tokens and deliver a lower tariff.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=99

Introducing strolling zones: Using an innovative approach to reduce car traffic and on-street parking, four zones were established in which pedestrians have priority but car use is not totally excluded. The establishment of strolling zones has improved quality of life in the city centre, increased the modal share of pedestrians, boosted commercial activity (bars, shops etc.), while reducing on-street parking, traffic noise and emissions.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=77

Mobility management

Site level mobility management: Traffic flow in Graz has increased enormously in recent years and the city experiences major problems with emissions of particulates, exacerbated by weather conditions in the winter months and by the city's location in a basin surrounded by hills. Mobility management at companies, schools and events has helped to change the travel behaviour of employees, pupils, parents and event goers by promoting cycling, walking and the use of public transportation.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=80

Bike and ride parking: Although the modal share of cycling had increased in Graz since 1980, prior to the measure implementation the increase had slowed down. The measure aimed at improving cycling policy in Graz and increasing the modal share of bicycles, thus reducing fuel consumption and negative environmental impacts. One important element contributing to the success of this measure was the appointment of a bicycle policy coordinator in the city, who is able to focus exclusively on bicycle policy.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=82

Road infrastructure

Reducing traffic speed and car use: Passenger cars represent the main risk to pedestrians and cyclists. The city of Graz therefore aimed to improve traffic safety by reducing speeds and by raising awareness of the benefits of decreasing car use in favour of more sustainable modes. Prior to the implementation of this measure, Graz had 30km/hour speed limits on all streets in the city centre apart from streets with the right of way, on which cars were still permitted to go at 50 km/hour. Within the TRENDSETTER project, the speed limit on these streets was reviewed and they were incorporated into the 30km/hour network. By lowering

speed limits and introducing speed control devices, Graz is making its roads safer for both drivers and pedestrians.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=86

New mobility services

Dynamic traffic management: As in many other cities, it has been difficult for the general public in Graz to obtain reliable information about the current traffic situation. The city had several systems operating in parallel, some of them very modern. These included the traffic control system (a computer-based vehicle location and operational control system), a street database and an online taxi fleet management system. These systems were run by different operators and were not previously interlinked. The new dynamic system, by incorporating information from different sources and using different channels to distribute information, aimed to reduce traffic emissions in absolute terms by keeping traffic flow steady, reduce congestion hours by keeping the traffic flow away from obstacles and congestion, encourage a modal shift away from the private car and reduce fuel consumption and negative environmental impacts.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=88

Urban freight logistics

Green city logistics: Reducing the high number of partially loaded trucks entering the city centre was identified as one way of tackling the problem of noise, dust, emissions and congestion. This measure was also prompted by the restoration work being undertaken on a large department store, which necessitated an alternative solution for goods delivery. Two logistics systems were developed. The first involved the reorganisation of the entire distribution system for the largest department store in Graz. Goods were consolidated in a distribution centre outside Graz and efficiently transported in containers to the store. The containers were also used to transport waste material out of Graz. The second project comprised the deployment of electric vehicles for distribution purposes in the narrow streets of the city centre, especially during major construction work on the city's tramline.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=81

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Nantes (FR)

Located on the river Loire, close to the Atlantic Coast, the Nantes conurbation with its 24 municipalities and 550,000 inhabitants is the largest urban centre in western France. Since 2000, it has seen the second highest rate of growth in France. Nantes has a long-established integrated and sustainable transport policy with a focus on public transport and cycling and was the first French city to successfully reintroduce electric trams.



Nantes participated in [CIVITAS VIVALDI](#).

No. of study tours that can be offered:	1-2 per year
Approx. duration:	1 day
Approx. size of the groups:	1-15 people
Languages:	French/English
Availability of local politicians:	yes

City Contact:

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Proposed content of the study tour:

Increasing the use of alternative fuels

Developing a new clean public transport fleet: With the joint goals of attracting new public transport passengers and reducing the environmental impacts of its fleet, Nantes undertook a large-scale renewal of its public transport vehicles. Following the renewal, the fleet comprised 70 percent CNG-powered vehicles, and 90 percent of all trips were made on clean vehicles (trams or CNG buses).

