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## CIVITAS ONLINE

[www.civitas.eu](http://www.civitas.eu) is your portal to the CIVITAS Initiative. Visit the CIVITAS website to learn more about the CIVITAS Forum City Network, the ambitious policies and innovative measures many of its members have implemented, and how you can learn more about these at the annual CIVITAS Forum Conference. With regularly updated news and events sections, the site is your one stop shop for sustainable urban mobility!

Simply go to our website  
<http://www.civitas.eu>

## COVER STORY

### Effectively involving citizens in the planning process

Marjan Frederix and Jan Christiaens, Mobiel 21

**Often cities struggle with the question of how to involve citizens and stakeholders in their policy process, and have concerns about the potential impact involvement could have on plans and measures. But why is involving stakeholders so important, and what can be done to ensure it is carried out effectively?**

A new mobility plan or measure benefits from broad support, and a well-designed involvement process can help to achieve this. Effective involvement also fosters feelings of ownership and increased transparency among citizens. As a result, stakeholder involvement is critical when implementing mobility measures and sustainable urban mobility plans (SUMPs), as recognised in the European Action Plan on Urban Mobility.

Both during and after consultation, it is important that effective evaluations take place.

CIVITAS cities have many examples to offer of positive citizen involvement. Bologna, Italy, achieved wide-spread public support for its revolutionary pedestrianisation of the city centre thanks to campaigns and public hearings. Polls show that 81 percent of citizens from a sample of 500 are strongly in favour, while the measure has also been accepted by 75 percent of the 4,000 members of the main shopkeepers association, who were traditionally against the measure.



*Citizens involved in an event raising awareness of mobility measures and promoting public participation in Bologna*



*Participants in a workshop on stakeholder involvement organised by CIVITAS*

Based on the experiences of its cities, CIVITAS has produced a blueprint to follow when consulting citizens and stakeholders. The first step is to specify the issue to be addressed, followed by identifying which stakeholders should be included and the individual contributions that each stakeholder is capable of making.

After this an involvement strategy should be prepared, identifying stakeholders involved in the decision-making process. The method of engagement should also be planned, which can range from workshops to online surveys.

In Zagreb, Croatia, stakeholders and citizens were informed about a new intermodal passenger terminal at a very early stage. A relaxed and open debate led to valuable feedback for the design study.

More information is available from the CIVITAS toolkit on "Involving stakeholders" and from "Work and Lessons Learned Related to Citizen Engagement", which gathers CIVITAS ELAN experiences. Both publications are available from the Resource Centre on the CIVITAS website.

An online group on public involvement offers opportunities for cities to exchange their experiences. Join it on LinkedIn at: <http://www.linkedin.com/groups/CIVITAS-Thematic-Group-Public-involvement-4604804>



**CITY NEWS**

## Public transport pass lowers ticket prices

**In the City of Utrecht, the Netherlands, the public transport ticket "Utrecht Accessible Pass" offers commuters more than just travel - it also entitles holders to discounts for theatres and museums.**



Special discounts have been negotiated with cultural organisations for daily commuting ticket holders. In return these attractions get publicity from over 20,000 public transport users.

Thanks to an agreement with businesses, many companies in Utrecht heavily subsidise the cost of the tickets for employees, often covering the full cost. A state subsidy was paid to businesses to enact the travel card scheme, though this has now ended. Despite this, a large proportion of companies continue to subsidise the tickets.

During peak construction days at the city train station during summer, free one-day "Utrecht Accessible Day" passes were offered to the public. This measure aimed to increase the scope and success of the pass, reaching those who may not have been aware of the scheme.

For more information, contact Dominique Simhoffer [d.simhoffer@utrecht.nl]. Utrecht is a member of the CIVITAS MIMOSA consortium.

## Improved bus services for the disabled

**The City of Brno, Czech Republic, has overcome barriers to provide a bus service for disabled people. The new service has dedicated lines and vehicles compliant with the needs of less-mobile passengers.**



The city has five minibuses in operation, with up to six wheelchairs fitting into each. Almost 900 disabled and 11,500 other passengers use these minibuses per month.

Initially the technical solutions needed to provide better public transport for the disabled proved difficult to implement due to an outdated bus fleet. Very few buses were low-floor vehicles for example. There was also a lack of understanding of passenger needs.

The number of older people and people with reduced mobility is increasing in Brno. The CIVITAS ELAN project helped these citizens to communicate their needs to the public transport operator, and this dialogue led to the establishment of the dedicated lines for less-mobile passengers.

For more information, contact Iva Machalová [machalova.iva@brno.cz]. Brno is a member of the CIVITAS ELAN consortium.

