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AND EQUAL OPPORTUNITIES DG



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

## DG Employment, Social Affairs and Equal Opportunities

### Task: 1.5

# *ECLIPSE*

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

## KNOWLEDGE TRANSFER STRATEGIES THROUGH WORKING STRATEGIC PARTNERSHIPS (DELIVERABLE 2 – Final Version Year 2)

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## **EXECUTIVE SUMMARY**

ECLIPSE (European Cooperation and Learning to Implement Transport Solutions to combat Exclusion) is one of 24 projects funded under the European Commission 2<sup>nd</sup> Transnational Exchange Programme (TEP) which forms part of the Community Programme. The project started in September 2005 and runs until August 2007. The aim of the project is to address the issue of the transport impacts on social exclusion and build on the conclusions of MATISSE (Methodology for Assessment of Transport ImpactS of Social Exclusion), another European Commission funded project which highlighted the important impacts that transport can have in increasing exclusion and how transport policy properly integrated in joint working with social agencies could encourage greater inclusion.

In order to reach its objectives, the ECLIPSE project has worked to establish partnerships between stakeholders that are relevant to the issue of transport and social exclusion. The stakeholders are situated at various levels: the European level, the national level, and the regional to local level.

This document describes the process of the establishment of these three levels of stakeholder partnerships. For each level, we describe the nature of the stakeholders and their role and function in the partnership. At the local level, the ECLIPSE partners RATB and Merseytravel describe the partnerships within their field of operation. At a level above, Polis has identified local experts within its membership that are dedicated to finding solutions for social exclusion through transport planning. The third section provides an introduction to the contacts of the National Action Plan officials; these are the national level coordinators of social policy. The fourth section of the document maps the different EU stakeholder organisations and institutions in the field of transport and social inclusion. The document concludes with recommendations for involving different stakeholder groups in the transport and social inclusion process and a section on financing transport and social inclusion policy integration.

# 1 INTRODUCTION

## 1.1 Relationship between the project objectives and stakeholder involvement

The ECLIPSE project has set ambitious objectives.

- i) To increase the awareness of the transport and social exclusion issue among transport professionals in the Member and Accession States. .
- ii) To disseminate a menu of best practices measures, benchmark solutions and tools to assist transport professionals in combating the issue.
- iii) To actively engage with transport actors and stakeholders in other sectors (health, education, social services etc.), to form sustainable working strategic partnerships in a number of benchmark cities across EU25 and Accession countries to formulate policy of transport and exclusion.
- iv) To liaise with the Member States and Accession Countries engaged in the NAP process to ensure that transport considerations are taken on board.
- v) To address the issue at the European level. This objective is included because the lack of dialogue between the Commission Directorates General on this issue was recognised during the MATISSE initiative. This is also related to the lack of awareness of the problem among both the social partners and transport groupings at the European level.

Within the objectives, a constant concern is the involvement of the right configuration of stakeholders. The groups mentioned in the objectives are:

- Transport professionals
- Stakeholders in other sectors (health, education, social services, etc.)
- Government actors within Member States and Accession Countries that are engaged in the NAP process.
- The relevant units within the European Commission.
- Social partners and transport groupings at the EU level.

All groups mentioned have in common the potential to improve their level of recognition regarding the impacts of the transport system on social exclusion and of the positive effects that can result from properly planned transport measures. ECLIPSE is convinced that solutions in the field of transport and social exclusion should generate from intense interaction between the groups of stakeholders mentioned. Stakeholders should operate in partnership, not single-handedly.

ECLIPSE sees four main reasons for establishing partnerships between stakeholders in order to reach the ECLIPSE objectives:

- Partnerships can be established in order to create channels for information exchange: as mentioned before within the framework of the MATISSE and ECLIPSE projects, the relationship between transport and social exclusion is one of the blind spots in the minds of transport policy and social policy professionals. When both parties meet, a consolidated analysis of the interaction of transport and social exclusion can be established.
- Partnerships can create solutions at the policy level and the impacts of measures can be assessed in an interdisciplinary way.
- Partnerships can develop targeted transport services that help address social inclusion.
- Partnerships can share resources to find solutions. Only strong partnerships can create openness in both the social and transport sector to discuss financial burden sharing for transport measures that benefit social inclusion. A more overall way of calculating costs and benefits can avoid the distrust between departments when the costs are carried by one department and another department sees the benefits. Multi-sector impacts assessments should be fostered in this regard.

## 1.2 Three governance levels

There are three distinct levels of partnership structures: the EU level, the national level and the regional to local level. This classic distinction has a rational ground to it. For both issues addressed - social exclusion and transport – there is a different competence and agenda at each level of governance.

For the social inclusion domain, the differences lie mainly in the competences that are assigned to different governance levels, whereas the agenda is quite similar. The sector has the advantage that the Lisbon targets are well acknowledged throughout the different governance levels. The targets do not need adaptation to “trickle down” to the local level. This enables local authorities to step into the Lisbon Process and reach targets that are agreed upon at the EU level.

In the field of transport, this is more difficult. The difference between transport issues that fall under EU competence and competences taken up by lower governance levels, makes it sometimes difficult to communicate and promote coherent strategies.

In facing this layered and diverse institutional complex, ECLIPSE sees three main challenges in establishing coherent and strategic stakeholder groups:

- Networking opportunities need to be provided that enable vertical integration, i.e. integration between different governance levels.
- Next to the well-known and clear Lisbon targets, EU-wide objectives on accessibility and social aspects of transport would facilitate the communication between stakeholders at different levels.
- The National Action Plan process has seen difficulties in all its subtopics to make local level initiatives visible in reports that reflect in principle the aggregated national level. The European Commission is well aware of this challenge and is providing national governments with tools on how to include local practice in the reporting process.

In the following chapters, this document describes the process of the establishment of three levels of stakeholder partnerships. For each level, we describe – where the information is available - the nature of the stakeholders and their role and function in the partnership.

