



# ***TIDE STUDY TOUR CATALOGUE***

A guide to Urban Transport Innovation





- — Innovative Transport Cities
- — New Pricing Measures
- — Non-motorised Transport
- — Network and Traffic Management
- — Electric Mobility
- — Public Transport Organisation
- — Sustainable Urban Mobility Plans in cities
- — Outside Europe Examples



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### About the TIDE Study Tour Catalogue

The TIDE project has covered 15 innovative measures in five thematic clusters of transport innovation. The Study Tour Catalogue is a collection of best practices in order to inspire and foster the take-up of new urban transport solutions and technologies across Europe.

Practitioners, local authorities and mobility experts will have — through this catalogue — the possibility to request a study visit or exchange in order to learn from implemented policies in Europe and beyond.

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## Purpose of the catalogue and how to use it

The featured cities have been selected by urban transport experts within the scope of TIDE, which focuses on urban transport innovation classified in five thematic clusters:

- New pricing measures
- Non-motorised transport
- Network and traffic management
- Electric vehicles
- Public transport organization

The Study Tour Catalogue presents cities with innovative solutions from each thematic area.

Three additional categories are included.

- Innovation cities, showcasing innovation across clusters and in a range of measures
- SUMP, cities which have developed and implemented sustainable urban mobility plans
- International cities, showcasing innovative transport measures outside Europe.

Each of the city profiles includes relevant web links and contact information to help you plan and organise your own study tour.

Innovation is a dynamic process. If you notice important gaps in our study tour offer, do not hesitate to contact us. We would be happy to promote additional good examples on further occasions.

Wishing you a pleasant journey,

The TIDE team

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## About TIDE — Transport Innovation Deployment for Europe

The European TIDE project aims to foster a more favourable climate for cities and regions to integrate innovations in their urban mobility policies. This should lead to increased acceptance and take-up of new urban transport solutions and technologies. TIDE will help cities and regions to address common challenges in a collaborative and integrated way.

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### Why should you care about innovation?

On several occasions, European cities have indicated that innovation can help to tackle challenges resulting from the economic crisis. Innovation can save costs as well as contribute to reaching urban policy goals. Still, cities lack resources to conclude a full innovation cycle.

Innovative ideas usually start in one or just a few places before they reach wider coverage. TIDE will help cities and regions across Europe to shorten the path towards the implementation of innovative measures by showing that it is not necessary to re-invent the wheel and much more effective to exchange on innovation and transfer successful solutions from one European region to another. TIDE thus offers a cost-efficient way of spreading innovation throughout Europe

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### Our mission — Guided by your needs!

TIDE will enhance the broad take-up of 15 innovative urban transport and mobility measures throughout Europe and will make a visible contribution to establishing them as mainstream measures. The TIDE partnership is making a range of new and feasible solutions more easily accessible, to address key challenges of urban transport such as energy efficiency, decarbonisation, demographic change, safety, access for all, and new economic and financial conditions.

TIDE focuses on fostering awareness, advancing expertise via tried and new tools, practical work with cities, and costs and benefits. The needs of practitioners in European cities are thereby a guiding principle. TIDE is actively supporting 15 committed cities to develop implementation scenarios for innovative urban transport measures, setting the example to an even wider group of take-up candidates. These measures cover the following five TIDE themes: new pricing measures, non-motorised transport, advanced network and traffic management to support traveller information, electric mobility, and public transport organisation.

## The TIDE innovative transport measures

### New pricing measures

- Road user charging in urban areas
- Parking charge policies
- Efficient and convenient pricing and charging for multimodal trips

### Non-motorised transport

- Bicycle parking schemes
- Creating people-friendly streets and public spaces
- Fast cycling lanes

### Advanced network and traffic management to support traveller information

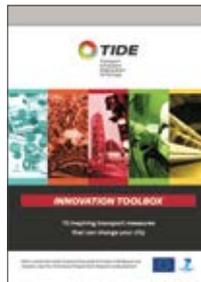
- Open data server for applications-based traveller information
- User-friendly human machine interface for traveller information
- Advanced priority systems for public transport

### Electric mobility

- Clean city logistics
- Financing schemes for charging stations
- Inductive charging for public transport

### Public transport organisation

- Creation of public transport management bodies for metropolitan areas
- Contracting of services focused on improving passenger satisfaction and efficiency
- Marketing research as optimisation tool in public transport



The TIDE INNOVATION TOOLBOX brochure highlights these fifteen inspiring transport measures and illustrates them with good practice examples, listing characteristics and benefits, key aspects for implementation, and useful references. The toolbox is available in Italian, French, Spanish, Bask, English, German and Polish. Print versions can be ordered and the digital versions can be downloaded from [www.tide-innovation.eu](http://www.tide-innovation.eu)

## Reducing the risk of starting something new

Most European cities want to be innovative, but not all want to be the first to implement a new measure. Local decision makers want to reduce or manage the risk that comes with implementing innovative urban transport measures. They are faced with a number of risk factors:

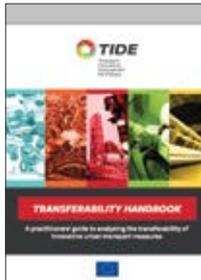
- financial: will we be able to afford the measure;
- political: will the measure be accepted, and will citizens vote in favour of it;
- effectiveness: will the measure solve the problems it is meant to solve;
- implementation: will we be able to introduce the measure smoothly, without delays or extra cost? TIDE provides urban transport professionals with two handbooks that can help to manage and reduce the risk of starting something new. The handbooks aim to increase local authorities' knowledge enabling them to fully understand the barriers, drivers and risks of innovations in urban transport.

## Understanding context conditions for successful innovation — transferability

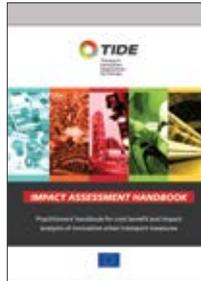
### Is our city ready for innovation?

A key objective of TIDE is to foster the transfer of innovative transport solutions between European cities. To support this, a TIDE transferability handbook has been developed, which provides key information about the steps towards the uptake and implementation of innovative measures. To achieve more widespread implementation and harmonisation of leading innovations and technologies, there is a need to share best practice across and between European cities. This process requires a methodology to determine whether and how such innovations can be transferred from one place to another. The use of such a transferability methodology provides an opportunity to learn from the previous experience of implementation, to better exploit opportunities and to avoid repeating mistakes. Even though the successful implementation of a measure in a given city provides grounds for transferring the measure to other cities, the right conditions are needed to make it a reality.

The TIDE Transferability Handbook is available for download at <http://www.tide-innovation.eu>.



## Understanding the intrinsic value of a measure — impact assessment



### Is the measure good for our city?

The TIDE Impact Assessment Handbook complements the transferability analysis and provides further advice on the feasibility of the implementation of innovative urban transport measures. Local authorities are often confronted with a number of urban mobility problems, for which a multitude of alternative solutions are available. Selecting the optimal solution requires considering multiple criteria. This makes the whole process a challenging one, especially for innovative measures on which detailed knowledge of potential costs and benefits, and overall impact is typically limited. The TIDE Impact Assessment Handbook outlines the TIDE assessment method, developed to facilitate the implementation of sustainable urban mobility measures. The method gives local authorities the tools to make a holistic evaluation of transport measures' or transport projects' potential to address local concerns. Thus, it enables them to make informed transport policy and planning decisions. The TIDE Impact Assessment Handbook is available for download and print order at [www.tide-innovation.eu](http://www.tide-innovation.eu).

## Understanding the implementation process — guidelines



The 10 Guidelines for Implementers address the full implementation process for two out of the three innovative measures per cluster, i.e. the ones for which participating cities have indicated the highest priority.