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=62

Introducing a waterbus service: By viewing its waterways as a strength rather than an obstacle, Nantes was able to develop new transportation options to ease road congestion and improve connections. There were no direct links between the two banks of the Loire for

pedestrians and cyclists, who were obliged to use two bridges and cross Nantes Island. Due to this fact, the decision to use the city's waterways for public transport was made. With 365,000 users in 2008, the Loire navibus can be considered a success. The service was maintained and reinforced with the purchase of a new boat in 2009, raising the frequency to 10-minute intervals in peak hours.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=63

Stimulation of collective transport

Large scale sustainable transport strategy: The south east area of Nantes was relatively poorly served by public transport connections and suffered rising levels of congestion as a result of being crossed by a highway that was the most frequented access to the city centre. During the first part of the project (2002 to 2004), existing railway tracks were used to create a new rail link between the suburban town of Vertou and Nantes. In the second stage, the former urban through-road linking the ring road to the city centre was remodeled in 2005 with the creation of a clean and reliable BusWay (articulated buses running on a reserved priority lane). These buses run on compressed natural gas, have priority at all intersections and run at three-minute intervals during peak periods

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=66

Developing Public transportation: The measure focused on the renewal of one street in Nantes and on the development of public transport services in the north west of the city. The project to remodel the road was aimed at improving the quality of the urban spaces along this route, improving public transport services, and encouraging the use of other sustainable transport modes. The new design included the creation of a multimodal station at the intersection between the tram line and the road; better facilities for pedestrians and cyclists; the extension of tram line 3 towards the north west; and improved bus lanes.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=758

Demand management strategies

Access management and parking strategy: As part of its efforts to achieve a modal shift in favour of public transport and a better use of public space, Nantes introduced a parking policy and city-centre access restrictions. In response to high volumes of traffic in the centre of Nantes, the measure was designed to improve mobility management in order to achieve a balance between the various modes of transport, ensure user-friendly and safe spaces for pedestrians, give priority to public transport vehicles and reduce congestion and pollution.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=759

Mobility management

Promoting company travel plans: In response to the congestion and emissions problems caused by commuting in Nantes, company travel plans were promoted to encourage employees to opt for more sustainable transport modes. The company travel plans were implemented in four stages:

- An analysis of employees' mobility needs and habits, and of the company's accessibility by various transport modes.
- Elaboration of concrete measures with provision of better information on alternative modes.
- The signing of a contract between the company, Nantes Metropole and SEMITAN.
- Regular follow-up with an assessment after three years of implementation, comparing mobility habits with the objectives stated in the contract.

By the end of 2010, a total of 246 company travel plans had been put into effect, benefiting around 66,690 employees.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=64

Road infrastructure

Low traffic zones in the city center: The low traffic zones are areas where to specifically defined beneficiaries circulating at a speed equal to or lower than 30km/h. The objectives of this measure are to:

- Allow pedestrians to have access to road spaces
- Promote bicycle routes
- Increase the efficiency of PT routes
- Encourage the modal shift

This measure is currently being implemented.

-- Go back to [Study tour offer "at a glance"](#)

Rome (IT)

The Rome metropolitan area covers 5,300 square km and is home to around 4 million inhabitants. Following the Second World War, the Rome metropolitan area underwent very rapid urban growth, which was not accompanied by the adequate development of transport infrastructure or by the establishment of a balanced public transport system. The city has promoted public transport, the adoption of clean vehicles and fuels, and IT based mobility management.



Rome participated in [CIVITAS MIRACLES](#).

No. of study tours that can be offered:	3-5 per year
Approx. duration:	1 day
Approx. size of the groups:	5-10 people
Languages:	Italian/English
Availability of local politicians:	tbc

City Contact:

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Proposed content of the study tour:

Increasing the use of alternative fuels

Introducing clean trolley buses: The measure to reduce the environmental impact of public transport vehicles was based around the renewal of the bus fleet, which involved the purchase of 908 Euro III buses, 200 Euro III buses equipped with continuous regenerating trap (CRT) filters and 30 “new-generation” bi-modal trolleybuses. These trolleybuses replaced conventional diesel buses on links entering the limited access zone, without the use of double overhead wires along the section in the protected area due to battery hybridisation.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=25

Demand management strategies

Implementing access restrictions: Limiting access by private vehicles to sensitive city-centre areas improves mobility for all road users and promotes the use of sustainable transport modes. Rome implemented a limited traffic zone with automatic access control in the centre of the city, covering an area of 4.8 km². Following the success of this initial trial, the scheme was enlarged in 2007, when five additional sensitive areas were identified. As a result of the measure, Rome has the largest restricted access area in Europe after London. The main outcomes of the access restriction policy were:

- a 10 % decrease in traffic even outside the restricted period;
- a 20 % decrease in traffic flows during the restriction period;
- a 15 % decrease in traffic flow during the morning peak period (08:30 to 09:30);
- greater use of public transport services in the area; and
- a 10 % increase in the use of two-wheeled transportation

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=38

Mobility management

Supporting mobility managers: The aim of this measure was to achieve a modal shift through new forms of vehicle use and to raise awareness of home-to-work trip plan alternatives using integrated mobility management tools. This was realized through company mobility managers, who assist employees in planning work-related trips and encouraging them to reduce their dependence on the car. During the project period, 180 mobility managers were appointed, home-to-work plans were drawn up for 5,000 people/day, and several information days for mobility managers were organised.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=32

New mobility services

Implementing a car sharing scheme: As an innovative mobility service, car sharing helped to change existing transportation habits among commuters in Rome. A car-sharing fleet is available for rent for non-regular journeys. Membership fees are generally low and special discounts are offered, for example lower rates for public transport pass holders. Car sharing users are permitted to use bus lanes and have access to restricted zones.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=33

Innovative telematics

Real-time multimodal information for smart phones: As a way of further promoting a modal shift among citizens and tourists towards public transportation, Rome's public

transport operator ATAC explored ways to improve access to mobility information via new media and mobile devices. By providing an online, wireless, multimodal, multilingual information system, ATAC facilitated personalised journey planning and could reach users on the move with information about the most appropriate public transport services.

For more information: http://www.civitas.eu/index.php?id=79&sel_menu=35&measure_id=35

-- Go back to [Study tour offer “at a glance”](#)

Part 2. Information for hosts

Part 2 will help to organise study tours that participants remember not only for the hospitality of the hosts but for how the knowledge gained help to improve their own work back in their respective cities.

In addition, section 2.2 includes an overview of the demand of CIVITAS cities for study tours based on the 8 thematic categories of CIVITAS.

2.1. Guidelines for organising meaningful study tours

Prepare the visit in advance

First contact with the visiting city

As suggested in this document, any city interested in a study tour is advised to take a look at the Catalogue of Offer and send a request form (see *Study Tour Request Form* in separate document) to its potential host.

In case you receive a request form from another CIVITAS city, it is advised to get back to them shortly afterwards, at the latest 2 weeks later, and discuss the details of a possible study tour (dates, agenda, logistics, etc).

Preparing a draft agenda

As a host city, you will have to prepare a programme for the visiting city that meets the interests described in their request form. While drafting the agenda, the following aspects should be considered:

- **Detailed information:** Try to provide enough details about the content of the different presentations/visits included in the agenda as well as practical information (maps, directions, list of hotels, etc).
- **Timing matters:** As the study tour will include some site visits and meetings in different locations, make sure you provide enough time to get from one site to another (offer transport if necessary), and allow enough time for the visits themselves.
- **Refreshments and breaks:** The working day during a study tour can be rather long and exhausting; plan the agenda so there is enough time for breaks and refreshments to allow informal discussions and try not to finish too late.

- **Local host contact person:** Include in the agenda the name and contact details of a local host representative. This person should accompany participants during the whole duration of the study tour, facilitate the visit, answer questions, etc.

A *Study Tour Draft Agenda Sample* is available in separate document.

Brief participants about the purpose of this study tour

It is important that representatives of the host city giving a presentation or guiding a site visit are aware of the objectives of the study tour and the main interests of the visitors.

Make the visit interactive

Allow time for introductions

The study tour may last up to 3 days; this is enough time for visitors and hosts to get to know each other, exchange knowledge and experiences. Enough time should be devoted to introducing each other, explaining everybody's tasks and responsibilities in their respective cities, etc.

Combine presentations, visits and discussions

One of the main advantages of study tours, compared to conferences or workshops, is the possibility to have an active and direct exchange of experiences between hosts and visitors.