1. At the local level, the ECLIPSE partners RATB and Merseytravel describe the partnerships within their field of operation. (point 2.1. Identification of local stakeholders for strategic partnership building in the case areas)
2. At a level above this, Polis has identified local experts within its membership that are dedicated to finding solutions for social exclusion through transport planning. Also leading cities in the field of social inclusion and transport that lie currently outside the Polis membership are taken up. (point 2.2. Identification of interested Polis cities for more detailed transfer and general dissemination)
3. The third section provides an introduction to the contacts of the National Action Plan officials; these are the national level coordinators of social policy. (point 3: National Action Plan contacts and liaisons)
4. The penultimate section of the document maps the different EU stakeholder organisations and institutions in the field of transport and social inclusion. (point 4: European level : Stakeholder identification and review)
5. The document concludes with recommendations for involving different stakeholder groups in the transport and social inclusion process. (point 5: Recommendations for involving different stakeholder groups in the transport and social inclusion process)
6. Finally the document provides some notions on “who picks up the bill?” (point 6)

The annexes include the relevant NAP contacts and TEP funded project contact details. These are lists of contacts that were already made available by the European Commission online. ECLIPSE chose not to include other lists of contact details in this document (e.g. of the EU level stakeholder organisations and institutions).

## **2 LOCAL AND REGIONAL LEVEL**

### **2.1. Identification of local stakeholders for strategic partnership building in the case areas (Merseyside and Bucharest)**

#### **2.1.1. Partnerships in the Merseyside Accessibility Strategy**

The role of the Accessibility Strategy to support the social and economic regeneration of Merseyside is of crucial importance. Through the Local Transport Plan, the Accessibility Strategy promotes the continuing development of an integrated transport network covering all modes to help overcome identified accessibility problems.

##### **2.1.1.1. Strategic Accessibility Partnerships (SAPs)**

Alongside the involvement of neighbouring authorities to address issues such as employment and training, Strategic Accessibility Partnerships (SAPs) were established around the accessibility themes of health, employment and education. Each of the Strategic Accessibility Partnerships (SAPs) has provided a supporting statement describing why they are involved in the process and how the accessibility strategy can help achieve their targets. These partnerships include partners with both policy development and delivery roles.

##### **2.1.1.2. Access to Employment (see Figure 2.1)**

Merseytravel has built on the established successful partnership working arrangements with Job Centre Plus (JCP) and support from across the Merseyside district teams. The partnership has established a network of appropriate contacts with the various local officers. Merseytravel and Job Centre Plus are represented on the Merseyside Local Strategic Partnerships and are aware of the potential for increased joint working or joint commissioning of services from the emerging Local Area Agreements Agenda.

The transport and employment sectors have a good record on joint working to improve access to employment through improvements to public transport and the development of work place travel plans. Working in partnership with Jobcentre Plus, Merseytravel introduced an innovative new bus service to address accessibility problems for Wirral jobseekers accessing employment outside of the Wirral area.

**Figure 2.1 Transport and Employment Sectors Joint Working Plan to Improve Accessibility**

Action	Roles
<b>Ongoing Accessibility Improvements</b>	
Jointly define targeted areas for support taking account of Merseyside Economic Strategy Action Plan and City Regional Development Plan	Merseytravel, JCP, Learning and Skills Council (LSC), Local Authorities
<p>Merseytravel have engaged with the City Regional Employment Strategy Group to ensure that transport issues and travel barriers are reflected in the document.</p> <ul style="list-style-type: none"> <li>• Build on Workwise project – Now established across all of the 38 Merseyside Pathways areas.</li> <li>• Provide improved travel information – Ongoing</li> <li>• Explore role of Neighbourhood travel coordinators – Now 5 teams operating one in each of the Merseyside districts. Funded via Merseytravel’s Lets Get Moving Team with European Regional Development Fund (ERDF) Objective One M29b money.</li> <li>• Improved ticketing / subsidise travel expenses. Ongoing – Workwise providing some subsidised tickets to target groups using ERDF funding secured by Merseytravel.</li> <li>• Development of new services such as Joblink – 6 new Demand Responsive Transport (DRT) bus services, branded Dialalink are operating to fill gaps identified in the commercial bus network and operating at times to meet employers needs. Again with ERDF funding as above.</li> <li>• Identification of funding streams - Ongoing</li> </ul>	As above plus Objective One (and successor programmes), JETS
Develop Workplace travel plans – also provides better travel information for new employees – Ongoing	Employers, Travelwise
Link Workplace Travel Plans with recruitment drives, e.g. Hospitals,	Employers, Travelwise
Develop links with development agencies, regeneration teams, etc to establish early warning of incoming job creation in order that supporting travel packages can be implemented. This area of work is proving very successful as JCP, LA and other partners are becoming more effective at sharing information and operating joint events. Merseytravel have supported Neighbourhood Travel Teams and Workwise to have local area events and launches and where possible piggy back these on to recruitment drives or other employment/training events.	As above plus development agencies, LA regeneration departments
Provide improved public transport information to staff, visitors ongoing	Merseytravel, JCP
Provide childcare/ crèche facilities – aspirational but most employers very reluctant to even consider such practices.	Employers
Locate new developments which support access by non car users. Fits with proposed Merseyside Supplementary Planning Document, (SPD) on transport and land use/location choice. SPD now agreed	LTP SU, TravelWise, Employers, JCP

but not always implemented with districts reluctant to put barriers in the way of development in some cases.	
Flexible working hours to match public transport – Not realistic in light of the massive increase in out of hours working with many jobs now operating 24/7.	Employers
Provide facilities for walkers and cyclists – The public and health sector are the most likely employers to invest in these measures although there is significant evidence that if employees get more fresh air and exercise, they are healthier, happier and more productive.	Employers
Subsidise job seekers travel – Employers are often reluctant to pay expenses for job applicants and very rarely make up front payments for potential future employees to attend interviews this and the reluctance of JCP to commit discretionary funding for travel costs can make it very difficult for someone on benefits to take up offers of interviews because of travel costs. Merseytravel support Workwise to make limited free travel passes available to individuals who meet the criteria.	Employers, JCP
Provide mobile job centres – There have been pilot mobile JCPs and other employment services. Outreach can significantly breakdown barriers to engaging within local areas were there is a concentration of worklessness.	JCP
Development of Workwise initiatives e.g. MDA Ongoing	JCP, employers, TravelWise
Expansion of Neighbourhood Travel Teams - Now funded until December 2008	Merseytravel, JCP

### 2.1.1.3. Access to Education (see Figure 2.2)

The education partnership with representatives from the Learning and Skills Council (LSC) and the Local Education Authorities (LEAs) is seeking to improve the access to training and education for people on Merseyside and to this end is developing a Joint Working Plan and engaged in promoting transport considerations as a key element of the planning process in relation to the delivery of future services. Merseytravel and the Greater Merseyside Learning and Skills Council are represented on all of the Merseyside Local Strategic Partnerships and active in a variety of projects such as the Regional Development Agency Sector Skills Programme and pilot sector skills initiatives.