Concrete items such as the key benefits, costs and stakeholders to be involved are addressed. They are also illustrated with good practice examples, as well as a three step guide though the preparation, actual implementation and operation of each of the 10 measures. The TIDE Guidelines for Implementers are available for download and print order at [www.tide-innovation.eu](http://www.tide-innovation.eu)



### Barcelona • Spain

#### LIVE: a platform to boost electric mobility

The Catalan capital government has taken steps towards the gradual introduction of electric vehicles, both in public transport and for private use. In 2009, the Barcelona City Council spearheaded the creation of LIVE: Logistics for the Implementation of Electric Vehicles. This public-private platform promotes e-mobility and encourages the use of electric vehicles (EV) in the city. LIVE coordinates e-mobility plans of various levels of government and disseminates information, raising awareness among companies. It promotes the creation of new business models related to EVs, associated services and the infrastructure needed to make this possible.

A tangible example is the electrification of the municipal vehicle fleet. The city has currently a municipal fleet of 270 cars, 10 motorcycles and 37 electric hybrid vehicles for services. With the introduction of EVs in waste collection and street cleaning, average noise pollution has been reduced by 30-40% and there is potential to reduce energy use by 60%. The public transport company has already one of the cleanest bus fleets in Europe, as a result of the strong investment in hybrid and compressed natural gas vehicles and the retrofitting of diesel vehicles with particulate filters. LIVE additionally works to install new public and private charging points in Barcelona. There are currently 249 public charging points, making Barcelona the city with most charging stations in the Spanish territory, though most of them are slow charging points.



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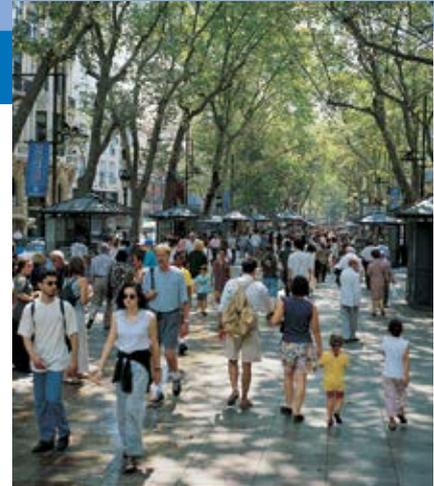
[www.electraproject.eu/attachments/article/120/BCNecologia 2nd e-article.pdf](http://www.electraproject.eu/attachments/article/120/BCNecologia%20e-article.pdf)

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## Barcelona • Spain

### Bicing electrico: electric bike-sharing

Barcelona launched this innovative bicycle scheme for its residents in 2007. Bicing is not for touristic or recreational purposes but a means to complement public transport and to provide an additional fast, convenient and sustainable mode of transport. Shared bicycles can be used for up to two hours. App Bicing provides information on available stations and a route planner. There are 6,000 bicycles at 420 stations and more than 96,000 subscribers.



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[www.bicing.cat/es/informacion/que-es-bicing-y-bicing-electrico](http://www.bicing.cat/es/informacion/que-es-bicing-y-bicing-electrico)



## Berlin • Germany

### Integrated Freight Transport strategy

The Integrated Urban Freight Transportation Strategy of Berlin was adopted by Berlin's House of Representatives in 2006. The strategy is the result of a consultative planning process which included administration, a scientific advisory board, local and national transport operators, logistics service providers, associations (industry, trade, unions, chamber of commerce, etc.) and Berlin's districts. The Berlin Senate Department for Urban Development and the Environment is currently preparing the update of this strategic approach.

Berlin's integrated commercial transport concept defines several main action fields, concerning privileges for urban freight transport (combined bus and lorry lanes, delivery zones, low emission zones and enforcement of penalties) and the conservation of necessary urban rail infrastructure and logistics fields.

Berlin participated in the CIVITAS-TELLUS project, aiming at introducing 100 CNG-powered lorries in different weight classes for inner city freight distribution, meeting the Euro IV/EEV standard for vehicles. Since CNG-powered vehicles provide considerable reductions in noise and pollutant emissions, especially compared to diesel propulsion in prevailing distribution lorries, this was a promising approach for the city. This measure offered the necessary financial incentives and target group-oriented information campaigns in order to introduce a critical mass of vehicles in the short run.



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## Berlin • Germany

### Traveller information for intermodal and barrier free transport

Berlin's traffic management centre (VMZ) offers an innovative intermodal and dynamic route planning service, combining cars with public transport. It integrates transport into a single management system for public, private and commercial transport: mobility information is provided to commuters through an internet-based intermodal route planner which can also be accessed via mobile devices.

In an effort to make public transport barrier-free, the public transport association VBB in collaboration with the public transport association in RMV in Frankfurt/Main (lead partner), a trip planner with information on barrier-free travel chains in public transport has been developed. Users can choose their requirements and the planner provides information on barrier-free connections and accessible interchanges.

Approximately one-third of all public transport users in the Berlin region have reduced mobility, such as impaired users, elderly, parents with prams or travellers with heavy luggage.



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[www.vbb.de/de/index.html](http://www.vbb.de/de/index.html)



# London • United Kingdom

## Cycle parking

The provision of cycle parking is an important part of the package of measures required to meet the mayor's target of 1.5 million journeys by 2026. Quality cycle parking spaces are needed to serve trip origins and destinations. Cycle parking in London is increasing to meet the growing demand; indeed, the mayor's Vision for Cycling (2013) includes a target to "deliver 80,000 additional cycle parking spaces in residential locations, stations, workplaces and other trip destinations by 2016", on top of the previous target of 66,000 by 2012, which was surpassed one year early in 2011.

The growing provision of cycle parking has led to safe and convenient bike parking all over London. Free-to-use cycle parking stands are located near shops, attractions, workplaces, libraries and other community facilities. The urban cycle parking website offers an overview of parking options London-wide, but other parts of London have their own websites as well. Moreover, there are on-street facilities with higher levels of security, such as those in London car parks, where the cycle parking is patrolled and covered by CCTV.

Cycle parking is also provided at key interchanges and can be found at most stations and piers in London. This cycle parking is usually in the form of free-to-use on-street parking but also includes secure, pay-to-use facilities at some stations, such as those at Finsbury Park and Peckham Rye. Secure facilities can also be found across London at schools, workplaces and residences. These are secured in new buildings through the planning process with The London Plan, requiring a certain level of provision and additional facilities such as showers and lockers depending on the planned usage of the building. Cycle parking is also retrofitted in existing buildings and provided on-street in secure cycle hangers.



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LCC's Urban Cycle Parking  
[www.urbancycleparking.org.uk/](http://www.urbancycleparking.org.uk/)

[www.sourceondon.net/what-is-source-london](http://www.sourceondon.net/what-is-source-london)

## London • United Kingdom

### Source London: A charge point network for electric vehicles

“Source London” is a city-wide network of electric vehicle charge points which makes charging easy and convenient for drivers of pure electric and plug-in hybrid vehicles. Source London was launched by London Mayor Boris Johnson in 2011 and is now operated by the Bolloré Group. Charge points are on-street or in car parks of buildings such as supermarkets and shopping malls. Source London will give electric vehicle drivers the confidence to know they can get around easily without range anxiety. Currently, there are over 1,300 charge points across London and 4,500 more will be installed until 2018.



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[www.urbancycleparking.org.uk/](http://www.urbancycleparking.org.uk/)

[www.sourcelondon.net/what-is-source-london](http://www.sourcelondon.net/what-is-source-london)



# Nantes Métropole • France

## Bike-to-Work campaigns in Nantes

Nantes has been actively involved over the past 10 years in mobility management with companies, signing more than 400 company travel plans. Since 2009, Nantes Metropole has organised bike-to-work campaigns, and the concept was gradually expanded from cycling to all sustainable modes (walking, carpooling, public transport). This year, as of the organisation of the international VELOCITY conference in Nantes, a new bike-to-work campaign was relaunched.

