

2020  
**CiViTAS**  
Cleaner and better transport in cities



# CIVITAS CITIES SUCCESS STORIES



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## IMPRINT

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September 2019

## INTRODUCTION

Since it began in 2002, the CIVITAS Initiative has helped bring cleaner, better urban transport to cities across and beyond Europe. Approximately 800 solutions have been tested and implemented as part of demonstration projects in more than 80 Living Lab cities across Europe.

As part of the five various CIVITAS phases, cities have implemented cutting-edge sustainable mobility measures. Whilst many cities have benefitted immensely from participating in CIVITAS projects, the impact in a few of these has been particularly pronounced.

This booklet tells the tales of six cities from across Europe whose involvement in CIVITAS has inspired a transformation in their urban mobility systems - and ultimately the cities themselves.

Discover the success stories of Gdynia (Poland), Ghent (Belgium), Graz (Austria), Ljubljana (Slovenia), Stockholm (Sweden), and Vitoria-Gasteiz (Spain).



City of  
Ljubljana



Stockholms  
stad





## GDYNIA, POLAND

Population: 250,000 people  
Area: 135.14 km<sup>2</sup>

© Municipality of Gdynia

Over the past two decades, Gdynia (Poland) has successfully transformed its urban mobility, with CIVITAS giving a helping hand on the way.

Its inhabitants move around the city with a modal split of roughly 48.9% by car, 37.1% by public transportation, 11.4% as pedestrians, and 2.1% by bicycle.

The city first joined CIVITAS in 2002 as part of the TELLUS project. Participation enabled it to modernise Świętojańska Street, reducing the number of lanes from four to two, introducing more pedestrian spaces, and installing more reliable trolleybus infrastructure.

The results were clear: the street became more pedestrian-friendly, traffic was calmed, and quality of life for inhabitants was improved.

Thanks to this success, Gdynia once again joined CIVITAS in 2012-2016 as part of the DYN@MO project. This phase of their work

### FAST MOBILITY FACTS

FROM 2015-2019

**+46%**

Bus lanes

Parking spaces  
in the city centre

**-58%**

focused on developing a Sustainable Urban Mobility Plan (SUMP) with strong involvement of local communities and stakeholders.

This built on a Sustainable Urban Transport Plan (SUTP) developed in 2007, which was not formally adopted, but contributed to the eventual success of Gdynia's SUMP a few years later.

In 2016, the SUMP was approved by the City Council as a strategic document to be updated every two to three years, and to include an e-mobility strategy. Ultimately, SUMP development, supported by CIVITAS, has led Gdynia to become a model case for sustainable urban mobility planning in Poland.

Initiatives like the SUMP mean that mobility in Gdynia is changing over time. The share of car travel is steadily decreasing in favour of public transportation. Although cycling still accounts for a relatively small share of the modal split, it is growing year on year.

And, public transport is improving with new trolleybuses being rolled-out, e-bikes available through a free municipal rental system for local organisations, and e-car sharing expected to be introduced in 2020.

### Measure in the spotlight: A SUMP for Gdynia

The first steps towards creating a SUMP were taken in 2008, with the final document ratified in 2016.

Gdynia's SUMP has driven implementation of new mobility measures, and has been a powerful tool for communicating with citizens and political leaders.

For example, it was through the goals laid out in the SUMP that Gdynia was able to introduce low-speed zones in the city centre, as well as an ever-increasing numbers of bus and bicycle lanes. From 2015 to today, there has been a 46% increase in bus lanes in the city!

***“The SUMP developed in CIVITAS DYN@MO is a driver to explore and identify new areas of interest to further develop sustainable mobility in Gdynia. It’s also a powerful tool for communication with interested parties.”***

Alicja Pawłowska  
Head of European Projects and Mobility Management Unit, Municipality of Gdynia

## GDYNIA'S JOURNEY TOWARDS A SUMP

TELLUS project: street  
modernisation

2007

Sustainable Energy Action Plan  
adopted; joins CIVITAS DYN@MO

2016

2002

SUTP developed with  
BUSTRIP project

2012

SUMP ratified



## GHENT, BELGIUM

Population: 260,000 people  
Area: 156.2 km<sup>2</sup>

©Stad Gent

In Ghent, the way people move has altered substantially over the last 10 years. Its involvement in CIVITAS has helped inspire this change.