Depending on the theme or the nature of the project to be presented, several formats or sessions can be organised:

- **Presentations from hosts and visitors:** Obviously, at some point in the agenda you will make use of power points to present a project or a transport strategy in your city. Make sure such presentations are not very long and that the slides are not too text-intensive. In order to engage the visiting city, you may consider offering them the possibility to have a presentation about their city and the main projects and programmes they are currently working on.
- **Site Visits:** Visiting projects and seeing how they actually work is one of the most interesting aspects of a study tour. Possible examples of site visits are:
 - Visits to new infrastructure facilities such as access restriction areas, cycling network, park & ride services or a public transport terminal.
 - Trips to companies or schools who are successfully implementing a travel plan or a sustainable transport awareness campaign
 - Walking or cycling tours through the historical centre, new re-development areas, car-free neighbourhoods, etc.

- **Testing of instruments or technology:** Hands-on demonstrations are always greatly appreciated. In case your study tour programme includes some technological aspects, you may offer participants the possibility to test your new systems, e.g. public biking scheme or bus rides with clean vehicles.
- **Informal meetings / discussions with local stakeholders:** You may want to arrange a meeting between the visiting delegation and local stakeholders (politicians, retailers, public transport operators...). If for example the local politician in charge of transport and mobility is attending the study tour, try to arrange a meeting with your councillor in charge of the same policies. Equally, if among the participants there is a head of traffic department or an officer in charge of road safety, try to set a meeting with their peer in your city.

Language: Keep in mind that not all participants will be equally competent (comfortable) in English. Set an example by using simple, clear language and if applicable, allow enough time for interpretation.

Provide a real analysis

Time to explain what didn't work and why

While case studies and presentations at conferences usually give the impression of a “perfect world”, often, the audience is more interested in learning about the problems encountered and how they were overcome.

During a study tour, both hosts and visitors should feel free to talk about the challenges they are currently facing in their respective cities. Whereas it is citizens' opposition to a certain initiative, a technology that is not working properly or awareness campaigns that do not reach its main target group, such barriers and the possible available solutions should be shared and openly discussed.

As a host, you may offer the possibility to your visitors to present some of their projects that are currently planning and give them some expert advice based on your experiences.

End of the visit and follow-up

Drawing conclusions and farewell

At the end of the study tour, participants may need to rush to get their train or flight back home. However, it is important to foresee a summary session where both hosts and visitors discuss the outcomes of the visit. You may consider offering an informal lunch or snack as well (ideally, with local products).

Also, you may want to provide participants with information material to bring back home; and do not hesitate to exchange contact details and even plan a second study tour, this time to the city who just visited you!

Feedback on the results of the visit

The visiting city will be asked to complete a Study Tour Feedback Report (available in separate document) and send it back to the host city and the VANGUARD team. Such report will gather the main lessons learnt from the study visit and describe how the knowledge gained will be used back in their city. Those reports will be also used to evaluate the study tour programme and may also help you improve for future study tours.

2.2. Overview of the demand for study tours

The following table presents an overview of the demand of study tours for each CIVITAS city. Some cities have already identified particular measures they would like to learn from during a study tour:

CIVITAS Stage	City	Number of study tours per year that the city can afford	Desired duration of study tours	Desired group size	Participation of politicians	THEMATIC FOCUS							
						Increasing use of alternative fuels	Stimulation of collective transport	Demand management strategies	Mobility management	Safe and secure road infrastructure	New mobility services	Urban freight logistics	Innovative telematics
CIVITAS Plus	Aalborg	1-2	2 days	1-5 people	No	High	High	Medium	High	Medium	Medium	Medium	High
	Bath	N/A	2-3 days	1-5 people	N/A	High	Medium	High	Medium	Low	High	High	Medium
	Bologna	1-2	2 days	10-15 people	N/A	Medium	Low	Medium	Medium	Low	Medium	Low	High
	Brescia	1-2	2 days	1-5 people	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Brighton and Hove	1-2	2 days	1-5 people	No	Low	Medium – Multimodal ticketing	Low	High – Travel plans and personalized travel website	High – Bike-Off cycle anti-theft scheme, Cycling provision, Cycle counter	Low	Low	Low
	Coimbra	1-2	1-2 days	1-5 people	N/A	Medium - Biodiesel	Medium	Medium	High	Low	High	High	Medium
	Craiova	1-2	3 days	1-5 people	No	High - Biodiesel	High – e-ticketing system	Low	Medium – Education and information campaigns	High – Anti-vandalism measures	Low	High – Freight delivery restrictions	Medium – Control and guidance system for public transport
	Donostia San Sebastian	1-2	1-2 days	1-5 people	N/A	High	High	Medium	High	Medium	High	Medium	High
	Funchal	1-2	1-2 days	1-5 people	Maybe – Deputy Mayor	Low	Medium	Medium	High	Low	Medium	Low	Low

