



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



The role of transport in addressing Social Exclusion

ECLIPSE Final Conference
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Examples of ongoing project relevant for ECLIPSE in Italy and two selected best practices:

Genoa: Agency for flexible services

Rome: Trambus service

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INITIATIVES	DESCRIPTION	AREA	KEY ACTOR	NOTES
SUPERANDO.IT	ACCESSIBILITY INTEGRATED PLAN	FRIULI VENEZIA GIULIA	REGIONE	Web site activated with all described measures
DRINBUS	FLEXIBLE SERVICE ON DEMAND	GENOVA	COMUNE	Activated since 2004
SOCIAL TRANSPORT	TRANSPORT TO SELECTED SPECIFIC DESTINATIONS	PRATO	COMUNE	Municipality Funds
VOUCHER FOR DISABLED	CONTRIBUTION SYSTEM	BRESCIA	COMUNE	Elderly and disabled
STRADIBUS	FLEXIBLE SERVICE ON DEMAND	CREMONA	PROVINCIA	Citizen services
ACESSIBILITY PLAN	DELIBERA COMUNALE	PERUGIA	COMUNE	Under implementation
SOCIAL SERVICES FOR ELDERLY	TRANSPORT FOR DAILY SERVICES	FIRENZE	COMUNE	Municipality Funds
POLICINO	FLEXIBLE SERVICE ON DEMAND	VARESE	COMUNE	Special transport for elderly and disabled
VERBA VOX- T	BRILLE AND VOICED BUS STOPS	BOLOGNA	PROVINCIA	Specific measure

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Agency for flexible services of Genoa:

The integrated way to approach demand responsive services

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Logo



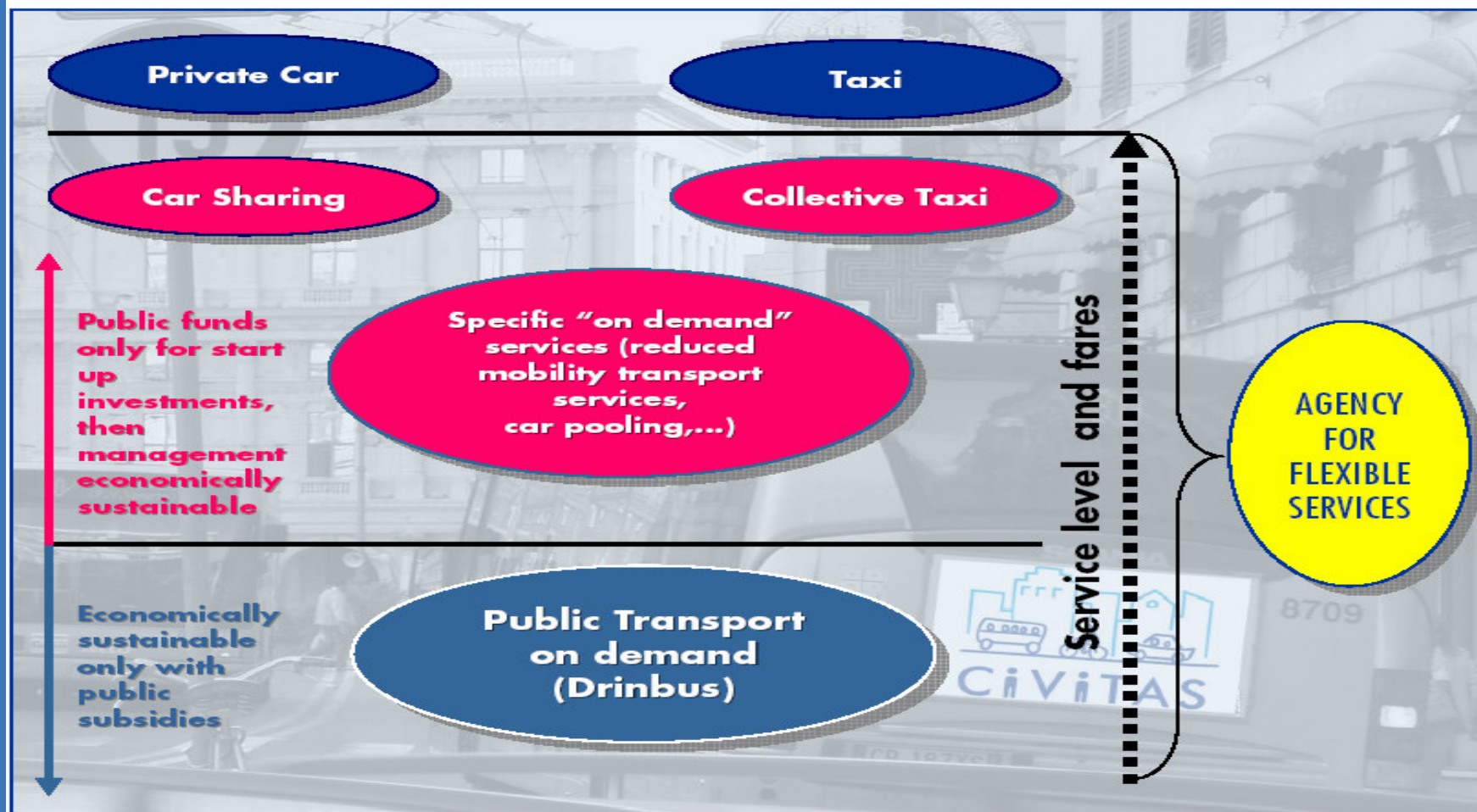
Objectives:

- To develop new additional Public Transport (PT) customer oriented services in low demand areas
- To substitute traditional fixed PT routes with flexible “on demand” services with same operating costs

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**The context:
Flexible “on demand” services between private car/
taxi and traditional local public transport**





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DRINBUS Vehicles



- reduced dimensions
- ecologic traction (methane)
- air conditioned
- wide internal room, equipped with 8 to 13 seats

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Main features

- It is a “many to many” service, with trips and timetables fully flexible within fixed stop points in the defined areas during the operating hours
- The service is available from Monday to Saturday, from 6.00 am to 8.00 p.m. The **booking** can be made 30’ before departure, however users “on the road” without previous booking will also be accepted, in accordance with the scheduled service.



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Service peculiarities

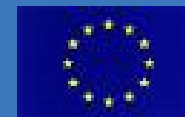
- **Flexibility:** booking by phone via call centre, without any territorial installation
- **Advanced technologies:** GPS-GIS integration for fleet monitoring and GSM for communications between dispatch centre and vehicles
- **Vehicle typology definition:** reduced dimensions, ecologic traction (methane), air conditioned and wide internal room, equipped with 8 to 13 seats
- **Coordinated brand image:** name, logo, slogan and free telephone number are shown in every service's element (bus, stops, brochures, tickets, website)

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Telematics: GPS-GIS system



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The flexible service is well appreciated by users because of the high **level of customisation** (select the time of departure and arrival).

In addition, the service is used by **frequent travellers**, thus **reducing the private car usage** and emissions of pollutants.

It is therefore possible to conclude that, for the citizens, the “on demand” flexible transport service delivers a **high cost/benefits ratio**.

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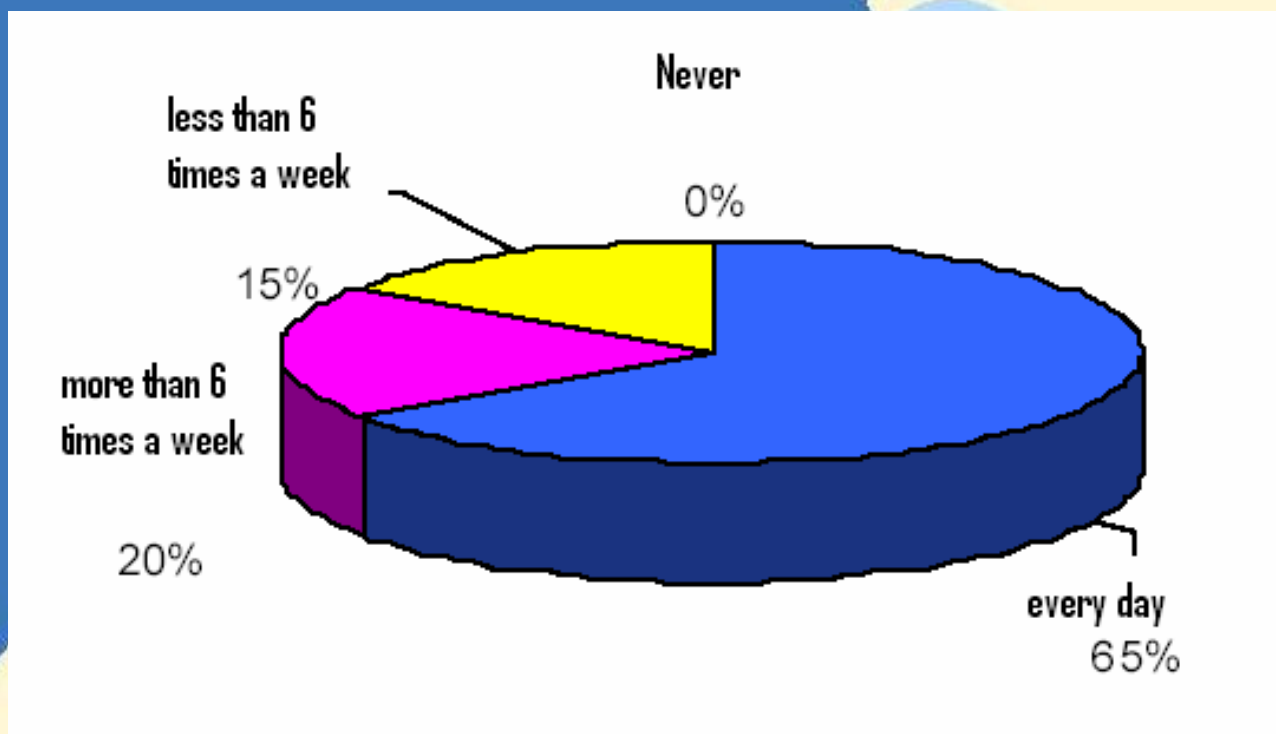
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Achieved results