Ghent joined the CIVITAS ELAN project in 2008, which aimed to mobilise citizens in support of a shift to more sustainable urban mobility. For many years, Ghent has had a strong tradition of citizen engagement and participatory planning that engages a range of local stakeholders. This was strengthened through participation in ELAN, and continues to be an important pillar in mobility planning in the city today.

With the support of ELAN, Ghent implemented an incredible 24 mobility measures through an integrated mobility strategy. The project enabled Ghent to experiment with new measures and, crucially, to thoroughly evaluate their impact.

What's more, the city used that time to invest greatly in cooperation with citizens and

### FAST MOBILITY FACTS

FROM 2012-2018

+18%

Cycling

Private  
car use

-13%

awareness raising for both the city administration and a wide variety of other local actors.

Research conducted as part of the CIVITAS Initiative has been crucial to Ghent's success. It led the city to have high-quality data and a strong understanding of local mobility realities and potential, and ultimately formed the basis for a mobility plan created in 2014.

With a local government in power since 2013 that had made sustainable mobility a major policy priority, the plan was passed swiftly. New initiatives were rolled out as part of the mobility plan, all with the goal of changing the city's modal split, thereby building on the success achieved as part of ELAN.

Measures implemented include a new parking plan; a circulation plan for the city centre; and increased local government investment in cycling infrastructure.

***“Ghent has proven that a consistent sustainable mobility policy based on research and political courage pays off. A modal shift in the share of sustainable travel modes from 44% to 62% in six years is quite impressive.”***

Ann Plas  
Policy Advisor for Mobility, City of Ghent

### Measure in the spotlight: Pedestrian Area and Circulation Plan

During CIVITAS ELAN, Ghent passed policies designating certain areas as accessible to pedestrians only. Although this began as a somewhat small-scale venture, it led to extensive positive impacts for the city.

The pedestrian area restrictions were researched and evaluated. Judged a success, they served as the basis for a new circulation plan for the city centre.

In effect since March 2017, this divides the city into six sectors and one big car-free zone. Cars are prevented from needlessly crossing the city centre.

Research shows that its implementation has led to a 30% increase in the number of cyclists in the city centre, clear improvements in air quality, and a general shift in Ghent's modal split in favour of more sustainable modes.

## GHENT'S SHIFT TOWARDS SUSTAINABLE MODES

Joins  
CIVITAS ELAN

2008

Releases new  
mobility plan

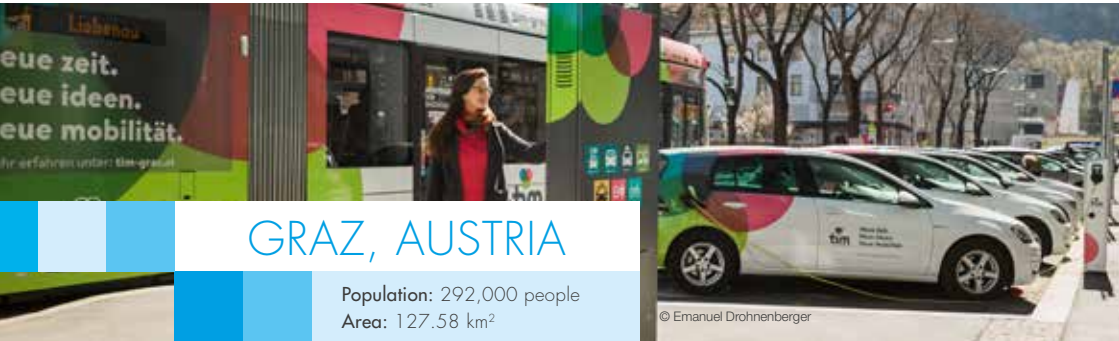
2012

2014

New circulation plan

2017

Modal shift: Private car use: from 46% to 33%;  
Cycling: from 17% to 35%



## GRAZ, AUSTRIA

Population: 292,000 people  
Area: 127.58 km<sup>2</sup>

Over the past 30 years, Graz has worked tirelessly to foster sustainable mobility in the city. Their efforts have paid off handsomely.

Originally, their mobility policies focused on private cars. In the late 1980s, the negative impacts of this were becoming clear, and policy makers made the decision to instead prioritise walking, cycling, and public transportation in their mobility planning. The overarching goal of this work was, and continues to be, maintaining and improving quality of life for all inhabitants.