As part of the “Défi vélo entreprises” campaign companies encourage their employees to use a bike for commuting or professional trips, during a specific period. Nantes Metropole provided support with methodology, a communication kit, goodies and coaching for events within a common timeframe (mid-May to early July). During this period, companies can get discounted trial offers on mobility services (folding bikes, electric bikes, etc.), which they offer to their employees for free. On average, one-third of participants are not regular cyclists and the campaign can potentially lead to a real “company culture” around cycling in the long run.



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[www.nantesmetropole.fr](http://www.nantesmetropole.fr)

[www.bike2work-project.eu/en/](http://www.bike2work-project.eu/en/)

## Nantes Métropole • France

### The Low Traffic Zone

Inspired by the Italian experience of Padova, Ferrara and Rome, a low traffic zone was implemented — for the first time in France — in the city centre of Nantes in 2012. The goal was to optimise the use of the main central boulevard which was already heavily used by pedestrians as it separates the two commercial areas of the city centre.

The boulevard was previously a major axis for buses and was meant to be a key corridor for some of the new Chronobus lines. Due to its symbolic central location it was ideal to implement the new main north/south cycle lane, one of the flagship projects contributing to the ambitious objectives in the cycle plan (12% cycling modal share by 2030).

The low traffic zone is dedicated to pedestrians, cyclists and public transport, as well as authorised motor vehicles (residents, freight carriers, taxis, clients of hotels located in the zone, craftsmen and health professionals, etc.) Unlike low emission zones, the prime objective is to limit transit traffic and not to reduce GHG, even if the former will evidently impact the latter. There are no bollards or cameras to control the access to the area but periodical police checks control that the measure is respected.



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[www.nantes.fr/files/PDF/Guides-pratiques/ZTL-zone-traffic-limite-2012.pdf](http://www.nantes.fr/files/PDF/Guides-pratiques/ZTL-zone-traffic-limite-2012.pdf)



# Vienna • Austria

## ElectriCity Buses

During the summer of 2013, Vienna made a concerted effort to reduce vehicle emissions. To achieve this goal, the city began using the tram infrastructure to power new, more environmentally friendly electric buses, known locally as “ElectriCityBusses”. The buses are operated by Wiener Linien, the city’s public transit company. Currently, the buses, numbered 12-e, run on two lines in central Vienna.

Unlike what is usually the case, Vienna uses an innovative yet simple system to recharge electric vehicle (EV) batteries. At the bus terminal of each final destination, the bus recharges through a roof-mounted pantograph and overhead tram cables, hence using existing infrastructure. The process takes no longer than 15 minutes and provides enough power for the buses to travel about 150 kilometres. At night, when the buses are not in operation, batteries are fully recharged at charging stations.

Although electric buses have been used in Europe before, Vienna can be considered a pioneer. It is the first city to operate a full fleet of buses powered by electricity in its downtown area. Initial experimentation with a single prototype took place in autumn 2012 and was followed by successful implementation which resulted in the 12 buses running today. The combined carrying capacity of all the buses is 528 passengers.



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[www.sustainablecities.eu/local-stories/vienna/](http://www.sustainablecities.eu/local-stories/vienna/)

## Vienna • Austria

### Retrofitting public phone booths as charging stations

Public telephone booths, whose use has decreased since the introduction of mobile phones, were retrofitted to become battery recharging stations for electric cars, scooters and bikes. Telekom Austria has since 2010 installed roughly 30 EV charging stations throughout Austria. The first phone booth prototype with an integrated e-charging station is located on Lassallestrasse 9 in Vienna. Following a free trial period, the electricity provided by various power supply companies can easily be paid via mobile phone.



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[www.telekomaustria.com/en/csr/climate-friendly-products](http://www.telekomaustria.com/en/csr/climate-friendly-products)



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## ***New Pricing Measures***

## Krakow • Poland

### Parking management schemes

Krakow was the first city in Poland to implement severe access restrictions in the city centre, based on three levels of access zones: “A” zone — restricted exclusively to pedestrians and cyclists; “B” zone — accessible for residents and goods delivery vehicles; and “C” zone — where parking fees are applicable between 10 am and 8 pm.

Krakow is constantly extending the paid parking zone and the limited traffic zones, improving public transport, service standards, and connections at the national and European level. Krakow is also investing in bus hubs, integrated PT nodes, logistics centres and urban traffic control systems.

The city has implemented an updated parking management scheme in combination with extended access restrictions in the “B” zone. Around 300 on-street parking spaces in two large public squares (Maty Rynek and Szczepański Square) were eliminated, in combination with underground car parks.

In 2015 a new extension of the “C” zone of paid parking serves as a “buffer zone” ca. 500-600 meters around the already existing zone. This new area was introduced in the vicinity of a recently opened underground parking lot. Some on-street spaces were eliminated (ca. 200 spaces), especially in situations where such parking spaces caused problems for pedestrians or cyclists. The “C” zone is functioning properly and provides income to the road administration, preventing long-term parking in the area.

The above-mentioned measures were planned in the “Parking programme for City of Krakow” adopted by the City Council in August 2012 (Resolution Nr LIII/723/12 dated 29.08.2012).



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[www.push-pull-parking.eu/docs/file/cs17\\_push\\_measures\\_krakow\\_final.pdf](http://www.push-pull-parking.eu/docs/file/cs17_push_measures_krakow_final.pdf)



### Milan • Italy

#### Congestion charging: Area C

To improve the quality of life of those who live, work, study and visit the city, Milan has introduced a congestion charge scheme under the name of Area C. The scheme started operating in January 2012, following a national referendum. Since Milan previously had a system with pollution charges, it is the first city that can analyse and compare the experiences from two types of road pricing, i.e. the pollution charge versus the congestion charge.

This measure aims to decrease road traffic in the city centre (Cerchia dei Bastioni). By implementing the Area C scheme, the city of Milan additionally targets car accidents, uncontrolled parking, noise and air pollution. Expected benefits are improved air quality and lower health risks for local citizens. Moreover, Milan aims to increase the share of sustainable travel modes and is raising funds for soft mobility infrastructure, such as cycle lanes, pedestrian zones and 30 kph zones.

Milano road pricing scheme Area C is furthermore demonstrating that this kind of measure has the potential to contribute to urban mobility management, reducing irrational traffic as well as correlated costs.



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[www.comune.milano.it/wps/portal/ist/it](http://www.comune.milano.it/wps/portal/ist/it)

[www.muoversi.milano.it/](http://www.muoversi.milano.it/)

## Nottingham • United Kingdom

### Workplace Parking Levy (WPL)

Nottingham, a medium-sized city 180 km north of London and the largest conurbation in East Midlands, has introduced a Work Parking Levy (WPL) as a more targeted alternative to congestion charging. The first of its kind in the UK and in Europe, the WPL is a charge on employers offering workplace parking places. Developed and approved after extensive consultation with business and the public, the WPL is a major transport demand management scheme increasing the cost of commuting by car and funding transport improvements.

All employers who provide workplace parking places are legally obliged to license these places and those that licence 11 or more may be liable to pay the WPL annual charge (currently £375 per parking place). Travel planning and parking management advice is available to help both employers and employees explore ways of travelling to work other than by car and to help better manage or reduce parking. Small grants are available in support of cycling infrastructure and parking management. Nottingham city council seeks to minimise the administrative burden on employers of the licensing process by the provision of extensive advice both written and on line.

The Nottingham WPL raised £8.3 million in net revenue over the 2014/15 financial year. All money raised from a WPL in the UK is legally required to be invested in local transport improvements. In Nottingham, WPL revenue part funds the extension of the existing tram system, redevelopment of Nottingham railway station and electrification of the Linkbus network.