Following the enactment of the Education Act 2002 which places a requirement on all LEAs to develop a 16-19 transport policy, a range of new initiatives have been developed, co-ordinated by the Greater Merseyside Learning and Skills Council and the District Local Authorities, including the setting up of new District Transport Education Partnerships which have pioneered a wide range of transport initiatives across Merseyside using DfES “Pathfinder” funding.

**Figure 2.2 Transport and Education Sectors Joint Working Plan to Improve Accessibility**

<b>Action</b>	<b>Roles</b>
<b>Capital Schemes and Service Location Changes</b>	
Ensure consistent interpretation of Accessibility – Development of accessibility criteria for educational establishments	LAs/LSC/LTPSU
Include Accessibility into new site assessment criteria emerging from StAR reviews.	LSC
Include Accessibility into assessment criteria for service location changes emerging from StAR reviews.	LSC
Include Accessibility into new site assessment criteria emerging from Building Schools for the Future programme	Local Education Authority (LEA)
Forward postcode and catchment information for service / location changes to LTPSU prior to assessments.	LSC
Local Transport Plan partners provide accessibility advice for service / location changes	LTPSU Access Officer to co-ordinate with Local Authorities (LAs).
Consider sustainable travel at new site design phase to ensure supports college Travel Plan e.g. car park provision, cycle parking etc.	Colleges/LAs with TravelWise advice
Develop Travel Plan action plans for all new sites	LAs with TravelWise
Develop Travel Plan for post 16 education sites with overall policy and practices	Colleges with TravelWise team
Develop Travel Plan Action Plans for all post 16 education sites	Colleges with TravelWise team
Explore joint working on improved transport provision to sites; inter site transport and other opportunities.	Colleges, LTPSU Access Officer, Local Transport Plan partners.
Explore potential for developing new ticketing schemes to help with travel costs	LSC and LTPSU
Development of school and college Travel Plans	LAs/Colleges with TravelWise team
Joint mini-bus schemes	LAs/Colleges/Merseytravel
Integrate schools transport with local bus network	LAs/Merseytravel
Integrate schools transport with other LTA transport	LAs/Merseytravel
Re-organise schools bus contracts	LAs/Merseytravel
Improved public transport information provision to both students and staff	Schools / Colleges / Merseytravel / TravelWise
Provide transport for those with learning difficulties	LAs

Provide childcare for adult students	Colleges/Universities
Alter school timetables to match public transport	LEAs
Improve walking and cycling routes to schools and colleges	LEAs/Colleges with Travelwise
Through LSPs support appropriate LTP measures with a benefit to learning	LSC/LAs

All of the above work is ongoing and with the changes to legislation the number of young people entitled to support from LEAs for home to school travel will increase as the journey distance is reduced from 3 to 2 miles. There is also a recognition that more needs to be done to promote walking and cycling as sustainable modes for travelling between home and learning.

There is also greater emphasis on choice so many students may select to study at schools or institutions further away from home.

#### 2.1.1.4. Access to Health (see Figure 2.3)

In Merseyside access to health is being driven by the Local Improvement Finance Trust (LIFT). All partners are committed to the inclusion of accessibility as an assessment criterion for capital projects and service relocations and the NHS is committed to addressing opportunities for joint transport service delivery mechanisms and Travel Plans across health sites.

The clear link between transport and health and their impact on the wellbeing of communities was recognised through a joint study between Merseytravel and the Merseyside Health Action Zone. Merseytravel in partnership with Southport and Formby Primary Care Trust, commissioned work to identify and demonstrate how the accessibility planning process can be applied to a Primary Care Trust (PCT) within the Merseyside area to act as a guide to future practice.

**Figure 2.3 Transport and Health Sectors Joint Working Plan to Improve Accessibility**

Action	Roles
<b>Capital Schemes and Service Location Changes</b>	
Ensure consistent interpretation of Accessibility (see below)	PCTs disseminate
Include Accessibility into new site assessment criteria	SHA and PCTs
Include Accessibility into assessment criteria for service location changes	PCT
Forward postcode and catchment information for service / location changes to LTPSU prior to assessments	PCTs
Local Transport Plan partners provide accessibility advice for service / location changes	LTPSU Access Officer to co-ordinate with LA

Consider sustainable travel at new site design phase to ensure supports PCT Travel Plan e.g. car park provision, cycle parking etc.	PCT TravelWise advice
Develop Travel Plan action plans for all new sites	PCTs with TravelWise team
<b>Ongoing Accessibility Improvements</b>	
Develop PCT Travel Plan with overall policy and practices	PCTs with TravelWise team
Develop Travel Plan Action Plans for all PCT sites	PCTs with TravelWise team
Explore joint working on vehicle use through ambulance service booking system and other opportunities	Ambulance Trust and LTPSU Access Officer, Local Transport Plan partners.
Explore potential for better use of hospital travel costs scheme	PCT / NHS Trusts and LTPSU
Through LSPs support appropriate LTP measures with a benefit to public health such as Low Emission Zones, Travel Plans, and Quality Bus Contracts.	PCTs

All of the above is ongoing with an increased awareness of the benefits of integrated transport services so there is dialogue to explore the potential of use of non emergency ambulances to provide community transport services, the same vehicles to be used for shared journeys between patients, staff and social services, education and other essential services.

#### **2.1.1.5. Local Strategic Partnerships (LSPs)**

A pan-Merseyside Local Strategic Partnership (LSP) Transport group including representatives from each of the Merseyside LSPs has been established. The role of LSPs will be crucial to the successful implementation of accessibility actions at the local level. It has been agreed at a Merseyside level that the Accessibility Strategy will be developed and delivered through each of the five Merseyside LSPs. The role of the group is to ensure consistent views are presented to each of the LSPs and that the Accessibility Strategy and associated local area action plans fully reflect the aspirations of the LSP Community Strategies.