Graz has a long history of working with CIVITAS towards this goal, including joining the TRENDSETTER (2002-2006) and CATALIST (2007-2011) projects, hosting the first CIVITAS Forum in 2003, sitting on the CIVITAS Political Advisory Committee (2007-2012), and as a member of the CIVITAS Management Board from its creation in 2013 to 2017.

### FAST MOBILITY FACTS

**+11%**

Cycling modal  
split - 1982-2018

Bike-friendly  
30km/h streets

**800  
km**

Through TRENDSETTER, Graz implemented 17 measures, including converting the entire bus fleet to biodiesel, introducing a night bus service, and establishing the “Mobil Zentral” mobility centre to assist users in navigating and accessing Graz’s public transportation system. Graz’s work continued during CATALIST, which aimed to amplify and support the dissemination and transfer of best practices.



Mobility planning changes in Graz over the past decades, many of them with CIVITAS support, have been widely varied.

They include a redesign of public space to prioritise people over cars; city-wide reduced speed limits; an environmentally-friendly parking management system; the extension of public transportation services; the development of zero-emission urban freight logistics solutions; opening the TIM intermodal service hubs in the city; and much more.

By 2050, Graz aims to be a dynamic, liveable, energy-efficient and resource-saving city. The city's vision is to host a mix of urban usages, attractive public spaces, and a compact built environment that prioritises sustainable mobility. This is set out in "Smart City Graz - The Vision for 2050", published in 2013.

### Measure in the spotlight: 'Mobil Zentral' Mobility Centre

In 2004, with the help of the TRENDSETTER project, Graz launched a mobility centre and online information system. The centre continues to support public transportation users.

The service centre makes it easier to access and navigate public transportation in the city by providing personal consulting to users, including offline.

Today, the service centre responds to 3,500 phone calls and over 5,000 requests for assistance per month. What's more, inhabitants have reported that the mobility centre's support has led them to change their behaviour in favour of more sustainable mobility modes.

***"The city's involvement in EU-funded mobility projects – and particularly those linked to CIVITAS – has been instrumental in Graz becoming a forerunner in clean, smart and user-driven mobility."***

Siegfried Nagl  
Mayor, City of Graz

## CHANGING FROM A CAR-CENTRIC TO A SMART CITY

Sustainable mobility  
planning and public  
space redesign begins

1984

2002

Joins CIVITAS  
TRENDSETTER

Opens Mobil Zentral

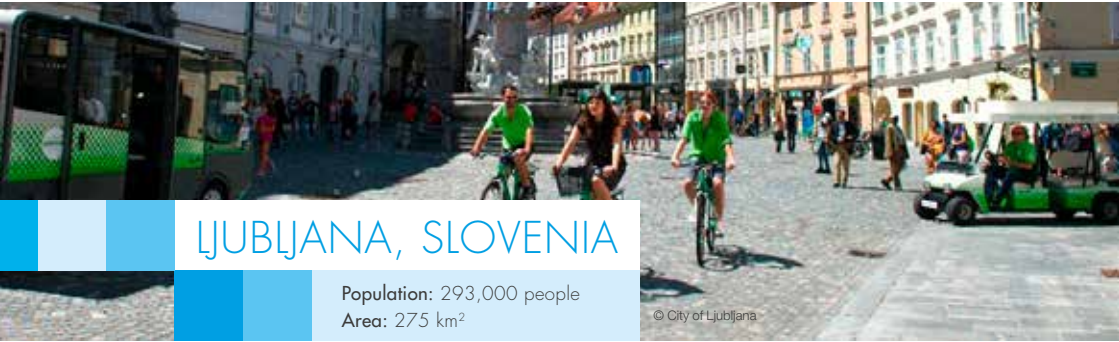
2004

2007

Joins  
CIVITAS  
CATALIST

Smart City  
Graz Strategy

2013



## LJUBLJANA, SLOVENIA

Population: 293,000 people  
Area: 275 km<sup>2</sup>

© City of Ljubljana

Urban mobility in Ljubljana has transformed over the past decade. The foundation of the Slovenian capital's change was its vision "Ljubljana 2025". Adopted in 2007, it marked a major move towards sustainable mobility policy and put the emphasis on quality of life for all. The first steps to pedestrianise the city centre followed later that year. Against this backdrop, Ljubljana became part of CIVITAS ELAN in 2008, having already been a CIVITAS member since 2003. Its involvement in ELAN left a rich legacy that the city and its citizens still benefit from today. In total, 17 measures were implemented – they focused on moving people from cars on to public transport and non-motorised modes.