## Zagreb ticketing system to go national

**The introduction of a new electronic ticketing system for public transport in Zagreb, Croatia, started during the CIVITAS ELAN project. Citizens embraced the change and the scheme may now be spread nationwide.**



All trams and buses were equipped with ticket validation terminals that allowed travellers to select their travel zone and purchase tickets for more than one person at once. Thanks to a broad marketing campaign, the transition to the new system went smoothly.

Online polls suggest that most citizens are satisfied with the revamped system. The city's public transport operator ZET also invested in the introduction of a contact and information centre where citizens can quickly find transport information such as timetables, present traffic conditions, prices, and more.

A research study for an integrated public transport tariff system on national level has been produced. The study is seen as the first step towards integrated transport and a unified tariff system for the entire country.

For more information, contact Branko Mikinac [bmiknac@zet.hr]. Zagreb is a member of the CIVITAS ELAN consortium.

**EU NEWS**

## Help shape the future of EU urban transport policy

**The public consultation on the future development of the urban dimension of European Union (EU) transport policy is still open. Interested stakeholders have until 17 December to send their contributions, opinions and proposals.**

Launched by Siim Kallas on 17 September 2012 on the occasion of the 10th anniversary of CIVITAS, the consultation explores how best to contribute EU-level action to achieve high-quality and sustainable urban transport and mobility within the 27 EU Member States.

Attention is given to initiatives on integrated urban mobility, as detailed in the Transport White Paper, including sustainable urban mobility plans, access restriction schemes, urban road user charging, and urban logistics.

CIVITAS cities, through their political representation in the Political Advisory Committee (PAC), are contributing to the European agenda in the field of transport by producing recommendations for the European Commission. Based on the experience and achievements of CIVITAS cities so far, the PAC will respond to the public consultation by presenting a common position paper on the urban dimension of transport.

Contributions and opinions on the relevant challenges identified by the Commission's services can be sent through an online questionnaire. Additional contributions such as position papers should be sent to the email address [MOVE-APUM@ec.europa.eu].

For more information on the consultation, visit: [http://ec.europa.eu/transport/consultations/index\\_en.htm](http://ec.europa.eu/transport/consultations/index_en.htm).

**If you wish to exchange your ideas and experiences with your peers in Europe, join the thematic discussion online on LinkedIn at <http://www.linkedin.com/in/civitasinitiative>.**



## CITY NEWS

### Gdansk tackles public transport shelter vandalism

**With the help of MIMOSA, Gdansk, Poland, has managed to significantly improve citizens' attitudes towards public transport.**



Before the start of CIVITAS, bus and tram shelters were frequently vandalised and covered with illegal poster advertisements, damaging the perception of public transport.

To combat this, the city installed 30 sets of fixed and 17 rotary cameras. This was accompanied by educational campaigns for public transport drivers on how to deal with offenders, as well as anti-vandalism campaigns targeting students. Results show a decrease in acts of vandalism by nearly 15 percent from 2009 to 2011.

In addition, Gdansk launched a campaign to clean public transport stops. Citizens were encouraged to transfer illegal leaflets posted on shelters to designated boards.

Surveys reveal that 71 percent of respondents support the cleaning action and 51 percent are ready to participate. The perceptions of public transport safety and security have increased by 20 percent.

For more information, contact Monika N. Evini [monika.evini@gdansk.gda.pl]. Gdansk is a member of the CIVITAS MIMOSA consortium.

### Cleaner air in Aalborg and Craiova with biofuels

**CIVITAS has tested solutions to green the fleets of its cities over the last years. Among others, Aalborg, Denmark, and Craiova, Romania, have successfully increased the share of biofuels.**



In Craiova, a recent evaluation of public buses running on a biofuel blend has shown both benefits to air quality and cost reductions.

Ten buses were equipped with filters that allow them to run on biodiesel. A 20 percent biodiesel fuel blend was chosen by the public transport operator RAT. The buses' performance was then assessed under real-life conditions and evaluated by three indicators; operational costs, fuel efficiency and emissions (CO, CO<sub>2</sub> and NO<sub>x</sub>).

The evaluation indicated reduced operational costs for RAT of 6.37 percent, and emission reductions of 2.68 percent. The positive data is encouraging the city to up-scale the measure.

In Aalborg, bus operators have agreed to double the amount of bio-diesel used in their bus fleets. Thanks to CIVITAS, 50 buses have been operating on a 10 percent second generation bio-diesel blend since October 2010. The bio-diesel is mainly produced from animal fat, taken from slaughterhouse waste.

The 50 city buses have saved around 270,000 litres of fossil fuels and decreased CO<sub>2</sub> emissions by 1,000 tonnes.

A new, more concentrated blend has been proved feasible through a test run of a 30 percent bio-diesel blend on the CIVITAS ARCHIMEDES shuttle bus in 2011. To further increase bio-diesel use, the city and the regional public transport authority successfully tested a new bio-diesel product that can be used on a normal engine.



