



(European Cooperation and Learning to Implement Transport Solutions to combat Exclusion)



EUROPEAN COMMISSION – DG EMPLOYMENT, SOCIAL AFFAIRS AND EQUAL OPPORTUNITIES



**ECLIPSE** (European Cooperation and Learning to Implement Transport Solutions to combat Exclusion)

## **ECLIPSE National Workshop**

### **The Role of Mobility in Avoiding the Social Exclusion**



#### **Minutes**

**Bucharest, Romania 30th June 2006**



This project has received funding from the European Commission within the Community Action Programme to Combat Social Exclusion 2002-2006

## TABLE OF CONTENTS

1. Purpose and Conference Agenda	1
2. Delegates / audience	3
3. The Workshop	3
4. Conclusion and recommendations	10

Annexes	21
A – List of participants	
B – Photographs of technical demonstration	

## **1. Purpose and Workshop Agenda**

In order to provide a platform for discussion between actors involved in providing public transportation and those involved in social assistance, RATB organised the National Workshop on the topic: "The Role of Mobility in Avoiding Social Exclusion" which took place on July 30<sup>th</sup> 2006.

After an introductory session presenting the framework which facilitated the discussions about this important issue on every participant agenda, a review of the country situation was made by URTP, followed by a presentation of a practical solution to social inclusion. The morning session was closed by a review of the Italian experience and efforts to achieve social inclusion by transport facilities, followed by a review of the European initiatives to create a socially inclusive transport.

In the afternoon session a technical demonstration of RATB's vehicle (accessible vehicles) was organised in the Repairing Plant of RATB. During this demonstration the audience were shown trams equipped with mobile platforms and the new buses endowing the fleet.

The last session involved a discussion about the barriers and the opportunities for avoiding social exclusion by increasing the role of public transport. ECLIPSE has an important task to identify ways to integrate the solutions for a better/quality transportation addressed to all into local strategies.

## Agenda

### “The role of Mobility in Avoiding Social Exclusion”

30<sup>th</sup> June 2006

RATB

2 – 4 Dr. Grozovici St. (RATB's Restaurant)

Bucharest

#### 10.00 **Registration**

**Morning Session** - Moderator: Florin DRAGOMIR, RATB

**10.15 Welcome**

Gheorghe ARON, General Manager, RATB

**10.30 The ECLIPSE project**

Sarah CLIFFORD, Transport & Travel Research Ltd.

**10.50 Experience of building local strategic policy partnerships**

Paula COPPELL, Merseytravel

**11.05 RATB and ECLIPSE**

Florin DRAGOMIR, RATB

#### 11.20 **Coffee break**

**11.45 Romania – National review and perspectives**

Doina ANASTASE. URTP

**12.00 ASK-IT – Practical transportation services for mobility impaired people under e-Inclusion**

Dimitris BALTAS, SC ATC ROM SRL

**12.15 Italian experience in Social Inclusion**

Massimo MARCIANI, FIT Consulting srl

**12.30 Transport & social inclusion European Initiatives**

Ivo Cré, POLIS

#### 12.45 **Lunch**

**14.30 Technical Demonstration**

A presentation of the RATB's vehicles – RATB - URAC

#### 15.15 **Coffee break**

**15.30 Opportunities and Barriers to progress** - Moderator: Florin Dragomir, RATB

Discussion session regarding the Romanian situation on the social exclusion issue, stressing the importance of mobility.

Participants: representatives from RATB, Municipality, associations, NGOs etc

**16.30 End of the Workshop**

## 2. Delegates / audience

Being a national workshop, RATB intended to give the opportunity for discussion not only between local actors involved in developing strategies or to different specialised organisations, but also to representatives of the public transport operators and local authorities from different areas of Romania.

29 persons attended this workshop which was organised in one of RATB's facilities, 14 of which were female and 15 of which were male (see Annex A for the list of participants).



Simultaneous translation English/Romanian was provided, but in order to facilitate the discussions and the ideas exchanged the participants used the English language.

## 3. The Workshop

The Conference was officially opened by Mr. Ion Dedu, the Infrastructure Manager of RATB who welcomed the attendees of the workshop. Mr Dedu stressed the importance of ECLIPSE especially in this period when RATB is paying a lot of effort in modernising/raising the quality of the offered service for all passengers. The large projects RATB are developing including the rehabilitation of the infrastructure and the modernization of the fleet are meant to facilitate the access of all categories of the passengers (elderly, mobility impaired, etc). He expressed his hope that the outcomes of the workshop would be materialised in solutions for improving citizen life by developing integrated local strategies. Mr. Gheorghe Aron, General Manager at RATB, sent his apologies for not being able to participate in this workshop.

Mr. Florin Dragomir (RATB - Romania), the chairman of the meeting, stressed the outcomes of the projects already implemented have made an immediate impact on increasing the attractiveness of the public transport offered by RATB.