The replacement of old, highly polluting buses with 25 lower emission ones under ELAN started a shift to green collective transport. Ljubljana's fleet now boasts 85% clean vehicles. To make bus travel easier, the Urbana integrated e-ticketing system was introduced

### FAST MOBILITY FACTS

FROM 2003-2013

+16%

Walking

Car journeys

-17%

in 2010 - another ELAN measure. It remains in use today.

Bicycles also received a boost. In the context of a cycling strategy defined in 2010, the public bike scheme Bicikelj was introduced in 2011. There have been over 6.5 million rides since then. The city's adoption of a Sustainable Urban Mobility Plan in 2012 was the

culmination on a policy level of its embracing of sustainable mobility.

Yet the impact of CIVITAS in Ljubljana is perhaps best illustrated by the method, not the measures. The stakeholder and citizen engagement that ELAN helped facilitate - for measures like the cycling strategy and SUMP - now form the basis of the city's inclusive policymaking approach, whilst regular public events promote sustainable mobility.

The city's achievements were recognised when it became European Green Capital 2016. With a second city SUMP having come in 2017 and a regional SUMP in 2018, Ljubljana shows no signs of stopping any time soon.

### Measure in the spotlight: Redesigning city centre and main street for people

Ljubljana's 2025 Vision inspired the creation of a pedestrian zone in the heart of the city. Larger than 10 hectares, its size has increased by 620% since 2007. As part of this, Slovenska Street - the city's main arterial road - was closed to private motorised vehicles in 2015. A place where 60,000 vehicles once drove daily is now solely for cyclists, pedestrians and public transport.

Lined with trees, it is as a green haven for all where the level of pollution has fallen by 70%. A pioneering measure, the street's redesign influenced the definition of shared space in national legislation. A survey for the regional SUMP also revealed its popularity: 94% of respondents support the pedestrian zone.

***“We have made huge strides in sustainable mobility and a multitude of measures helped us exceed many goals set out in Ljubljana’s 2025 Vision. We are committed to creating the best quality of life for our citizens, and think involving them in policymaking is the best way to achieve this.”***

Zoran Janković  
Mayor, City of Ljubljana

## LJUBLJANA'S SUSTAINABLE MOBILITY JOURNEY

Becomes CIVITAS  
member

**2007**

Joins CIVITAS ELAN

**2012**

Slovenska  
street redesign

**2018**

**2003**

2025 vision  
adopted

**2008**

First city  
SUMP

**2015**

Regional  
SUMP



## STOCKHOLM, SWEDEN

Population: 965,000 people  
Area: 188 km<sup>2</sup>

The City of Stockholm has a long track record of successfully implementing measures and policies that support sustainable mobility and transportation.

For close to 20 years, Stockholm has promoted the adoption of clean vehicles and alternative fuels in public and private fleets through EU projects, such as CIVITAS TRENDSETTER (2002-2006) and more recently CIVITAS ECCENTRIC (2016-2020).

Its involvement in these projects contributed to the rapid early adoption of new technologies, such as electric vehicles by residents and companies, and helped the city on its way to becoming a pioneer in clean fuels and vehicles.

The introduction of a congestion charge in 2007 started a shift that means mobility in Stockholm is now dominated by walking, cycling and public transport, which together account for over 80% of peak-time journeys.

### FAST MOBILITY FACTS

**+41%**

Clean vehicles in city fleet - 2014-2019

Charging points since 2016

**+3000**

The entire public transport bus fleet operates on non-fossil fuels, and electric vehicles account for an increasing share of vehicle sales.

Strong cross-party political consensus on the importance of sustainable mobility and transport as a pre-requisite for successful and sustainable urban development is reflected in Stockholm's political vision to become fossil free (city organisation) by 2030 and (city) by 2040.

Citizens and other stakeholder groups are heavily involved in the policymaking processes that create such strategies, from formal processes of consultation to participation in surveys. They also regularly test services developed by the city.

Other recent innovations include night-time deliveries with zero-emission vehicles, tested under CIVITAS ECCENTRIC, and piloting Mobility as a Service in the city.

