

## Info-mobility tools in Burgos/Spain

The provision of traffic and travel information to the general public in Burgos is necessary to promote the use of sustainable transport. Electronic display panels able to communicate that information in real time will have high influence on traffic flows and greatly enhance its effectiveness.



### Objectives / Innovative Aspects

#### Objectives

- The promotion of sustainable transport through computerised applications providing travel and traffic information to the general public.
- Improvements in the quality of urban transport through regular provision of reliable information.
- Promotion of intermodality in urban transport by providing integrated information.
- Communication of clear information on cleaner urban transport through the introduction of various information display panels and tactile screens.
- Posting of information on urban transport on relevant web pages.

#### Innovative Aspects

- Provide information through electronic systems for extensive diffusion among residents and visitors.
- Disseminate information on cleaner urban transport through web sites visited by residents and visitors.

### The Measure

Printed information (non-electronic) on cleaner urban transport may be found on signs displayed at bus-stops and is available in leaflets published by the bus service and posted on local government web pages. A frequent complaint made by users of urban transport is the lack of clear and easily understandable information on bus routes, timetables and bike lanes. There are only seven electronic information panels in the city displaying general information. These panels are therefore only rarely used to provide information specifically related to transport. However, in an effort to improve public information, in 2006 the public bus service has initiated an information system providing more detailed information on this service, in addition to installing the first electronic information centres.

innovations relating to the content of traffic information, the design of tactile screens, the locations of the display panels, and the design of the contents to be introduced on the different web pages.

#### Demonstration activities

The objective is to encourage the use of cleaner urban transport by providing information on travel options to residents and visitors. Electronic display panels will be installed at bus stops (linked to measure 8.2), notice-boards will be placed throughout the city designed to inform the public about cleaner urban transport (linked to measure 11.2), parking facilities (linked to measure 6.5), tourist assistance (linked to measure 8.4) and intermodality (linked to measure 8.2) among other functions.

In addition, tactile screens will be installed at strategic places (train stations, the historic centre, car parks, industry parks, entrances to the city etc.) which will provide real-time information on intermodal options for urban transport (buses, bicycle paths, intermodal connections, traffic flows, routes on foot) to the principal tourist and cultural events. In addition, transport information will be built into the structure of the local government web site and other information services of interest (recreation, tourist boards, business) to prioritise and promote cleaner urban transport.

The activities to be developed are as follows:

- Installation of 15 tactile screens displaying information on cleaner and more sustainable transport (ten with information on car pooling and several other transport services to and from the university campus and industrial areas (see also Measure 9.1), five with information transport services in the rest of the city).
- Definition of the information to be displayed.
- Data-base design and information management.
- Information on cleaner and more sustainable transport and on traffic flows displayed on electronic display panels (seven information panels with general information and seven parking service panels).
- Public information campaigns on the new information sources.

This work is aimed at developing a system to support the implementation of operational plans to keep the public fully informed on the latest developments relating to cleaner transport and the state of the traffic.

The CIVITAS-CARAVEL Project

The activities to be developed are linked to demonstration area number 2 "The city along the Arlanzón river and residential neighbourhoods" in the City of Burgos.

Innovation activities

This measure involves

Innovation and Dissemination Activities

- Public information campaigns.

Evaluation

- The effectiveness of the technological options contained in this measure and the evaluation of their impact will be disseminated through local, national and European forums.

#### **Implementation Status**

Launch of the measure, action planning and identification of alternative developments. The following steps have been taken:

- Planning of the proposed actions in this measure.
- Adjudication of the funds foreseen for the purchase of materials.
- Management of the acquisition of dynamic traffic information panels. Actions linked to widening the terms of the contract held with the present firm responsible for maintenance of the city's traffic lights.
- Identification of other actions to be taken in the field of traffic signals and public information.
- Identification of models for dynamic traffic information displays.
- Identification of the routes on which to situate the information panels.

#### **Results**

- More than 14,000 vehicles everyday are helped with these actions.

- At the same time, all the information concerning parking available never gave the possibility of more than 2,000 cars everyday to park in a more sustainable way.
- Less congestion (less than 10% at the end of the project) thanks to the advises (in traffic state as well as the parking state panels) given.

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