Merseytravel continues to present transport issues as cross cutting theme to all of the Merseyside Local Strategic Partnerships and to support inclusion of transport targets in the Local Area Agreements.

#### **2.1.2. Partnerships in linking transport and social inclusion policies in Bucharest**

In a changing society such as the current Romanian society, social inclusion is an issue that concerns not only the politicians, decision-makers, stakeholders, but also different actors / providers of different services. The mobility providers find it very difficult to deal with all the mobility requests for mobility impaired persons while their efforts are concentrated in maintaining a balanced offer compared with the very fast growing car ownership rate.

When financial resources are limited and they are dedicated mainly to rehabilitate the specific transport infrastructure the solution of an “inclusive” offer becomes more feasible. It is far more affordable / efficient to invest in vehicles or in a specific infrastructure which has the features of an “inclusive” offer than to invest in adapting everything to special requirements of different groups of people. In this context, discussions between different actors involved in providing mobility, decision-makers and stakeholders have concluded that is necessary to create local partnerships to identify which is the better transportation offer to help them.

The main partnership created at local level is between the City and RATB (surface public transport operator). The latest offers within the Municipality support free transportation for disabled persons (and careers), elderly people, and special fares for students. A public transport fleet endowed with accessible vehicles (low floor and platforms), large investments in tram stops and street infrastructure and a real time information system are only few of the projects implemented in Bucharest addressed “to all”.

RATB has a close relationship with the ASK-IT project which aims to improve access of mobility impaired people to transportation. Access is improved by appropriate information to all specific target groups such as mobility impaired people, elderly people etc. RATB is working to create platforms for discussion with all the actors interested in solving mobility problems of the social excluded categories. ([www.ask-it.org](http://www.ask-it.org))

## **2.2. Identification of interested Polis cities for more detailed transfer and for general dissemination**

### **2.2.1. Background**

Polis is a city/regional network, established 19 years ago and now numbers some 70 members. The organisation provides for the effective exchange of intelligence between the membership; and for the documentation of best practice in the transport area. The membership now includes cities and regional authorities from all EU25 plus Accession countries. In addition to its networking activities, Polis acts on behalf of the membership to lobby for the transport policy agenda among European level actors. The organisation has a large experience of knowledge transfer and dissemination activities; including major annual European conferences.

In recent years, social issues have taken a bigger place in Polis activities. For instance, Polis has already organised seminars on financing public transport and the impact of pricing on Public Transport use in order to establish public transport as a service of general interest that can serve environmental as well as social objectives of local authorities. The network was recently involved in UNIACCESS and is involved in the ASK-IT e-Inclusion project, two projects for improving access to travel for the mobility impaired.

Giving the increasing importance of these issues, it was considered timely to organise Polis’ activities in a more structured and coherent manner. Polis has therefore grouped its social (and economic) activities in one thematic pillar. Next to several economic and regulatory issues, this pillar covers everything related to accessibility, including the accessibility of transport for the mobility impaired and accessibility to basic services (health centres, shops, culture, etc) for everyone.

### **2.2.2. Polis Working Group on social and economic aspects of local transport**

The issue has for a long time sat on the margins of transport planning; however, in recent years it has moved up the policy agenda as transport authorities strive to achieve inclusive transport systems. In this regard, the Polis members that are dedicated to this issue elaborate topics such as technology to support the travel of the mobility impaired and socially inclusive transport systems. If necessary, external experts are invited to support the city experts.

In addition to acting as a platform for sharing knowledge and ideas, a further aim of the working group is to develop tangible outputs which can support cities and regions in building solutions to their transport problems. Such outputs may include: good/bad practice guides; workshops/seminars; training materials; recommendations to national governments/EU institutions; identifying research gaps and opportunities, etc.

#### **Members of the Working Group**

- Genoa
- Surrey
- URTP, the Romanian Association of Public Transport
- Bucharest
- The Hague
- Transport for London
- Merseytravel
- Stuttgart
- Toulouse
- Gothenburg
- Hamburg (participated in recent meetings, but is not currently a Polis member)

### **2.2.3. Other local authorities' initiatives and networking for social inclusion and transport**

Within the ASK-IT project ([www.ask-it.org](http://www.ask-it.org)), 8 authorities are developing tailor made, personalised and localised mobile services for people with disabilities. The 8 cities are Bucharest, The Hague, Newcastle/Gateshead, Athens/Thessaloniki, Genoa, Madrid, Helsinki and Nueremberg.

The Interreg project CARE enables Italian cities to share experiences regarding accessibility strategies with other cities in its Euro-regional context. The network includes Emilia Romagna, Ferrara, Bologna, Forly, the region of Lombardy, Milano, Umbria, Ancona, Pesaro-Urbina, Venice, Gera, Thessaloniki and the North East Region of Romania.

### 3 NATIONAL LEVEL: NATIONAL ACTION PLAN CONTACTS AND LIAISONS

One of the keys to a social and transport policy integration lies in the National Action Plans for social inclusion (see ECLIPSE Deliverable D3). The persons charged with the development of National Action Plans for social inclusion constitute the Social Protection Committee. The Social Protection Committee (SPC) was established in 2000, in order to serve as a vehicle for cooperative exchange between the European Commission and the Member States of the EU about modernising and improving social protection systems. Under the mandate given to it by the Council, the Committee should work on the policy challenges related to the following objectives: "to make work pay and provide secure income, to make pensions safe and pension systems sustainable, to promote social inclusion and to ensure high quality and sustainable health care".

In practice, the Committee's work since its establishment has been largely determined by the strategic goal for the EU's socio-economic progress set out at the Lisbon European Council of March 2000: "to become the most competitive and dynamic knowledge-based economy in the world, capable of sustainable economic growth with more and better jobs and greater social cohesion." This, followed up by mandates from subsequent European Councils gave highest priority to work in the field of fighting poverty and social exclusion and the adequacy and sustainability of pensions. Its work in these fields has led to the application of the Open Method of Coordination (OMC) under which Member States present **National Action Plans** for Inclusion and National Strategy Reports for Pensions, on the basis of which the Commission and Council have agreed a Joint Inclusion Report and a Joint Pensions Report.