Ms. Sarah Clifford (TTR - UK) provided an overview of the background and context of ECLIPSE stressing that the aim of the project is to actively engage the transport professionals and other actors in creating working strategic partnerships for increasing the awareness of the influence of transport on social inclusion at the local, regional and European level.



Mrs. Paula Coppel (Merseytravel – UK) presented Merseytravel's initiatives on developing strategic accessibility partnerships with key actors. A major support in this development is the Local Transport Plan which foresees to overcome the barriers with direct impact on an individuals' ability to access jobs and different essential services that they need. At local level, the development

of the access strategy is based on usage of different tools and methods addressed to every key issue identified. Mrs. Coppel stressed the idea that it is not easy to offer accessible services and that it is not easy either to attract people to use them although it is of course better to create inclusive transport in order to prevent any further problems occurred as a result of lack of accessibility.

Mr. Florin Dragomir (RATB – Romania) gave an image of the Bucharest situation and the context which facilitated it to consider transport as a factor to social inclusion. In this respect, Mr. Dragomir presented the results of a survey envisaging the social conditions evaluation of the population. One of the main issues that resulted from this survey was the support given by families to different social excluded categories (financial, physical, etc). RATB interests to create full accessibility to its fleet together with the local objectives during ECLIPSE were stressed within Mr. Dragomir's speech.

Mrs. Doina Anastase (URTP – Romania) offered an image of the initiatives in the Romanian cities regarding accessible transport. The social inclusion can have different approaches identified as legislative, administrative, technical and financial. Each of them influence each other therefore an integration of the measures is recommended. It is not enough to make large investments in infrastructure if you cannot offer access to the service. Mrs. Anastase mentioned the necessity to extend the addressed categories by including special categories such as persons with low incomes, those having a reduced mobility or young parents with babies.

Mr. Dimitris Baltas (ATC ROM – Romania) presented the ASK-IT project developed at the European level by a large consortium which is aiming to support and to promote the free movement and independence of people with special needs. The expected outcome of the project is a range of services offered to help the every day life activities run smoothly and hassle-free. Mr. Baltas underlined the importance of the information gathered at the local level and provided by the main service operators with the support of the local authorities. The Bucharest team on the project includes different group associations. More information about the project can be found at [www.ask-it.org](http://www.ask-it.org).

Mr. Massimo Marciani (FIT Consulting – Italy) provided an overview of the Italian experience of social exclusion namely a number of projects developed in different cities and regions. The outcomes outlined as results of the project are the way the social exclusion problems are tackled by transport planners or by governments, the importance given by governments to this kind of the problems and how future governments could develop or increase the problems by having a different range of priorities on their agenda. In the same context, Mr. Marciani expressed the necessity of identifying, monitoring and evaluating the policies and measures needed to tackle “transport poverty”.

Mr. Ivo Cré (POLIS – Belgium) made an important contribution to the workshop, presenting the links between transport and social exclusion at the European level. Based on the definition of transport and social exclusion, Mr Cré made an analysis of the social excluded groups and their need for mobility. Having this information as a starting point, he described how the EU has invested in developing projects to address accessibility and to “shrink” Europe. The development of the National Action Plans is one tool that the EU is using in order to achieve socially inclusive transport. . The main objective of the common transport policy is to place users at the heart of the transport system. All the projects developed at

European level mentioned by Mr. Cré have as main objective/goal similar the objectives of ECLIPSE.

In the last part of the day, a discussion which attempting to identify barriers and opportunities for increasing the role of transportation in social inclusion took place. The participants were invited to talk about the most common barriers/opportunities identified and which they thought were the best solutions to avoid/further develop them.

Mr. Radu Visan (Ploiesti Municipality – Romania) considered the lack of financial resources a main barrier. He felt that the transport operators don't have enough resources to modernise their fleets with new, accessible vehicles for all categories of passengers. Although local authorities are aware of the necessity to support projects addressed to special categories it is very difficult to provide the necessary resources. In this context, Ploiesti could be an example of political support for the projects in transport as endowments with new vehicles, changes at the existing rolling stock. A special issue for Ploiesti Municipality is how to increase the awareness of the passengers and special campaigns are organised, although the mentality seems to be a barrier in acceptance. Mr. Radu Visan mentioned the goal of the local decision-makers to link plans with social need. For reaching this target it is mandatory to know the needs of socially excluded groups and to find an optimal way to integrate the transport plan with other service providers' strategies.

Mr. Nicolo della Pupa (ONMPH – Romania) stated that the transportation problems for a disabled person starts when he/she leaves the house. A barrier for a disabled person to make a public transport journey is how he/she is able to reach a public transport stop. The problems start when a disabled person wants to leave the house and find an accessible way to a public transport stop. Mr. della Pupa mentioned the Bucharest Municipality project to redesign all the streets in the city to take account of accessibility principles. Moreover, the law forces all the public institutions to create accessible public spaces.

