



**CiViTAS**  
Cleaner and better transport in cities

# Sustainable Mobility Highlights 2002-2012

CIVITAS is a European Initiative involving more than 200 cities across Europe in the testing and sharing of new technologies and innovative concepts to achieve sustainable and integrated strategies for urban transport.

## COLLECTIVE PASSENGER TRANSPORT

### Putting the customer first

Urban congestion can be addressed by encouraging high-quality and innovative energy-efficient public transport, including integration with other transport modes.

In the field of collective passenger transport CIVITAS cities have worked on intermodality; better ticketing and tariffing; accessibility; and service improvements. This highlight focuses on the last of these.

Widening and simplifying the public transport network is an important step towards better public transport services, for instance by redesigning the network layout or enhancing frequency and operating hours. Innovations such as flexible, on-demand public transport services can provide a compromise between cheap traditional public transport with fixed routes and timetables and expensive private cars and taxis which allow total freedom.

The modernisation of infrastructure can make the entire voyage by public transport more comfortable with high-quality vehicles and comfortable waiting facilities. Staff trainings teaching drivers customer service skills or safer driving techniques contribute to more comfortable travel conditions as well.

**CIVITAS encourages new ways to maximise the potential of local public transport systems. The CIVITAS Initiative has realised 26 innovative measures in 23 different cities on improved public transport services. This highlight features some of the most successful and eye-catching among these to inspire other European cities.**

Genova



### A better and broader network

In **Donostia-San Sebastian**, Spain, a new bio-diesel bus service was launched connecting business districts to high quality public transport corridors and major public transport nodes. In 2011, the city recorded 230,500 more travellers than in 2006. At the same time, the number of cars entering these areas has decreased by almost 2,500 per day. Additionally, infrastructure improvements such as bus lanes and traffic light priority led to increased punctuality. The city of **Bremen**, Germany, used an existing railway track to extend a tram line. This was a cost-effective solution as it avoided the need for a new track corridor and required no reallocation of road space. In addition, the old tracks could still be used for freight transportation.

Other inspiring cities are Barcelona and Burgos (Spain); Craiova (Romania); Ljubljana (Slovenia); Nantes (France); Rotterdam (Netherlands); Tallinn (Estonia); and Utrecht (Netherlands).



Donostia-San Sebastian



## Adding flexibility to public transport

Thanks to the newly founded Flexible Transport Services Agency in **Genova**, Italy, nine new flexible services were developed in the Liguria region involving seven different transport operators. The services consist of on-demand buses and collective taxis. The agency is responsible for managing and promoting flexible services. In **Burgos**, Spain, the frequency of buses was increased and the bus route network expanded. Twenty electronic panels were installed to display information on transport services. There was an increase of more than 7 percent in the number of passengers using public transport by the end of the project. Eighty-eight percent of passengers rated punctuality as good or very good.

Other inspiring cities are Berlin (Germany); Kaunas (Latvia); and Toulouse (France).

## Training for improved service

In **Debrecen**, Hungary, drivers received a wide range of trainings. Topics included new safety technologies, driving techniques for special weather circumstances and safe and fuel-efficient driving. A communications training advised public transport staff on ways to handle conflicts and emergency situations, including information on drug and alcohol abuse and their effects.



## Mixing stops with other services

During the construction of the second metro line in **Toulouse**, France, the future centre of the metro network, the Jean Jaures station, was refurbished to accommodate additional services for passengers and to improve the attractiveness of public transport. The newly built services/shopping area and the Tisséo commercial agency was well received by users. Other intermodal hubs followed this example by integrating mixed use developments.

Other inspiring cities are Graz (Austria); Ploiesti (Romania); Preston (United Kingdom); and Winchester (United Kingdom).

Learn more at [www.civitas.eu/collective-transport/service-improvements](http://www.civitas.eu/collective-transport/service-improvements)

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