The Social Protection Committee is composed of two delegates from each Member State and the Commission. The Committee elects a Chairperson who holds office for a two-year non-renewable period. The Chairperson is aided by a bureau consisting of the Commission, two elected Vice-Presidents and two further Vice-Presidents, one representing the country currently holding the Presidency of the Council and another from the succeeding Presidency. The Committee's Secretariat is provided by the Commission.

The Committee established an Indicators' Sub-Group to work on the development of indicators and statistics in support of its tasks. The Committee members are the main contact points for each Member State for the National Action Plans. Their contact details are available at: [http://ec.europa.eu/employment\\_social/social\\_protection\\_committee/addresslist\\_en.pdf](http://ec.europa.eu/employment_social/social_protection_committee/addresslist_en.pdf)

In carrying out its functions the Social Protection Committee works closely with other Committees charged with working on EU-level social and economic policy, most notably the Employment Committee (EMCO) and the Economic Policy Committee (EPC).

The May 2007 version of this list is included as Annex A to this document.

## 4 EUROPEAN LEVEL: STAKEHOLDER IDENTIFICATION AND REVIEW

ECLIPSE has set as an objective to address the issue of the social inclusion and transport issues at the European level. This objective is included because the lack of dialogue between the Commission Directorates General on this issue was recognised during the MATISSE initiative. In addition, the lack of awareness of the problem among both the social partners and transport groupings at the European level is mentioned, together with initiatives to overcome this.

The ECLIPSE Consortium has mapped the potentially interested stakeholders at the EU level: political decision makers, government agencies, transport service providers, user groups - NGOs, private sector, research bodies – academic world. The following pages provide an overview of this work.

### 4.1. Political Decision Makers

ECLIPSE has chosen to involve Members of the European Parliament. Within the Parliament, the topic of several Committees is linked to social inclusion and transport. We have identified the principal players (the chairs, leaders of political groups, and others concerned) in the following committees:

<b>EMPL</b>	:: Employment and Social Affairs
<b>ENVI</b>	:: Environment, Public Health and Food Safety
<b>TRAN</b>	:: Transport and Tourism
<b>REGI</b>	:: Regional Development
<b>AGRI</b>	:: Agriculture and Rural Development

Next to the legislative work taking place in parliamentary committees, the EP has established several intergroups that have to promote integration of different policy sectors. The following intergroups are of interest to the ECLIPSE networking process.

- **European Parliament Intergroup on Sustainable Development:** For more than 10 years, the Intergroup on Sustainable Development (ISD) provides a forum for European Parliamentarians to learn about, debate and form policies geared towards sustainable development in a cross-sectoral and cross-party manner, making use of outside expertise and participation of stakeholders. The ISD was re-launched with the newly elected Parliament in January 2005. It is divided into eight sub-groups, of which one is Energy and Transport. ([www.ebcd.org/EPISD.html](http://www.ebcd.org/EPISD.html))
- **European Parliament Intergroup on Ageing:** This Intergroup focuses on issues related to older people and its objectives are:
  - To provide a forum for discussion and concerted action by MEPs with specific interests in EU issues relevant to older people (including pensions, age discrimination, employment for older workers, and older people's health)

- To provide regular opportunities for an exchange of views on EU policies, and establish long-term working relationships
  - To raise awareness about ageing issues on the European scene and to support a positive approach to ageing within the European Parliament and other institutions
  - To help bring the EU closer to its older citizens by proposing measures to address their concerns and meet their expectations of an EU working for them.
- **European Parliament Urban Housing Intergroup:** This group looks into different aspects of urban development, infrastructure and accommodation. Constituted in 24 February 2005, the "URBAN-Housing" Intergroup regroups delegates from each of the committees concerned by the urban policy (i.e. BUDG, ECON, EMPL, ENVI, ITRE, IMCO, TRAN, REGI, CULT and FEMM). The official role of the Intergroup is to promote and defend the urban policy within the legal framework of each committee. The Intergroup is a place of collection and diffusion, exchange expertise and good practice; members are welcomed to feed in with their knowledge and contacts in order that information can be transmitted to all Intergroup members. The Intergroup doesn't limit its actions to big cities but also deals with medium and small ones. The Intergroup is a key player in the preparation of the Green Paper on Urban Transport.
  - **European Parliament Disability Intergroup:** A cross party group of the Members of the European Parliament from each of the 25 EU Member States supporting the rights of disabled people. The Intergroup members take follow-up action on priorities for disabled people, such as in putting forward Parliamentary questions to the Commission, tabling amendments to Parliament reports on EU policy and programmes of interest and concern to disabled people. The Disability Intergroup works closely with the European Disability Forum, the umbrella organisation for the European disability movement, to ensure strong dialogue between the MEPs active on the Intergroup and the representative disability NGOs based at European, national and local level. The European Disability Forum provides the Secretariat for the Disability Intergroup. ([http://www.edf-feph.org/apdg/about\\_en.htm](http://www.edf-feph.org/apdg/about_en.htm))

## 4.2. Government agencies

The EU Commission Directorates-General concerned are:

- DG Transport & Energy ([ec.europa.eu/dgs/energy\\_transport/index\\_en.html](http://ec.europa.eu/dgs/energy_transport/index_en.html))
- DG Employment ([ec.europa.eu/dgs/employment\\_social/index\\_en.html](http://ec.europa.eu/dgs/employment_social/index_en.html))
- DG Regional Policy ([ec.europa.eu/regional\\_policy/index\\_en.htm](http://ec.europa.eu/regional_policy/index_en.htm))
- DG Agriculture ([ec.europa.eu/agriculture/index\\_en.htm](http://ec.europa.eu/agriculture/index_en.htm))
- DG Research ([ec.europa.eu/dgs/research/index\\_en.html](http://ec.europa.eu/dgs/research/index_en.html))

In addition to the European Commission, other relevant Institutions are outlined below:

- The International Transport Forum ([www.internationaltransportforum.org](http://www.internationaltransportforum.org))

The International Transport Forum (ITF) is the new name of the European Conference of Ministers of Transport (ECMT). This is an intergovernmental organisation established by a Protocol signed in Brussels on 17 October 1953. It is a forum in which Ministers responsible for transport, and more specifically the inland transport sector, can co-operate on policy. Within this forum, Ministers can openly discuss current problems and agree

upon joint approaches aimed at improving the utilisation and ensuring the rational development of European transport systems of international importance.