This demonstration assumes an even greater importance in the light of the new EC proposal on biofuels, launched on 17 October of this year, which aims to stimulate the development of alternative, second generation biofuels from non-food feedstock, like waste or straw. Commissioner for Climate Action Connie Hedegaard said: "For biofuels to help us combat climate change, we must use truly sustainable biofuels. We must invest in biofuels that achieve real emission cuts and do not compete with food."

For more information on Aalborg, contact Mogensen Jens [jms-teknik@aalborg.dk]. Aalborg is a member of the CIVITAS ARCHIMEDES consortium. For more information on Craiova, contact Virginia Matei [virginia.matei@ipacv.ro]. Craiova is a member of the CIVITAS MODERN consortium.

## NATIONAL NEWS

### CIVINET on the rise

**CIVINET continues to grow, bolstered by high interest levels from potential members eager to join existing CIVINET networks, and from organisations keen to setup their own national networks.**

CIVINET Francophone has signed up its 12th new member, the Urban Community of Rouen, and CIVINET Netherlands and Flanders has secured its first, the City of Helmond.

With the aim of promoting peer-to-peer exchange in local languages, the CIVITAS

networks organise frequent events and workshops. These workshops give cities the opportunity to meet with peers and discover new mobility solutions, tested by cities and ready to be implemented.

At an event in the UK and Ireland network the Borough of Poole outlined a recent initiative that increased bus patronage by around 80 percent. With the help of local sustainable transport funds the increase is expected to further rise, thanks to enhancement of the "in-bus experience", including Wi-Fi, audible next stop announcements, and the provision of real time information with the option to display

on mobile devices. Through CIVINET, member cities are helped to effectively reproduce the innovative examples of peers.

The CIVINET Francophone will hold a training from 3-5 December in Genoa, Italy, where participants can learn about the latest sustainable mobility measures in the city through presentations and site visits. The event will be held in Italian with all speeches and documents translated to French.

For more information, visit: <http://www.civitas.eu/civinet> or contact [civinet@civitas.eu].

**CITY IN PROFILE**

## Usti nad Labem, Czech Republic

**Situated in the northwest of the Czech Republic, the City of Usti nad Labem has recently experienced an increase in travel rates, resulting in congestion, higher noise levels and a less safe environment for citizens.**



Thanks to its participation in CIVITAS ARCHIMEDES, which has financed feasibility studies and shared the experiences of advanced European cities, Usti nad Labem has been able to address these issues through developing a sustainable urban mobility plan.

The city gained public and political acceptance for the plan by holding public hearings and facilitating discussions between transport experts and city authorities.

While the plan is still to be fully approved, in the coming years the city's focus will be on implementing actions, such as parking schemes, road safety audits and more.

The Czech city also improved road safety by organising campaigns on reducing driving speed and preventing accidents. Traffic education was introduced for children, and a new road safety website developed.

For more information, contact Katerina Oktabcova [katerina.oktabcova@mag-ul.cz]. Usti nad Labem is a member of the CIVITAS ARCHIMEDES consortium.

**CITY NEWS**

## Iasi mobility schemes benefit the public

**An improved goods distribution scheme and the introduction of a new public transport planner in Iasi, Romania, have borne fruit, as evaluation results show.**

To increase the efficiency of goods distribution, a partnership between business owners was signed to restrict deliveries to off-peak hours. The evaluation of this initiative has shown that the number of goods distribution vehicles decreased during peak hours from 109 vehicles in 2009 to 41 in 2011 and 33 in 2012.

**EVENTS**

## Geneva results workshop to close series

**The last CIVITAS workshop in the series "Effective solutions for green urban transport - Learning from CIVITAS cities" will take place in parallel to the European Conference on Sustainable Cities and Towns (ESCT) from 17-19 April 2013 in Geneva, Switzerland.**



Coming off the success of the series' previous three results workshops, which took place in Brussels in September 2011, Athens in April 2012 and Rotterdam in October 2012, CIVITAS is proud to present its fourth and final workshop.

Focusing on CIVITAS cities' achievements in the fields of mobility management and promoting car independent lifestyles, the workshop is sure to benefit from its position alongside the 7th ESCT, which will gather over 1,000 European local government leaders, as well as representatives from institutions and NGOs.

Later in the year the annual CIVITAS Forum 2013 will take place, hosted by CIVITAS Forum Network city Brest in northern France. The city impressed the jury with its strategically integrated approach to transport management and its great achievements in improving the quality of life of its citizens.

More information on upcoming events is available at: <http://www.civitas.eu>.

**About the MOVE newsletter**

This quarterly newsletter serves to inform all those with an interest in sustainable urban mobility. It reports on developments in the field, including activities of pioneering CIVITAS cities and policy updates from the European Commission. Contributions are sourced from participating cities and organisations, as well as from the Directorate General for Mobility and Transport. Free copies can be obtained from the CIVITAS Secretariat:

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