Mr. Florin Dragomir stressed the implementation of all the accessibility issues on a large boulevard in Bucharest (streets, phone boxes, public transport stops etc). Mr. Dragomir underlined the necessity of developing communication bridges between all the actors interested in finding the proper solutions for providing accessibility for all.

Mr. Florin Codrut Nemteanu (Politechnics University – Romania) presented the existence of a pilot project developed together with RATB regarding a real time information system. Starting from this he considered that the development of the intelligent systems could be considered either an opportunity or a barrier. The explanation could be that a state-of-the art information system would facilitate access to public transport by a better planning of the trip, but at the same time it could be a barrier in understanding how it works. Communication with the users could be a solution to prevent any rejection of them in using a technology which facilitates a better time-planning.

Ms. Paula Coppel mentioned that sometimes costly telematic solutions are not so efficient as the information received from people. People may find it easier to accept information received from a human rather than from a machine, therefore the service providers could have important cost reductions if they understand better the needs of the community and they plan the service better. Mrs. Coppel thought that the barriers in approaching social issues in the UK are different to that in Romania. While in UK, people are predisposed to

social inclusion because of economical advantages, in Romania the physical accessibility of public spaces offer the premises for the social inclusion.

Mr. Ivo Cré stressed the differences between Eastern and Western Europe in approaching the social issues. While in Eastern Europe there is an important support for social excluded persons received from different actors starting with the family and ending with governmental institutions/organisations, in Western Europe there are public debates about the role of the different actors in providing social assistance and to what extent it has to be provided. Mr. Cré referred to the way that a decision should be taken regarding the implementation of technical solutions – it is economically efficient to implement those solutions based on the principle “design for all”. “Design for all” must be the final goal, but in the mean time, tailor made solutions have to be provided for people with special needs.

Mrs. Doina Anastase underlined the importance that the local authorities have to play to increase the public transport role in avoiding social exclusion. The specialised department within these institutions should better inform the categories that are socially assisted about the advantages offered by public transport usage and what is the offer. Furthermore, the local authorities must consider the structural funds as an opportunity to develop projects for the modernisation of the public transport infrastructure. Mrs. Anastase also generated the idea that local authorities should start by gaining a better knowledge of local problems by creating a platform for discussion for all stakeholders and also pay more attention to the future approach of the social problems by organising information campaigns.

#### **4. Conclusions and recommendations**

In a changing society such as the current Romanian society, it is mandatory to start thinking about social inclusion and to have a fair image about the needs of those socially excluded in order to decrease the negative impact on social life. Accession in EU being an important point in the agenda of all the decision-makers, it is not an easy task to prioritise the projects, especially when the local problems seem to be many and diversified while the financial resources are limited. Moreover, adding the goal of the politicians in providing a better quality life in the cities and the difficulties that local authorities are facing these days are evident / challenging.

One of the goals of this workshop was to identify the barriers and the opportunities for developing a coherent social inclusion strategy.

The barriers identified are:

- Limited resources allocated to the domain – sometimes the process of their allocation is too slow compared with the urgency of the projects to be implemented;
- street infrastructure – physical barrier that has to be adapted to the needs ;
- standards – technical barrier – because they are not yet updated.

The opportunities that can be considered as incentives to support the strategy developing:

- the politicians and decision-makers willingness to develop the specific strategies to reduce the social exclusion;
- the technical solutions (telematics);

- the family support.

The outcomes of the Romanian workshop related to the mobility opportunities for reducing the social exclusion are important because:

- i. the problems raised were approached in a fair manner;
- ii. the workshop was a very good exercise to put together different stakeholders;
- iii. the discussion raised the necessity to strengthen the communication between local authorities, service providers, and stakeholders in order to develop common strategies to promote social inclusion;
- iv. an understanding of the current situation and assimilating different partners experience can create the premises for developing more inclusive strategies.

The strategies defined by different departments within Bucharest Municipality by different service providers or by specialised organisations or stakeholders associations are addressing the problems raised within ECLIPSE, though an integration of these strategies is very much welcomed. In this respect, the workshop raised the necessity of a correct definition of the problems (concretised in the Strategy on medium term proposed by the Bucharest Municipality – Social Assistance Directorate) and its acceptance by all the actors involved and their interest to include solutions in each of the strategies.

The discussions held during the day helped in creating an image of every actor's understanding of the issue raised. Considering this a starting point for a further collaboration at local level, the participants agreed to continue the debates on the ways of how expected results can be achieved.