The reform of the ECMT into the International Transport Forum is a strategic choice and a new commitment. While ECMT had a strong European focus, the Forum will go global since Globalisation and its impact on world-wide trade and travel give flows of traffic new dimensions, new dynamics and create new problems and challenges. The transport sector as a whole needs to look for global answers and solutions. While the ECMT is a closed meeting of ministers and their delegations, the Forum will be open to the public. The Forum will involve representatives of governments and politics, business and industry, research and society. It will be a broad forum of debate and discussion, the world-wide meeting point on transport, logistics and mobility.

With the transition to the ITF, the ECMT has dissolved its standing committee on accessibility and inclusion. In the previous years, this committee has carried out activities (amongst others) on:

- Good Practice on Travel for Disabled and Older People
  - Improving Access to Taxis
  - Cognitive Impairment, Mental Health Problems and Transport
  - Improving Access to Public Transport: Guidelines for Transport Personnel
- The Council of Europe ([www.coe.int](http://www.coe.int))

The Council of Europe is the continent's oldest political organisation, founded in 1949. It groups together 46 countries, including 21 countries from Central and Eastern Europe. The Council was set up to defend human rights, parliamentary democracy and the rule of law; develop continent-wide agreements to standardise member countries' social and legal practices, promote awareness of a European identity based on shared values and cutting across different cultures. Since 1989, its main job has become: acting as a political anchor and human rights watchdog for Europe's post-communist democracies, assisting the countries of central and Eastern Europe in carrying out and consolidating political, legal and constitutional reform in parallel with economic reform, providing know-how in areas such as human rights, local democracy, education, culture and the environment.

- The World Health Organisation (WHO) ([www.euro.who.int](http://www.euro.who.int))

The World Health Organisation (WHO) is the United Nations specialised agency for health. It was established on 7 April 1948. The objective of the WHO, as set out in its Constitution, is the attainment by all peoples of the highest possible level of health. Health is defined in the WHO Constitution as a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. The WHO has carried out interesting work in the global Age-Friendly Cities programme.

- The Economic and Social Committee ([www.eesc.europa.eu](http://www.eesc.europa.eu))

The European Economic and Social Committee is organised civil society's European level institutional forum for consultation, representation and information. It enables representatives of Member States' economic, social and civic organisations to play an integral part in the process of shaping policy and decisions at Community level. Set up by

the Rome Treaties in 1957, the Committee has seen its role confirmed and strengthened by the Nice Treaty and by the draft Constitution with its provisions on participatory democracy and civil dialogue.

- European Foundation for the improvement of living and working conditions ([www.eurofound.eu.int](http://www.eurofound.eu.int))

The Foundation is a European Union body, one of the first to be established to work in specialised areas of EU policy. Specifically, it was set up by the European Council (Council Regulation (EEC) No. 1365/75 of 26 May 1975), to contribute to the planning and design of better living and working conditions in Europe. Its role is to provide information, advice and expertise – on living and working conditions, industrial relations and managing change in Europe – for key actors in the field of EU social policy on the basis of comparative information, research and analysis.

### 4.3. Transport service providers

The principal network of public transport service providers is the UITP ([www.uitp.com](http://www.uitp.com)), and in particular it's European Union Committee. Recognising the growing influence of Community law on the activities of its European members, UITP decided in 1965 to set up a specific committee, which was later renamed the UITP European Union Committee (UITP EU Committee). This is an independent committee within UITP which deals with all Community matters of concern to its European members. The UITP EU Committee has a European secretariat called the EuroTeam which is likewise independent and has its own budget. The EuroTeam members, who are seconded by public transport undertakings or associations, are in regular contact with the European institutions, study the questions and issues involved and propose solutions to the UITP European Union Committee.

Next to the UITP, there is the Association of European Metropolitan Transport Authorities (EMTA). This was created in 1998 so as to form a venue for exchange of information and best practices between the public authorities responsible for planning, integrating and financing public transport services in the large European Cities. Eight years after its creation, it now brings together 33 such authorities, responsible for improving the mobility conditions of some 70 million European city dwellers. ([www.emta.com](http://www.emta.com))

### 4.4. User groups and NGOs

Amongst the broad range of European organised NGOs and user groups, the following have been invited to join the ECLIPSE process:

- European Anti Poverty Network (EAPN): EAPN is a representative network of non-governmental organisations (NGOs) and groups involved in the fight against poverty and social exclusion in the Member States of the European Union. ([www.eapn.org](http://www.eapn.org)).
- European Trade Union Confederation (ETUC): the federation of European trade unions represented in the official social and economic consultation bodies. ([www.etuc.org](http://www.etuc.org))
- Age-Europe ([www.age-platform.org](http://www.age-platform.org)) AGE, the European Older People's Platform, aims to voice and promote the interests of older people in the European Union and to

raise awareness of the issues that concern them most. AGE is involved in a range of policy and information activities to put older people's issues on the EU agenda and to support networking among older people's groups. AGE is committed to combating all forms of age discrimination in all areas of life and aims to monitor and influence the implementation of the various EU initiatives in this area. AGE was set up in January 2001 following a process of discussion on how to improve and strengthen cooperation between older people's organisations at EU level. Membership of AGE is open to European, national and regional organisations, and to organisations of older people. Organisations of older people will have the majority of votes in AGE's decision-making bodies. Membership is open only to non-profit-making organisations.