CIVITAS Stage	City	Number of study tours per year that the city can afford	Desired duration of study tours	Desired group size	Participation of politicians	THEMATIC FOCUS							
						Increasing use of alternative fuels	Stimulation of collective transport	Demand management strategies	Mobility management	Safe and secure road infrastructure	New mobility services	Urban freight logistics	Innovative telematics
CIVITAS Plus	Gent	1-2	2 days	1-5 people	N/A	High – Biodiesel production	Medium	Medium	High	Medium	High	Medium	High
	Gorna Oryahovitsa	3-5	1-2 days	5-10 people	Yes – Mayor and City Council representatives	High	Medium	High	High	High	High	Medium	Medium
	Iasi	1-2	1-2 days	1-5 people	Yes – Mayor or Deputy Mayor	Low	High - Ticketing	Low	Low	Low	Low	Low	High – Bus management system
	Ljubljana	1-2	2 days	5-10 people	Yes – Vice-Mayor	Medium – Plant oil vehicle propulsion and biodiesel	Low	Medium – Demand responsive services	High – Mobility department stakeholder involvement, Modal split, Influence travel behaviour, Promotion, communication	High – Reduced speed zones, cycling infrastructure in Denmark	High – BRT system	High – Delivery logistics, Delivery in pedestrian zones and pst delivery schedule	Medium
	Monza	1-2	1-2 days	1-5 people	N/A	Medium	Medium	Low	High	Low	Low	Medium	High
	Perugia	1-2	2 days	1-5 people	Yes – Councillor for Mobility and Transport	Low	Low	Low	High	Low	High	Low	High
	Porto	1-2	1-2 days	5-15 people	Yes – Mayor or City Councillor	Low	Low	Low	Medium	Low	Medium	Low	Medium
	Szczecinek	1-2	2 days	1-5 people	No	Medium – LPG fuels	Low	Medium - SUTP	Low	High – Pedestrian security	Low	Low	Low
	Tallinn	1-2	2-3 days	1-5 people	Maybe	Medium	High	Medium	High – Marketing and promotion of public transport	Medium	Medium	Medium	High – Real time information systems

CIVITAS Stage	City	Number of study tours per year that the city can afford	Desired duration of study tours	Desired group size	Participation of politicians	THEMATIC FOCUS							
						Increasing use of alternative fuels	Stimulation of collective transport	Demand management strategies	Mobility management	Safe and secure road infrastructure	New mobility services	Urban freight logistics	Innovative telematics
CIVITAS Plus	Usti Nad Labem	1-2	1 day	1-5 people	Yes – Deputy Mayor	Low	Medium	Low	Low	High – Preventive programs, Education, Safer infrastructure	Low	Low	Medium – Central control panel
	Victoria Gasteiz	3-5	1-2 days	1-5 people	N/A	High – EV, HEV, PHEV, Biofuels	High – Financing and management schemes, inter-modality	High – Access control to pedestrian areas	High – Promotion and marketing, Raising awareness, Car free houses, Bike policies	High	High – Shared use/ ownership of cars	High – Infrastructure and information services for goods distribution	High – Inter-modal travel information, vehicle location and guidance
	Zagreb	1-2	3 days	1-5 people	N/A	High – Biogas for PT eco-driving	High	Medium – Tele-services	Medium – Mobility management plans	Low	High – Mobility centers	Medium – Innovative concepts for goods distribution	Medium – Traffic management and traveller support
CIVITAS II	Malmö	1-2	1-2 days	5-10 people	N/A	Low	Low	Medium	Low	Low	Low	Medium	Low
	Odense	1-2	2 days	1-5 people	Yes	High	High	High	High	High	High	High	High
CIVITAS I	Graz	1-2	2 days	1-5 people	Yes	High	High	Low	Medium	Low	Low	Medium	Low
	Nantes	1-2	2 days	1-5 people	Yes – Council Vice President	Low	High – Innovative PT, BHLS intermodality	Low	Low	Low	Low	High	High
	Rome	1-2	1-2 days	1-5 people	N/A	Low	Low	Medium	N/A	Medium	Medium	High	High

Table 2. Study Tour demand overview per each CIVITAS Plus City participating in the study tour programme.