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[www.nottinghamcity.gov.uk/CHttpHandler.ashx?id=49000&p=0](http://www.nottinghamcity.gov.uk/CHttpHandler.ashx?id=49000&p=0)



# Stockholm • Sweden

## Congestion charges

The city of Stockholm has introduced a traffic congestion and environmental tax on vehicles for passages in and out of Stockholm inner city between the hours of 6:30 am and 6:30 pm Monday to Friday. The tax is intended to improve traffic flow, contribute to improvements in the urban environment and raise money for investment in the transport network in the Stockholm area. The Stockholm congestion tax was established in August 2007, following a six-month trial of the scheme the previous year. The decision was made by the Swedish Parliament, and the tax is determined by the Swedish government. The design and operation of the technical system, as well as information on methods of payment, discounts and hours of operation are the responsibility of the Swedish Transport Agency. The tax applies both to vehicles registered in Sweden and abroad. The payment system is automatic and when a vehicle drives past a control point, a payment slip is sent to the owner.

From 2016, Stockholm will make an adjustment to the system, which will affect both the amount of the tax and expand the area covered by the tax.



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## Tallinn • Estonia

### Free public transport

On 1 January 2013, Tallinn, Estonia, became the first European capital to extend free public transport to all of its residents. The results so far have been encouraging. The Tallinn authorities believe that, if done right, free public transport schemes can encourage a shift from cars to buses and trams, which can in turn reduce congestion and traffic emissions, and boost economic development.

Tallinn was inspired by the case of Hasselt, Belgium, but additionally took into consideration the budgetary implications, balanced against social, environmental and fiscal benefits. A key issue was mobility for all, including unemployed and low-paid workers.

Expected benefits are environmental, thanks to a modal shift away from cars, noise abatement and fiscal benefits as 20,000 people have registered as Tallinn residents after it became known that free public transport would be introduced. Residency is important because the system works by distributing contactless travel cards to Tallinners.

The decision for free public transport was supported by a strong public mandate following a referendum, in which 75.5% of Tallinners voted for the scheme. Today Tallinn has a new PT Ticketing System and PT Priority System, which were initially implemented under CIVITAS as pilot projects. These measures are now expanded and the same fare card can be used in different regions of Estonia.



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***Non-motorised Transport***

## Donostia/San Sebastián • Spain

### People friendly streets

For about 25 years, Donostia/San Sebastián has been applying integrated policies favouring pedestrians, cyclists and public transport. By reducing on-street parking and returning the public space to pedestrians, the city managed to become an even more attractive place to live.

**Pedestrians:** A major achievement of the mobility policy is the establishment of a pedestrian network that makes most of the city reachable on foot via promenades, vertical transport aids and a pedestrian axis. The city of Donostia/San Sebastián is transforming periurban areas into more friendly areas by creating pedestrian zones in a “soft” way.

**Bicycle:** The city has an extensive cycling network, and the first public, 100% electric e-bike sharing system in Europe was installed in 2013. In 2016 the city will be the European Capital of Culture with the bicycle being the official vehicle. New parking services for bicycles are being prepared for 2016.

**Public transport:** The municipal public transport operator, DonostiaBus (Dbus), has been implementing an ambitious set of measures to further increase the already high level of bus patronage. Dbus is testing a 100% electric bus built by a Basque company.

The progress towards sustainable transport has been underpinned by extensive public debate that led to the creation of a permanent channel for stakeholder participation called the Mobility Advisory Board (Consejo Asesor de Movilidad). The board provides a forum for reviewing and approving the Civic Mobility Pact 1999, which is being endorsed by social, institutional and financial stakeholders.



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# Graz • Austria

### Gentle mobility

With 14.5% bicycle traffic, Graz is the second leading city in Austria after Bregenz (18%). Due to its size and topography the prerequisites for bicycle traffic in Graz are ideal — major destinations can be reached from almost any point in the city within an hour and the terrain is mostly flat. Graz is also favoured by weather conditions.

The city of Graz was the first in Europe to introduce a speed limit of 30 km/h in the entire municipal area. This innovation made bicycle traffic everywhere more attractive and secure. Graz became a bicycle town in the 1970s and cyclists were even allowed to travel against traffic down one-way streets.

“Space for People” was a comprehensive local policy programme run between 1990-1998 with a wider perspective, including commuter “park & ride”, parking space management, completing the ring of underground car parks and encouraging the use of public transport.

In 2011, the first Shared Space area in Graz was officially opened. The concept was something new in Graz but nowadays more and more people know about it, thanks to media coverage since the planning process began. The Shared Space is a place where personal direct communication occurs and car drivers, cyclists and pedestrians have eye to eye contact.



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## Örebro • Sweden

### Healthy cyclist campaign

Örebro has a strong history of cycling and possesses a high quality and dense cycling network all over the city. Every fourth trip in the municipality is made by bicycle and the target is to increase this to every third trip.

The city's cycling strategy was reviewed and adopted by the City Executive Committee in October 2013 and a Healthy Cyclist Campaign was implemented, among other measures.

The aim of the campaign developed in the framework of the CHAMP project was to demonstrate cycling as a healthy, alternative means of transport and to reduce the number of commuter miles travelled by car in Örebro. Forty-six car commuters were recruited from small companies and they were asked to cycle to/from work and to log their trips for a 35-week period. Participants filled in health and fitness tests and questionnaires before and after the test period.

All participants said that they would continue to cycle after the campaign and one-third stated that their participation in the campaign had prompted someone in their family or friends to cycle more. The Healthy Cyclist Campaign provides measurable results demonstrating a modal shift from car to bike, with short- and long-term benefits for health and the local economy.

The campaign requires a certain level of quality of cycling infrastructure, in order to be able to convince people to start cycling to work.



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# Tirgu Mures • Romania

## MuresOnBike

Tirgu Mures, with “MuresOnBike”, has taken an active stance towards non-motorised transport, aiming to raise awareness of cycling as a means of transportation by installing parking facilities for bicycles.

The “Muresonbike” project began in 2013 with the aim to establish 300 parking spaces for bicycles in some of the “hotspots” proposed by the citizens involved in the action. The project aimed to expand the cycling community and enhance its communication — through a website, newsletter and social media. The online platform provides MuresOnBike general news, information on events and bicycle racks as well as a map showing the most used routes in town.

The target groups were Tirgu Mures cyclists. By the end of 2014, 61 bicycle racks were installed in 21 locations, with a total of 122 parking spaces. The degree of use for these spaces was estimated to be 200-250 cyclists per day for all the parking spaces, differing from one location to another. The community on the Facebook page increased from 500-600 people to 1,106.



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## Utrecht • Netherlands

### Bicycle friendly infrastructure

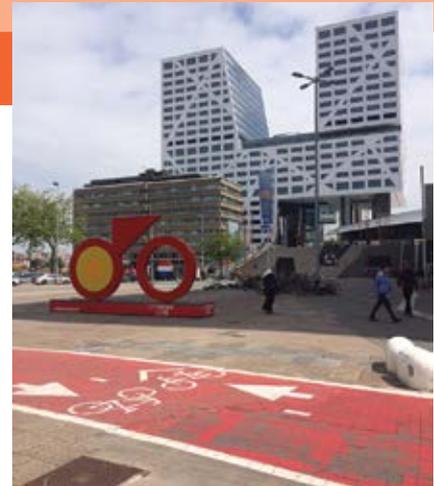
Utrecht is a bustling, bicycle-friendly city. Every day, between 7 am and 7 pm, over 100,000 cyclists ride to work, school, university, public transport, shops or home via the city centre. The municipality wants to make cycling even more attractive for these and other cyclists. Utrecht has the longest bicycle street in the Netherlands (over 6 km).

Bicycle tunnels and flyovers have been constructed and the five busiest main bicycle routes have improved: the road surface is smooth, and the number of obstacles (such as posts and bollards) has been reduced to an absolute minimum. The bicycle routes can be recognised by their red asphalt colour.