- European Regeneration Areas Network ([www.qec-eran.org](http://www.qec-eran.org)): The objectives of the Association are to further local and national policies and initiatives for the regeneration of neighbourhoods in crisis, in particular through promotion and dissemination of methodologies for integrated urban social development in cities, regions, States and the European Commission. To this end, its terms of reference are: to promote methodologies to regenerate neighbourhoods by fostering an integrated approach; to set up training and exchange activities for those in cities or States who participate in neighbourhood regeneration projects; to organise meetings and seminars and to publish articles and research on the problems of neighbourhoods in crisis; to set up a resource centres for those involved in projects and policies for neighbourhood regeneration to disseminate know-how and further the transfer of methodologies; to provide technical assistance for projects on the regeneration of neighbourhoods in crisis, notably to establish transnational exchanges and partnerships in response to calls for proposals, programmes and policies of the European Union.
- European Disabilities Forum: the EDF is a European umbrella organisation representing more than 50 million disabled people in Europe. Its mission is to ensure disabled citizens' full access to fundamental and human rights through their active involvement in policy development and implementation in the European Union. ([www.edf-feph.org](http://www.edf-feph.org))
- COCEMFE, Confederación Coordinadora Estatal de Minusválidos de España (State Coordination Confederation of Disabled People of Spain), is a Spanish umbrella organisation for the physically disabled. It is a no profit organisation whose main goal is the promotion and defence of life conditions of people with physical disabilities, in order to obtain their full social integration. It represents over 800 Spanish physical disability associations, including 12 regional level associations, 26 province level associations and 15 national level associations. It is self governed by disabled people, and most of the 29 people working for the organisation's Central services have also some kind of disability. COCEMFE develops actions related to employment, accessibility, health, equality of opportunities, technological innovation, etc.
- European Network on Independent Living (ENIL) is the umbrella of individuals and organisations dedicated to promote Independent Living among persons with disabilities and the general public in Europe. Independent Living is a philosophy and a movement of people with disabilities who work for equal opportunities, self-respect and self-determination. Independent Living does not mean that we do not need anybody or that we want to live in isolation. "Independent Living" means that we want the same control and the same choices in every-day life that our non-disabled brothers and sisters, neighbours and friends take for granted. We want to grow up in our families, go to the

neighbourhood school, use the same bus, work in jobs that are in line with our education and abilities. Most importantly, just like everybody else, we need to be in charge of our own lives, think and speak for ourselves. To this end we need to support and learn from each other, organize ourselves and work for political changes that lead to legal protection of our human and civil rights.

#### 4.5. Private sector

- UNICE: Union des Industries de la Communauté européenne (UNICE) is the voice of more than 20 million small, medium and large companies. Active in European affairs since 1958, UNICE's members are 39 central industrial and employers' federations from 33 countries, working together to achieve growth and competitiveness in Europe ([www.unice.org](http://www.unice.org)).
- Centro Ricerche FIAT (CRF) is an industrial organisation which has the mission of promoting, developing and transferring innovation in order to provide competitiveness to its clients and partners, which include the different companies in the FIAT Group, automotive suppliers, and companies from other sectors of industry, SMEs, and national and international research agencies. CRF attains this objective by focussing on: the development of innovative products, the implementation of new processes (manufacturing and organisational), the development of advanced methodologies, consultancy and the training of human resources. Priority areas of R&D at CRF include Energy and the Environment, Safety and Well-Being, and Sustainable Growth. The core competence of CRF is centred on land transportation: advanced vehicles and propulsion systems, innovative components with associated manufacturing processes and methodologies for product development. In developing and applying these core competencies, considerable emphasis is placed on the transfer of advanced technologies from automotive applications to other sectors of industry and areas of business. In this context, CRF actively supports the technological growth of SMEs working outside the arena of the automotive industry in fields which range from business process re-engineering, advanced product and process methodologies, to micromechanics and optics, IT methodologies, telematics and others.
- Group of Interest in Accessibility to Transport (GIAT) is a group of companies that have joined together for the undertaking of projects in the field of accessibility to public transport and infrastructures. GIAT is formed by three organisations: EUVE, FINE PRODUCTS and ICAVI, which have collaborated in numerous projects of improvement of accessibility to transport during the last few years. The three organisations that integrate into the group GIAT have complementary profiles in the field of the accessibility to transport.
- EUVE (European Virtual Engineering): The EUVE Technological Center is specialised in virtual reality, virtual engineering and meteorology whose objective is to generate and transfer knowledge to companies in order for them to enhance the quality of their products, services and image, thereby obtaining greater competitiveness through improvement and technology management. EUVE contributes to the group with its long expertise in the management of projects of R&D in the field of accessibility to transport, as well as in the use of the most advanced techniques for product design.

- ICAVI-BIKAIN is a company specialised in engineering of quality of life, assistive technology, accessibility and universal design, continuously in contact with the needs of people with disabilities and people with reduced mobility. Icavi-Bikain is an experienced professional team in the field of accessibility and disabled people.
- FINE PRODUCTS is a company specialised in the design and manufacture of accessibility devices, with a great experience in the sector of evacuation ramps that can be used by people with or without mobility problems. Its line of products includes a great variety of ramps and platforms for accessibility to trains and buses. Thanks to its capability of constant innovation, one of its products, the "Access door in trains for people with reduced mobility", has been recognised as one of the 100 best projects of R&D in Spain of the year 2003. The objective of FINE PRODUCTS S.A. is to design, manufacture and assembly precision mechanical systems and equipment.
- With facilities in Vienna and Graz, Siemens Transportation Systems GmbH & Co KG is one of the world's leading providers of rolling stock, focusing on Metro vehicles and passenger Coaches. The company has been developing, designing and manufacturing components and complete vehicles for mass transit and main-line railways for more than 150 years. Siemens Transportation Systems GmbH & Co KG has been a wholly owned subsidiary of Siemens AG Austria since 2001. As part of the internationally active Transportation Systems division of Siemens AG, their products are in use around the globe.
- Association for the Advancement of Assistive Technology in Europe (AAATE) - The AAATE is the interdisciplinary pan-European association devoted to all aspects of assistive technology, such as use, research, development, manufacture, supply, provision and policy. Over 250 members from all over Europe and throughout the world currently take part in the AAATE. The main objectives of the organisation are to create the awareness of assistive technology, to promote research and development of assistive technology, to facilitate the exchange of knowledge within the field and to disseminate information about assistive technology and related issues. The AAATE is a non-profit organisation. ([www.aaate.net](http://www.aaate.net))

#### **4.6. Research bodies – academic world**

Whilst the link between social exclusion and transport is not the object of frequent academic research, there are a number of examples of research bodies which have undertaken research in this field:

- SINTEF: The Foundation of Scientific and Industrial Research at the Norwegian Institute of Technology Group in Trondheim is a private research institute that performs contract research and development for industry and the public sector. It is the largest independent research organisation in Scandinavia with a total of around 1800 employees. SINTEF performs projects primarily within the technology area, but also in natural sciences, medicine, and the social sciences. SINTEF collaborates closely with the Norwegian University of Science and Technology (NTNU). About 90% of SINTEF's projects are funded by industry. The SINTEF group consists of 8 research institutes and 4 research companies. SINTEF Industrial Management will be the active research institute in this project. The institute has been working with research and development within technical management systems, product development, production,

production processes, administrative systems, performance measurement, benchmarking, productivity and sustainable products and processes for many years.