***“Our city will be free from fossil fuels by 2040. To reach that goal we need to work on different levels. We need to create possibilities for more sustainable transport for both citizens and local business. ECCENTRIC created a valuable opportunity for the exchange of the know-how that leads to this change.”***

Katarina Luhr  
Vice Mayor of Environment and Climate, City of Stockholm

### Measure in the spotlight: ‘Fixa laddplats’

Most electric vehicles users prefer to charge their vehicles at home or work. As part of CIVITAS ECCENTRIC, the “Fixa laddplats” information campaign was launched. This offers private housing associations and private households the chance to learn about how to install electric vehicle charging infrastructure at home.

Since its launch in 2016, the campaign has held 26 regional seminars. These seminars have had high levels of attendance and led to installation of over 3,000 vehicle charging points at residential premises across Stockholm, as well as increased purchases of electric vehicles in the city.

Other cities and regions in Sweden have replicated the approach, using the campaign materials to inform their citizens about charging. Other cities around Europe are interested in replicating the approach.

## STOCKHOLM’S SUSTAINABLE MOBILITY PATH

Joins CIVITAS  
TRENDSETTER

2007

Congestion charge  
introduced

Joins CIVITAS ECCENTRIC  
and launches ‘Fixa laddplats’

2016

2019

26 regional seminars held and 3000+ charging points installed



## VITORIA-GASTEIZ, SPAIN

Population: 249,000 people  
Area: 276.81 km<sup>2</sup>

© Vitoria-Gasteiz City Council

Vitoria-Gasteiz in the Basque Country has successfully made its urban transport more sustainable through mobility planning and public transportation redesign.

In 2007, through an in-depth participatory process, Vitoria-Gasteiz began applying a Sustainable Mobility and Public Space Plan designed to discourage private vehicle usage, improve public transportation and promote active mobility. Building on this momentum, the city joined the CIVITAS MODERN project in 2008, with the aim to improve urban transport through stake-holder engagement and a performance-led approach.

Over the course of only a decade, Vitoria-Gasteiz saw a dramatic shift. Thousands of citizens participated in the improvement of local urban mobility; the city's bus lines were modernised to a network system (from a radial one); the first two tramway lines were implemented; and a cycling plan was developed. This took place alongside the

gradual reclaiming of public space, achieved using the “superblock” model.

CIVITAS MODERN enabled Vitoria-Gasteiz to gain financial and public support to push through new mobility policies, and secure political commitment for sustainable mobility. Furthermore, surveys conducted in 2011 and

### FAST MOBILITY FACTS

**+89%**

Public transport users - 2008-2018

User satisfaction with public transport

**91.5%**

2014 confirmed that the measures developed within MODERN were successful. From 2006 to 2014, the modal share of private car or motorbike use went from 36.9% to 24.7%, while cyclists' share nearly quadrupled - going from 3.3% to 12.3%.

Measures developed in MODERN, notably the redesign of the public transportation system and deployment of a "superblock" approach, were included in Vitoria-Gasteiz's SUMP.

In 2012, the city was a finalist for the prestigious title of European Green Capital, with their SUMP receiving the maximum score.

### Measure in the spotlight: Public transportation redesign

In 2009, Vitoria-Gasteiz fully redesigned its public transport network and held a citizen information campaign to accompany this. This led to the service speed increasing by 14.5% and fuel consumption being reduced.

Since 2009, the system has seen an 89% increase in trips per year, despite public transport use in the country decreasing overall. And, in a 2019 survey of the city's public transport users, 91.5% reported being satisfied with the system.

What's more, improvements continue. New lines are being extended and installed this year, and, by 2020, a bus line will be replaced by a 100% electric Bus Rapid Transit.

***"Vitoria-Gasteiz is completely dedicated to sustainable mobility. We rely on efficient public transportation, promote walking and bicycle trips, and are reducing the use of private vehicles. We also think that this policy promotes social justice and equality among people. The work that has been done during the last decade has achieved very positive results."***

Gorka Urtaran Agirre  
Mayor, City of Vitoria-Gasteiz

## A PUBLIC TRANSPORT TRANSFORMATION

Sustainable Mobility and  
Public Space Plan

2008

Redesign of public  
transport network

2020

2007

Joins CIVITAS MODERN

2009

Introduction of electric  
Bus Rapid Transit



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