In Utrecht it is possible to cycle along fast and convenient routes: since late 2014, a new, quick bicycle route to Utrecht University without any railway crossings has been in operation. Quiet routes to traverse the city centre are also an option.

Utrecht is currently building the largest bicycle park in the world with 12,500 places. In total 22,000 places are being built around the central train station.

Pop Up Parkings are used at busy moments and at special events. Utrecht will be the first city in the world with a “P-route bicycle” — an innovative system to guide cyclists to free places in bicycle parking facilities.



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***Network and Traffic  
Management***

## Bologna • Italy

### DegustiBus App

DegustiBus is a responsive website or web-app accessible from smartphones, tablets and desktops where public transport users can rate the public transport service in their city, county or region.

The app has been developed by the Italian public transport authority serving the municipality of Bologna and the surrounding province (SRM), as Champion City within Cluster 5 of the TIDE Project. It is a new approach to service quality data collection, because for the first time they are not collected by the operator, but by the authority.

The app consists of three main parts: (a) the front-end for user, which is a responsive website accessible anytime, everywhere making it possible to rate punctuality, timetables, drivers, buses, user information, etc.; (b) the back-end for authorised users, a password-protected area where it is possible to have a first look at pre-elaborated data or download all data for further elaboration; and (c) the control panel for the authority, which is a list of elements that can be rated and easily changed or updated in real-time. This is the reason why SRM has chosen to create a web-app instead of an app, which would call for downloading of an updated version.

The web-app can be installed in other interested cities, counties or regions and be adapted to specific needs. It can be used to rate all kinds of public transport services, not only buses, but also metro lines, trains or the whole integrated public transport network.



Con la web-app "DegustiBus" è possibile contribuire al miglioramento del servizio di trasporto pubblico bolognese. Valutando lo spostamento che state facendo, potrete dare preziose informazioni all'amministrazione pubblica. Grazie alla vostra collaborazione, sarà possibile concentrare l'attenzione e dedicare le risorse disponibili alle tematiche più importanti ...

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### Grand Lyon • France

#### Real-time mobility data

Grand Lyon conurbation covers an area of 512 km<sup>2</sup> with about 1.3 million inhabitants. Its urban networks support 4 million journeys on a daily basis. Lyon has been building major public transport infrastructure for more than 15 years, becoming the second largest French public transport network after Paris.

To support urban mobility, dissemination of information on travel conditions is enhanced through centralisation of mobility data within a single data centre. Optimod'Lyon goes further with two major breakthroughs: the navigator for mobile phones, a true partner for urban trips and a breakthrough on a world scale, and one-hour traffic predictions in an urban context, a first at European level.

Grand Lyon has created an information platform centralising all mobility data in real-time. The system collects data transmitted by the operators of networks and services while fixed and mobile sensors provide recovery of "road traffic" data.

- one-hour traffic predictions through the Grand Lyon's CRITER system by anticipating congestion;
- an urban navigator for mobile phones, delivering all-mode and real-time information, and combining all modes of transport and service offerings to plan your journey;
- a navigator for urban freight and an optimisation tool for delivery rounds in the city. A mobile guiding tool informs drivers of traffic conditions including the lane layout, availability of delivery areas and archived traffic data, in real time and based on one-hour traffic predictions.



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## Reading • United Kingdom

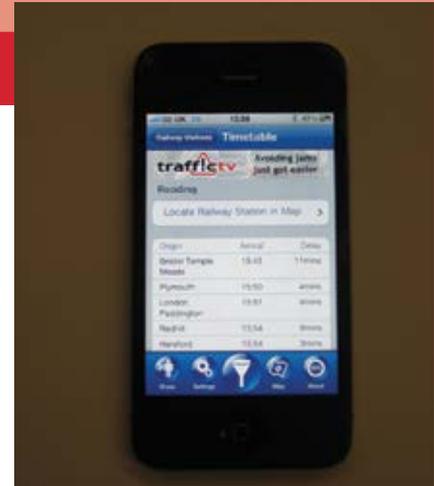
### Open data

Reading is a major population and employment centre in south-east England, benefiting from close proximity to London, and with excellent links to national road and rail networks as well as to Heathrow Airport. Such connectivity is represented by Reading's status as a regional transport hub, international gateway and a major transport interchange. Reading's Transport Strategy 2011-2026 aims to better connect people to the places they want to go and innovation is a central theme in the strategy.

Reading's Open Data Server has been designed to provide web and mobile phone app developers with free access to data from across the city's transport network. The system enables developers to register for an account, select data feeds and provide details of the application to be created with the data.

Reading Borough Council aims, through data availability, to inspire the development of high quality applications that create better informed travellers and stimulate smarter choices.

The free data feeds include bus timetable and real-time information for around 90% of the services in Reading and across all bus stops, real-time car parking space availability for all the main car parks and live traffic journey time information from around 130 Bluetooth sensors across all the main routes into and around the town.



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### Turin • Italy

#### Turin Traffic Management Centre

Since 2011 Turin has developed a Sustainable Urban Mobility Plan (SUMP) in which innovative technologies for mobility management are among the main objectives. Turin has been one of the first Italian municipalities to adopt ITS (intelligent transport system) in order to plan and develop transport services. To provide these services, a Traffic Management Centre in the metropolitan area of Torino has been established.

Managed by 5T (Telematic Technologies for Transport and Traffic in Turin), the Centre's focus is multi-modal, involving bus, tram, metro and suburban rail networks. The main functionalities provided by 5T are mobility supervision, traffic and access control, public transport information, information for citizens, VMS panels, and information regarding car parks.

Travellers have therefore access to a) real-time traffic data by routes (travel time, average speed and traffic conditions, street disruption warnings and webcam views), b) real-time information about public transport (door-to-door route planner, bulletin news), c) real-time parking availability and availability of bikes in bike-sharing stalls, and d) e-government services.

Furthermore, a multimodal regional trip planner (bus, train, ferries) called Pronto TPL is currently available. The next step will be to foster bike use and co-modality info services and to coordinate the different services so as to provide users with complete, door-to-door, co-modal, real-time service.



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## Wrocław • Poland

### ITS Wrocław

Wrocław is carrying out many tasks in public transport priority areas. Major concerns have been providing a faster, more efficient and user-friendly public transport system and encouraging a greater use of public transport in the city. The Intelligent Transportation System (ITS) Project is based on cameras and fibre-optic cables. Over 100 kilometres of fibre-optic cable have been laid across the city to connect all intersections, Variable Message Sign (VMS), bus and tram stops to the Transportation Management Centre (TMC) and data centre. Every public transport vehicle has been fitted with an automatic vehicle location (AVL) system with GPS for supervision and real-time passenger information.

Wrocław's ITS System is one of the key tools related to mobility. It is a part of the city's development strategy aimed at ensuring a high quality of life for its residents. ITS main objectives are derived directly from city policy documents related to the transport space, such as "Wrocław Strategy in 2020" and "Wrocław Mobility Policy (Sustainable Growth)".

ITS involves the construction of the Tramway Plus line and priority handling of tram traffic at intersections. The creation of TMC has resulted in the rapid cooperation of all municipal services: fire brigades, ambulances, municipal police, roads authority and the municipality.



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[www.urbancard.pl](http://www.urbancard.pl)



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***Electric Mobility***

## Dortmund • Germany

### Conversion of municipal fleet to e-mobility

The city of Dortmund is one of the most advanced in e-mobility in Europe. It is implementing a wide array of measures in close collaboration with citizens to accelerate the uptake of electric vehicle technology. In 2014 the masterplan “Energy Transition” was launched. More than 150 stakeholders developed 240 measures in the topics of energy, resources, mobility and climate, with special focus on sustainable city logistics. Within this context, opportunities for reducing transport emissions were analysed and areas for potential carbon savings were identified. Based on these findings, the city council has made e-mobility a priority.