## Annex A List of participants

Name	Surname	Company	Country	Email
Corneliu Mihai	Alexandrescu	UPB	Romania	<a href="mailto:cma@eltrans.pub.ro">cma@eltrans.pub.ro</a>
Doina	Anastase	URTP	Romania	<a href="mailto:doina.anastase@urtp.ro">doina.anastase@urtp.ro</a>
Denisa	Andrei	RATB	Romania	<a href="mailto:dandrei@ratb.ro">dandrei@ratb.ro</a>
Gheorghe	Aron	RATB	Romania	<a href="mailto:office@ratb.ro">office@ratb.ro</a>
Dimitris	Baltas	SC ATC ROM SRL	Romania	<a href="mailto:d.baltas@atcrom.ro">d.baltas@atcrom.ro</a>
Camelia	Chelaru	RATB	Romania	<a href="mailto:relatii publice@ratb.ro">relatii publice@ratb.ro</a>
Sarah	Clifford	TTR	UK	<a href="mailto:Sarah.Clifford@ttr-ltd.com">Sarah.Clifford@ttr-ltd.com</a>
Paula	Coppel	MerseyTravel	England	<a href="mailto:paula.coppel@merseytravel.gov.uk">paula.coppel@merseytravel.gov.uk</a>
Ivo	Cre	Polis	Belgium	<a href="mailto:icre@polis-online.org">icre@polis-online.org</a>
Lucia	Cristea	RATB	Romania	<a href="mailto:lucia.cristea@ratb.ro">lucia.cristea@ratb.ro</a>
Ana-Maria	Culea	RATB	Romania	<a href="mailto:anamaria.culea@ratb.ro">anamaria.culea@ratb.ro</a>
Ion	Dedu	RATB	Romania	<a href="mailto:ion.dedu@ratb.ro">ion.dedu@ratb.ro</a>
Nicolo	della Pupa	ONPHR	Romania	<a href="mailto:onphr@easinet.ro">onphr@easinet.ro</a>
Alexandru-Catalin	Dicu	Municipalitatea Bucuresti - DGAS	Romania	<a href="mailto:social@pmb.ro">social@pmb.ro</a>
Constantin	Donea	URTP	Romania	<a href="mailto:c.donea@urtp.ro">c.donea@urtp.ro</a>
Florin	Dragomir	RATB	Romania	<a href="mailto:florin.dragomir@ratb.ro">florin.dragomir@ratb.ro</a>
Razvan	Fronescu	RATB	Romania	<a href="mailto:razvan.fronescu@ratb.ro">razvan.fronescu@ratb.ro</a>
Massimo	Marciani	FIT Consulting	Italia	<a href="mailto:marciani@fitconsulting.it">marciani@fitconsulting.it</a>
Florentina	Marin	DGASPC sector 5	Romania	<a href="mailto:florance2001@yahoo.com">florance2001@yahoo.com</a>
Doru	Neacsu	Compania de Transport Public Arad	Romania	<a href="mailto:pd@ctparad.ro">pd@ctparad.ro</a>
Florin Codrut	Nemtanu	UPB	Romania	<a href="mailto:fnemtanu@yahoo.com">fnemtanu@yahoo.com</a>
Dorel	Popa	RAT Craiova	Romania	<a href="mailto:ppdoru@yahoo.com">ppdoru@yahoo.com</a>
Alina	Purice	RATB	Romania	<a href="mailto:alina.purice@ratb.ro">alina.purice@ratb.ro</a>
Oana	Radulescu	ANPH	Romania	<a href="mailto:oana.radulescu@anph.ro">oana.radulescu@anph.ro</a>
Laurentiu	Rizea	RATB	Romania	<a href="mailto:lizea@ratb.ro">lizea@ratb.ro</a>
Ovidiu	Romosan	Impact Consulting	Romania	<a href="mailto:ovidiu.romosan@impactconsulting.ro">ovidiu.romosan@impactconsulting.ro</a>
Mihai	Scarlat	RATB	Romania	
Hermina	Simionescu	RATB	Romania	<a href="mailto:hermina.simionescu@ratb.ro">hermina.simionescu@ratb.ro</a>
Rodica	Stoicescu	RATP Iasi	Romania	<a href="mailto:dir_tehnic@ratp-iasi.ro">dir_tehnic@ratp-iasi.ro</a>
Radu	Visan	Primaria Municipiului Ploiesti	Romania	<a href="mailto:inteuro@ploiesti.ro">inteuro@ploiesti.ro</a>
Mihai	Vladarau	RATB	Romania	<a href="mailto:mvladarau@ratb.ro">mvladarau@ratb.ro</a>
Manuela	Voicu	ANPH	Romania	<a href="mailto:manuela.voicu@anph.ro">manuela.voicu@anph.ro</a>

## Annex B Photographs of technical demonstration

### *Technical demonstration*

During the workshop, RATB prepared a demonstration of the vehicle endowed with access facilities. The participants have seen technical solutions chosen to change the trams, the bus entirely changed for disabled people access and the new buses.