- UCL's Department of Geography: UCL Geography is one of only two UK Geography Departments to have been awarded the top research rating on all five occasions in the Higher Education Funding Council research assessments. ([www.geog.ucl.ac.uk](http://www.geog.ucl.ac.uk))
- Department for Architecture, urban planning and spatial planning (ASRO), Catholic University of Leuven, ([www.asro.kuleuven.be/new/asro.aspx?tabid=1&culture=nl-be&site=asro](http://www.asro.kuleuven.be/new/asro.aspx?tabid=1&culture=nl-be&site=asro))
- STAKES (Finnish National Research and Development Centre for Welfare and Health) is an expert agency in the field of social welfare and health care. It produces information and expertise for policymakers and other stakeholders. It promotes the welfare and health of the population and develops social and health services. It assesses changes affecting welfare and health, evaluates the outcomes of welfare policy and brings forth new alternatives. Its core activities are research, development and information production.
- Toegankelijkheidsbureau: Independent consultancy on accessibility issues, including accessible transport provision. ([www.toegankelijkheidsbureau.be](http://www.toegankelijkheidsbureau.be))
- In addition, a summary is provided of all the relevant contacts within the TEP projects that have links with accessibility and transport in Annex B.

## **5 RECOMMENDATIONS FOR INVOLVING DIFFERENT STAKEHOLDER GROUPS IN THE TRANSPORT AND SOCIAL INCLUSION PROCESS**

The respective stakeholder groups have different assets for promoting an integration of the transport and social inclusion agenda and invoke different barriers in this integration process. These different roles need to be well directed and coordinated in the development of partnerships at the local, national or European level.

In the following section, we indicate the different solutions for benefiting as much as possible from participation of different stakeholder groups.

### **Involving political decision makers in strategic partnerships for transport and social exclusion**

- Emphasise the importance of the role of politicians as end decision makers in the process.
- Use their ability to keep an overview in a fragmented policy context, even if they have a particular sectoral policy specialisation.
- Validate their interest in creating win-win situations, and their creativity in seeing synergies between transport and social inclusion objectives.
- Increase the politician's awareness about the social inclusion and transport issue.
- Find concrete cases that can influence their priority ranking of the problem.
- Stimulate their interest in positive, concrete and visible solutions.

### **Involving government agencies in strategic partnerships for transport and social exclusion**

- Emphasise the importance of the executive powers that government agencies have in the process.
- Validate the budgetary room for manoeuvre the agencies have, even if this would be minimal.
- Stimulate their interest in a management and target driven approach.
- Increase their awareness about the social inclusion and transport issue
- Improve the internal communication and coordination between government agencies through the partnership.
- Establish a fair and equal distribution of "problem and solution ownership" amongst the respective agencies.

### **Involving transport service providers in strategic partnerships for transport and social exclusion**

- Validate their sincere customer interest and interest in increasing the quality and quantity of service.
- Stimulate transport service providers with access to new target groups through the integration process.
- Increase their capacity to develop flexible transport services.
- Solve budgetary issues when necessary.

- Avoid a mono-modal and classic approach to this problem.

**Involving user groups and NGOs in strategic partnerships for transport and social exclusion**

- Use their input to get a complete and vivid problem analysis.
- Use concrete cases that are brought into the process by user groups to raise interest for the problem and in a later stage link these cases to concrete solutions.
- Validate the user groups' know how to design customer friendly solutions.
- Maximise their role as multiplier to promote solutions.
- Increase the user groups' awareness about cost-effectiveness of measures and sustainability issues.

**Involving the private sector in strategic partnerships for transport and social exclusion**

- Validate their interest in finding creative incentive schemes for staff, customer or clients.
- Use their interest in better accessibility for staff, customers or clients.
- Dedicate a visible role to the private sector in the promotion of concrete measures.

## 6 WHO PICKS UP THE BILL?

Over the last decade, there has been more interest in the transport sector from other sectors on the subject of horizontal integration of policy objectives. Transport has been of increasing interest for the environmental, economic development and health sectors. There is a growing feeling in the transport sector that ultimately, it is the transport sector which has to pick up the bill for the integration of policies.

If transport policies need to serve social inclusion objectives, it is extremely important to create openness in both the social and transport sector to discuss financial burden sharing for these types of measures.

### 6.1. Public to Public partnerships

A major difficulty in considering public to public partnerships is the lack of methodology for multi-sector impacts assessment. A more overall way of calculating costs and benefits can avoid the distrust between departments when the costs are carried by one department and another department sees the benefits. These types of methodologies should visualise for example, the costs to the transport sector (e.g. jobseekers get free bus tickets) and the benefits for the social sector (jobseeker finds job and does not receive an unemployment benefit).

### 6.2. Public to Private partnerships

It is likely that the public sector will maintain the ultimate responsibility for creating partnerships for social inclusion through transport measures. The ECLIPSE Deliverable 3 Good Practice guide makes it clear that the potential of creating Public to Private Partnerships is highly dependent on the type of measures that are planned to be implemented by the partnerships.

In the three step action model for social inclusion and transport, the potential for strong public private partnerships increases towards step 3 as shown below.

	<b>Objective</b>	<b>Action</b>
<b>STEP1</b>	Allow people to access a transport system...	Provide a universally designed Public Transport network that is accessible to all
<b>STEP2</b>	... that gives access to relevant destinations and services...	Give access to specific areas and destinations, bringing services to people
<b>STEP3</b>	... and that allows people to participate to society at the fullest.	Personalised transport promotion and services.

**ANNEX A:**

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**ANNEX B:**

**ORGANISATIONS THAT ARE  
INVOLVED IN TEP PROJECTS WITH  
POTENTIAL INTEREST IN  
TRANSPORT MEASURES FOR SOCIAL  
INCLUSION**

**MENTAL HEALTH EUROPE – SANTE MENTALE EUROPE**

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**Platform for International Cooperation on Undocumented Migrants**

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Fax: +32 2 274 14 48  
E-mail: info@picum.org  
Website : www.picum.org

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**CELODIN Central European Local Development Information Network**

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