Dortmund started by purchasing 20 electric vehicles and pedelecs for the municipal fleet. The city additionally introduced a new procurement regulation, according to which the possibility of opting for an electric vehicle needs to be assessed for every public vehicle purchase. To foster acceptance, municipal staff were informed and involved at an early stage, being given the opportunity to use electric cars in their free time. An e-mobility steering board chaired by the Lord Mayor was set up as a central coordinating body.

In close cooperation with citizens, Dortmund has installed more than 180 public EV charging points, making it a city with one of densest charging networks in Germany. Since 2011, the number of electric vehicles in Dortmund has increased by 300%, even though no major electric fleets have been launched by the city during this time.

In addition, a group of logistics companies started to implement a fleet of battery-powered electric trucks (7.5-12 t total load) to supply goods within the city region. The first results prove that these vehicles can save up to 15% of costs in their daily operation compared to equivalent diesel trucks.



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[www.projekt-elmo.de](http://www.projekt-elmo.de)

[www.metropol-e.de](http://www.metropol-e.de)



## Koprivnica • Croatia

### Toll ring system DYN@MO

Koprivnica is a city of 30,854 inhabitants in north-western Croatia. The city's active sustainable mobility policies have yielded a high percentage of cyclists and pedestrians in the city centre. The biggest current challenge for Koprivnica in making the local transport more sustainable is the lack of public transport.

Koprivnica's ambition is to make one-third of the municipal fleet electric by introducing a municipal car-sharing system. The deployment of five electric and two hybrid vehicles, five charging stations, and the programming of a web platform to organise the sharing and a training scheme for staff are at the centre of the measure. Two hundred municipal staff are already using these electric vehicles. It is expected to reduce CO2 emissions by 27% and the operating cost for the municipal fleet by 24%.

In addition to the electric cars scheme for municipal staff, a pedelec-sharing scheme for campus users and university staff is integrated in the city bike-sharing system. These are just some of the measures developed within the first sustainable urban mobility plan (SUMP) in Croatia, which is going to be introduced in 2015 together with a SUMP competence centre for south-east Europe, located in the city of Koprivnica.



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## Rostock • Germany

### Electric bicycle hire system

The Hanseatic City of Rostock has compiled an electric mobility strategy 2030 along with an action plan in order to support electric mobility at the local and regional level. The municipality has set the goal of using new forms of electric mobility to promote intermodal and multimodal transport in the Rostock region.

Rostocker Straßenbahn AG, the local transport provider in Rostock, has set up a fleet of 34 pedelecs for rent, which can be accessed from three fully automated pedelec rental stations at urban hubs and two satellite stations in the surroundings, as well as an electronic booking and payment system. The new electric mobility services have been successful since their introduction in 2014. Public pedelecs are complementing and extending public transport chains and services. Main target groups are commuters, but also everyday and recreational cyclists.

Rental is carried out at automatically operated rental stations which offer (a) efficiency, as stations and pedelecs are online administered and controlled, (b) safety, as the system informs the user about battery status, driving data and defects, and (c) comfort, through reservation and online booking or directly at the station.

The pilot project “elros — Electric mobility in Rostock” was developed in the course of the realisation of the EU project ELMOS in Rostock. The innovative mobility project is regarded throughout Europe as the pioneer for a non-proprietary infrastructure on the basis of the EnergyBus standard.



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## Rotterdam • Netherlands

### Charging infrastructure for electric vehicles

By the end of 2014, Rotterdam had built more than 1,200 public and private charging stations at strategic locations combined with applicable parking places for private and company electric car users throughout the city. In the coming years, Rotterdam aims to expand the charging network with another 2,000 public stations.

This will be done in three areas: (a) on private property, (b) in public parking and (c) in the public street. On private property, owners have, until 2014, been compensated for the cost of a charging station. Also, one year of electricity has been sponsored. In municipal parking areas and on streets, public charging stations and parking spaces have been and will be provided to electric vehicle owners. The goal is to provide the city in the short term with a reliable, recognisable and uniform network of public, semi-public and private charging stations throughout the city. Users are able to charge their vehicles everywhere they go.

The payment system is accessible to all and includes advanced “payment poles” on the street as well as in parking areas. All charging stations are provided with clear and understandable explanatory symbols, can be locked and are user-friendly



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[www.tide-innovation.eu/en/upload/Results/T647\\_TIDE-PolicyGuideline-10-Lite.pdf](http://www.tide-innovation.eu/en/upload/Results/T647_TIDE-PolicyGuideline-10-Lite.pdf)

## Sunderland • United Kingdom

### E-mobility infrastructure

Sunderland City Council strives to provide easier access to the city's businesses, venues and facilities. Sunderland is one of the UK's leading cities in creating the best conditions for electric vehicle drivers to use and charge their cars easily. There are now more than 50 charging points across Sunderland. The infrastructure ranges from a network of charging points across the city centre to those installed in places such as Herrington Country Park. In order to encourage more drivers to make a change, there is an updated website with user-friendly information about electric motoring and a map showing drivers where they can charge their cars across Sutherland. Electric vehicle drivers can also register online to become a member of the "Charge Your Car" scheme, which provides access to the "Charge Your Car" charge points throughout the UK.

The latest government investment will provide financial assistance between 2015 and 2020 for cities planning incentives for motorists to make the switch to electric cars. The plans include a range of measures to support the purchase of electric vehicles and supplement the current charging infrastructure, in order to end what is considered one of the major hurdles to electric car adoption — charging anxiety.



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***Public Transport Organisation***

## Budapest • Hungary

### Automated fare collection system

One of the most challenging projects of BKK Centre for Budapest Transport is the introduction of the new Automated Fare Collection System (AFC): paper-based tickets and passes will be replaced by electronic fare payments, introducing time-based tickets with daily capping and pay-as-you-go payments using contactless BKK-issued, government-issued or bank-issued cards.

In addition, the National Integrated Card System, implemented by the government, will allow students, pensioners and all concerned to use public transport availing of the concessions to which they are entitled. BKK plans to introduce modern sales channels (call centre, internet, mobile application) while the renewal of the ticket vending machine network has already started. By installing automatic access gates on the metro and some suburban railway stations instead of relying on human ticket inspectors, the revenue protection system is made more efficient. The new system will be server-centric and will be one of the most complex payment processing and IT development projects in Hungary.



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## Kocaeli • Turkey

### Public bus management system

Situated 100 km from the metropolis of Istanbul, Kocaeli has about 1.7 million inhabitants and is known as the industrial capital of Turkey. The number of daily trips to and from Kocaeli is very high, mostly due to industrial activities.

EMBARQ Turkey has been chosen as the mentor for Kocaeli, under the SOLUTIONS project, which pairs organisations with city governments to support the implementation of sustainable transport solutions. The municipality is working to provide high quality, environmentally friendly and reliable public transport to reduce private car usage. One of Kocaeli's priorities is the optimisation of the public bus fleet's operational and management system, to increase quality of service, through:

- Developing an umbrella company as an affiliation of the municipality and combining all operators (public and private) under it. This measure would include legislative changes within the municipality and 50 private bus operators.
- Reorganising the public bus fleet, with the procurement of green, user-friendly (low-floor buses) and optimum capacity public buses. Kocaeli already completed the procurement of compressed natural gas (CNG) buses and the tendering process for the most innovative and green CNG facility in Turkey.

Among expected results of this measure are reduced fuel costs and emissions and increased passenger comfort through a central eco-driving programme and optimisation of lanes, routes and timetables. An integrated fare management system will allow passengers to transfer between all transport modes with a single ticket or smartcard. A public bicycle-sharing system will also be included.



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[kocaeli.bel.tr/Content.aspx?ContentID=30339&CategoryID=36](http://kocaeli.bel.tr/Content.aspx?ContentID=30339&CategoryID=36)

## Madrid • Spain

### Public Transport Organisation

The public transport system for Madrid region is an integrated intermodal system combining under a unique regional authority various modes of transport: urban and metropolitan buses, metro, light rail and suburban rail services. Two large subsystems, and their interrelations, define local mobility patterns: first, the urban area of the city of Madrid (3.2 million inhabitants), served by 203 municipal city bus routes, 13 underground lines and one light rail line, and 32 suburban train stations; second, the metropolitan area (3 million inhabitants), served by 129 city bus routes, over 324 suburban lines, four underground lines and three light rail lines, and 10 railway lines. The two systems accommodate 1.495 billion trips each year.

Public transport services are complemented by a network of 13 interchange stations surrounding the central area of the city of Madrid, channelling the radial mobility between the capital and its metropolitan area. The urban bus operator (EMT) is currently a reference in green fleet and ITC services, with vehicles of Euro III or higher standard and Open Data services satisfying 10 million information requests each month. In 2014, a 100% electric public bike-sharing system was added to the public transport system in the city centre. Initially offering 1,560 bikes and 123 stations, BiciMad is growing with 468 new bikes and 42 new stations in 2015.

To encourage the uptake of other electric vehicles, Madrid has promoted unrestricted free parking for electric and plug-in electric hybrid vehicles (via a zero emission label for the vehicle) and a 75% reduction on the municipal motor vehicle tax. Moreover, agreements between the public and private sectors and growing green procurement have been key to driving infrastructure development and the uptake of electric vehicles in the freight sector.



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## Thessaloniki • Greece

### Public Transport Authority under reform

Thessaloniki Public Transport Authority (ThePTA) is a decentralised public authority created in 2001, supervised by the Ministry of Infrastructure, Transport and Networks and governed by a council of seven members appointed by the Minister. ThePTA has the responsibility for decision-making on public passenger transport matters within the geographical area of the Regional Entity of Thessaloniki. ThePTA also has the functional supervision of the sole private bus operator in Thessaloniki.

ThePTA's transition from a simple supervisory board to a public transport authority with extended responsibilities has been under negotiation since 2010. More specifically, in 2010 an initiative by the ministry resulted in the preparation of a Draft Law which was presented in 2011. In 2012, ThePTA became involved in the EPTA EU project, which investigated the roles and functions of public transport authorities in order to propose a successful model for medium-sized European cities.

ThePTA has actively pursued its reform in close cooperation with the competent ministry. In this context, the minister set up a committee in order to produce and submit an updated study describing the structure, role and responsibilities of the new integrated authority, in line with other European transport authorities. The study will be submitted to the new minister in June 2015.

The reformed authority will be responsible for all existing and forthcoming modes of public transport. It will be responsible for the tendering and awarding of bus services in its area of competence in line with EU Regulation 1370/2007. The new authority will aim at an integrated urban transport system for Thessaloniki, emphasising the use of public transport and non-motorised modes, increased efficiency, effectiveness and efficacy of the provided services.



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## Toulouse • France

### Urban mobility plan under review

Toulouse is an industrial and economically dynamic city in south-west France, whose large historical centre poses challenges to urban mobility. The SMTC-TISSEO (Syndicat Mixte des Transports en Commun) is responsible for the organisation, exploitation and financing of public transport in Toulouse and its surrounding areas.

The Urban Mobility Plan of Greater Toulouse is based on clean public transport and sustainable mobility and is currently under review. TISSEO is managing this in-depth process in collaboration with the Toulouse local administrations and stakeholders involved in urban mobility

The main objectives of the review are to control car traffic and motorised mobility; to develop the usage of public transport in an intermodal way; to develop sustainable mobility modes, notably cycling and walking; to settle and exploit the main road network of the Toulouse area; to support parking management through a global policy; to support car-sharing and carpooling; to encourage companies and public administrations to implement commuter plans; to encourage clean and optimized freight and good deliveries; and last but not least to implement accessibility schemes for transport and road networks and the redesign of public spaces.



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***Sustainable Urban Mobility  
Plans in cities***

## Bremen • Germany

### SUMP award 2014 for stakeholder involvement

Bremen (550,000 inhabitants) is a harbour city in the North of Germany. The Bremen Sustainable Urban Mobility Plan (“Verkehrsentwicklungsplan 2025”) intends to promote ecomobility and improve the quality of life in the city by optimising the transport system and reducing the negative impacts of transport such as safety risks, pollution and noise. After a two-year intense participation process, the plan was unanimously adopted in September 2014.

The SUMP covers all modes of transport (including walking, cycling, public transport and cars), all traffic purposes (including travel to work or school, shopping, leisure, etc.) and both passenger and freight transport. Non-motorised modes have a good share in Bremen — cycling already accounts for 25% of all trips. Besides the promotion of sustainable modes, Bremen is also well known for its car-sharing strategy, aiming to reduce car ownership in order to reclaim street space for walking and cycling.

In addition to planning and early provision of tools for monitoring and evaluation, including SWOT analysis, scenario analysis and cost-benefit analysis, Bremen has achieved strong stakeholder involvement during the evaluation process. By using online tools for analysis and for scenario development, an intense participation process took place — also involving younger target groups. Bremen demonstrates remarkable efforts in continuous learning and communicates “lessons learned” through working groups with concerned stakeholders, political debates within the relevant committees and citizens’ online forum activities. Bremen’s next — highly relevant — challenge includes feeding evaluation results back into the public debate and the SUMP process.

Bremen won the 2014 CIVITAS Award for public participation and the 2015 European SUMP Award.



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### Dresden • Germany

#### SUMP award 2014 for stakeholder involvement

Dresden has developed a new integrated strategic plan for mobility (SUMP) and transport in order to make the city safer, more attractive, liveable and efficient. The Dresden SUMP is called “Verkehrsentwicklungsplan 2025plus” (Transport Development Plan). It was elaborated with the broad participation of stakeholders, internal and external institutional partners — locally and regionally — as well as politicians and citizens.

The SUMP enables Dresden to tackle current challenges in the fields of urban development, mobility and transport, including the shift from car to other modes of transport, the emergence of new transport-related technologies, and persistent noise and air pollution. The city of Dresden has therefore set four main goals, focusing on sustainable and eco-friendly transport, socially just participation in mobility, increased energy efficiency and reduced environmental impact as well as an open planning and decision-making process that takes into account various stakeholders from different disciplines.

Dresden monitors both the planning and implementation processes and shares its experience by disseminating the results of its evaluation process via different communication channels. Dresden is strongly involved in European initiatives, makes use of available guidance and learns from other cities' experiences.



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## Ghent • Belgium

### Sustainable Urban Mobility Plan

Ghent has a wealth of experience in sustainable urban mobility plans. After a first circulation plan in 1987, which was abandoned, Ghent implemented its first bicycle plan in 1993 and in 1997 the city deployed a very ambitious mobility plan.

However, current challenges, such as growing population, increased the number of trips per day — out of which more than half are by car (54 %) – which induced Ghent to take the next step towards sustainable urban mobility planning. With the new SUMP, the city defined six strategic objectives: accessibility of transport; a safe and liveable city for all; a contribution to making Ghent climate neutral by 2050; the promotion of sustainable mobility; the development of a child-friendly city which addresses mobility poverty; and cooperation with citizens and stakeholders for a widely supported mobility policy.

The city of Ghent has created a management tool called “BBC” to monitor and evaluate the management and policy strategies. BBC contains a set of rules for the long-term planning, budgeting, accounting and financial statements of local authorities.

The next steps to implement this integrated SUMP are the enlargement of pedestrian zones, a new traffic circulation plan, implementation of a new parking plan and building new cycling infrastructure.



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# Ljubljana • Slovenia

## Sustainable Urban Mobility Plan

Ljubljana has in the past decade changed into a green, friendly and accessible city. Its ambitious Sustainable Urban Mobility Plan (2012) encompasses action plans, traffic plans and guidelines for traffic planning for the period 2015-20. Within this framework, the complete rearrangement of the city centre into pedestrian- and bicycle-friendly surfaces, the introduction of a bike-hiring system, Bicike (LJ), and the improvement of city bus transport are measures aiming to make Ljubljana a city where one-third of trips will be done on foot or by bicycle, one-third by public transport and one-third by car.

Introduction of the ecological zone in 2007 with the closing of the old city centre to all motor traffic, except for morning deliveries, is one of Ljubljana's greatest achievements. Nine newly built or renovated bridges connect the banks of the Ljubljanica River, creating plenty of space for all kinds of sociocultural events. Transformation of a section of the main city road (Slovenska Street) into public space has also led to carbon emissions reductions of 58%.

Regular modernisation of the city bus fleet in Ljubljana, including real-time information and a single multipurpose smart card ("Urbana"), are but a few of the many reasons why the number of passenger transport users is rising every year — from 2010 till 2014 it increased by 18.5%. Especially popular is the demand-responsive transport service for people with disabilities.

The introduction of the public bike hire system Bicike(LJ), which currently consists of 36 stations with 360 bicycles, has contributed to the increase of bicycle trips. The city is planning to expand the Bicike(LJ) network with new stops, especially towards transfer centres. Currently, there are four operational "park & ride" centres and an additional seven will be set up by 2020.



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[www.lpp.si/en](http://www.lpp.si/en)

*Bicike(LJ):* [en.bicikelj.si/](http://en.bicikelj.si/)

## Strasbourg • France

### Fair and affordable public transport

Strasbourg was shortlisted for the 2013 SUMP Awards due to its engagement in sustainable urban mobility since the 1990s. The Commission especially appreciated Strasbourg's investment in a ticketing system with a social dimension: solidarity pricing.

The Eurometropolis of Strasbourg works via an integrated approach towards mobility, through the implementation of the Intercommunal Local Urbanism Plan, which addresses issues of housing and mobility. This planning document for 2030 reinforces coherence, not only of the housing and mobility policies but also of the environmental, economic and urban planning public policies.

The local Pedestrian and Bicycle Master Plans support the implementation of some of the SUMP's key objectives and aim to double cycling by 2025. Strasbourg has implemented a street code aimed at giving over a larger proportion of public space to non-motorised and active transport modes, such as cycling and walking.

Strasbourg emphasises the often neglected social dimension in transport through advanced and ambitious public transport ticketing systems. Affordable fares are one of the initiatives to enable each and every person to use public transport. The new fare structure was introduced by the City and the Urban Community of Strasbourg on 1 July 2010. It increases transport system access to jobseekers by offering income-based fares.



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## ***Outside Europe Examples***

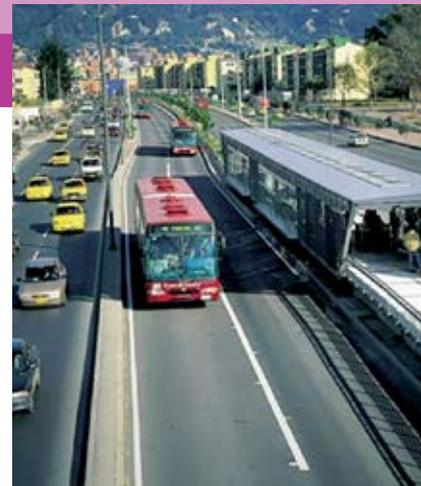
## Belo-Horizonte • Brazil

### Sustainable Urban Mobility Plan

The biggest challenge in urban transport faced by the city of Belo-Horizonte, the sixth largest city in Brazil (about 2.5 million inhabitants), is to make urban mobility more sustainable and to reverse the current trend: in 2012 a survey pointed out that for the first time, the modal share of individual motorised transport modes (36%) has exceeded the use of public transport modes (28%) in the city. The increase of the share of private transport is fuelled by the growth of car-use by both the middle and lower classes.

In order to curb this trend, the city is looking at ways to make public transport more attractive through its Urban Mobility Plan (PlanMob-BH) as well as measures such as the deployment of BRT (Bus Rapid Transit), which plays a crucial role in that scheme. The Urban Mobility Master Plan set up by Belo Horizonte includes principles, guidelines and objectives that are explicitly sustainable. The city's urban mobility plan is the first in Brazil that has complied with the resolutions of the recent National Mobility Law, and is considering the following four challenges: integration of mobility into urban policies, improvement of public transport, support non-motorised modes and more rational car use.

In order to monitor and evaluate the PlanMob-BH indicators, the city created an Urban Mobility Observatory and a Mobility Council, two important tools of social control that are responsible for providing information and collecting civil society demands for improving mobility.



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# Chengdu • China

## Pricing measures

With over 14 million inhabitants, Chengdu is the fourth largest metropolitan area in China. The city is in the process of greatly expanding its transport system, including the bus network and metro (a first metro line opened in 2010 and a second in 2012). Chengdu's public transport heavily relies on its bus network, which included around 11,000 buses in 2014.

Chengdu has been looking to improve its pricing model and offer fare options for public transit in order to make public transport more attractive. With the Tianfu Tong contactless payment card, the first steps have been made towards an integrated fare system: metro and bus tickets are charged onto the same cards but transfers for buses and metro trips are covered separately.

The city has been reflecting on more ambitious measures to reduce fares and has even considered options for offering free public transport as a congestion-easing measure, based on Tallinn's experience. The city conducted a nine-month experiment, restricting certain cars (based on the final digit of their license plate number) from being driven on one day each week; to compensate 44 bus lines were offered free of charge when the restriction was in place. Following up on this positive experience, Chengdu decided to offer free rides from 5 am to 7 am on all city buses.



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## San Francisco • United States

### Sustainable Transport Award 2012 — Parklet Program

San Francisco's streets and public rights-of-way make up 25% of the city's land area — more space than all the public parks combined. Many of the streets are excessively wide and contain large underutilised areas, especially at intersections. The Parklet Program is part the city of San Francisco's overall strategy for creating safe, complete streets and new open space for the public. Complete streets balance the needs of people walking, cycling, taking transit, and moving around in private automobiles.

The new "Sfspark" variable-rate, demand-responsive parking management system provides real-time parking availability information online, via text and smartphone apps. The city's "Pavement to Parks" program reclaims parking spaces for public space and has created 20 new and dynamic parklets, with more on the way. The city started to upgrade and expand its bicycle network, setting an ambitious target of having 20% of all trips be made by bicycle by 2020.

Parklets repurpose part of the street next to the sidewalk into a public space for people. These small parks provide amenities like seating, plants, bicycle parking, and art. While they are funded and maintained by neighbouring businesses, residents, and community organisations, they are publicly accessible and open to all. Parklets reflect the diversity and creativity of the people and organisations who sponsor and design them. They also reflect the city's commitment to encouraging walking, cycling and strengthening our communities



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## The mission of the TIDE project

is to enhance the broad transfer and take-up of 15 innovative urban transport and mobility measures throughout Europe and to make a visible contribution to establish them as mainstream measures.

TIDE will focus on 15 innovative measures in five thematic clusters: financing models and pricing measures, non-motorised transport, network and traffic management to support traveller information, electric vehicles and public transport organisation. Sustainable Urban Mobility Plans will be a horizontal topic to integrate the cluster activities.

## The TIDE team

The TIDE consortium is composed of a variety of experts in the field of urban transport, bringing in the knowledge of the academic sector, the experience of cities, the expertise of consultants and the multiplier effect of European networks.

For more information on TIDE, contact the project coordinator at Polis:

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