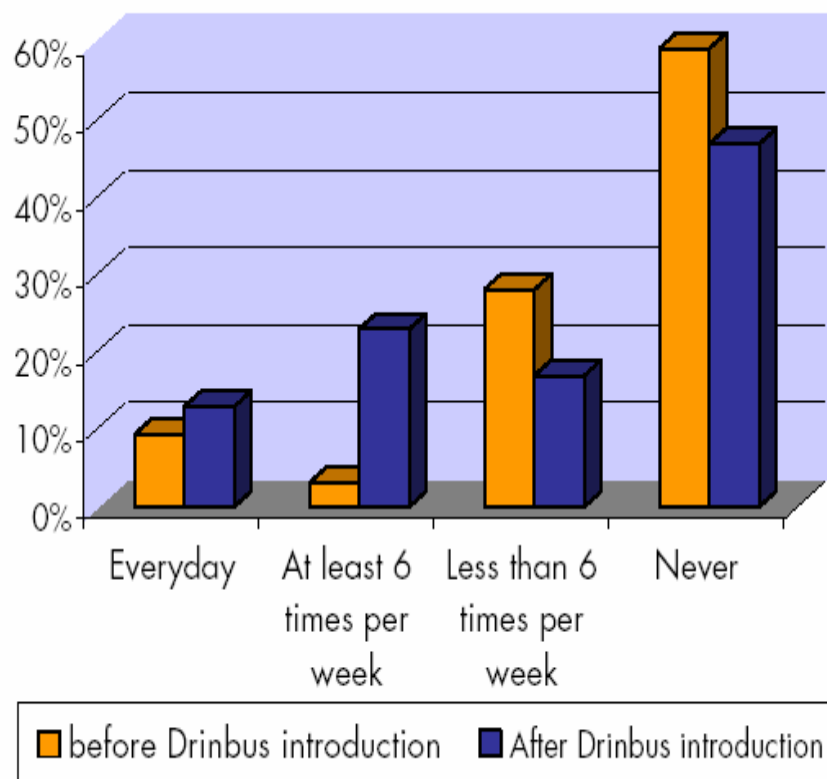
- Actually **2857** users are registered for the service.
- The number of passengers has yearly **increased** by **8%** in the area of Pegli, **5%** in Quinto and **13%** in Bolzaneto, where the **DrinBus** has replaced the traditional fixed routes.
- The **environmental costs/benefits analysis** has shown a **saving** of **€ 34.500** / year, due to the decreased environmental pollution combined with the modal shift obtained.

Frequency of service use



Car use before and after DrinBus

Usage of car before and after Drin Bus service introduction



Before

- 40% of the people used the traditional bus lines serving the area daily
- 21% at least 6 times per week, while
- another 21% never used these bus routes

After

- 65% of people use the service daily
- 20% of the people use the service more than 6 times for week
- 15% of people use it less than 6 times for week



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Some promising DrinBus figures.....

- the percentage of people using the car everyday has decreased from 13% to 9%
- the number of people who never use the car has increased by 13%

.....to be further implemented in CIVITAS CARAVEL project....

- the service will be upgraded
- new software release
- new booking functionalities such as an interactive voice recognition system

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trambus

ROMA



Public transport operator in Rome

Representing the Municipality care for diverse able people

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Rome care for disabled

- Trambus SpA has always been very focused on delivering diversified, comfortable and high-quality services for the fulfillment of the disabled persons' needs.
- In fact, since its constitution, the Company has constantly improved its services for disabled: supported by the Rome's Municipality, at this date the Company delivers ordinary and extraordinary services for disabled on a every day basis.
- Continuous innovations in terms of quality improvement, fleet enlargement and enhanced number of disabled persons transported are the evidences of Trambus' care for the fulfillment of the disabled transportation needs and expectations.

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Disabled service structure and classification

The global overall disabled transport service may be classified as following:

- 1) Regular Service: scholastic and routinely service;
 - 2) On demand services: on call and special services.
- ✓ Recently, Trambus has focused on the improvement of the on demand services.
 - ✓ Regular service is free of charge and dedicated to those who have permission.
 - ✓ Passengers who do not possess the authorization may request on demand services utilizing the on call service.



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The typologies of services delivered

- 1) School service: it fulfills the necessity to transport disabled to school facilities. The service is exploitable by authorized (free of charge) and also by non-resident or unauthorized by on call reservation service.
- 2) Other on call services: in this category are grouped the wide range of diversified services requested by on call reservation for disabled, including persons that are not resident in the City of Rome.
- 3) Special Services: The special services are aimed at fulfilling special needs that occur extraordinarily. in this category are listed the services that are indeed extraordinary but origin from a specific Trambus' project idea.



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Summer 2007 new services

On the basis of the successful results encountered in summer 2006, Trambus has opened in June 2007 the “beach route” service for disabled. The service is completely dedicated to transport disabled directly from their households to the beach facilities in line with the legislative framework inherent to infrastructures hosting disabled. The service’ improvement compared to year 2006 may be found in the direct door-to-door transportation from household to beach facility and vice versa.



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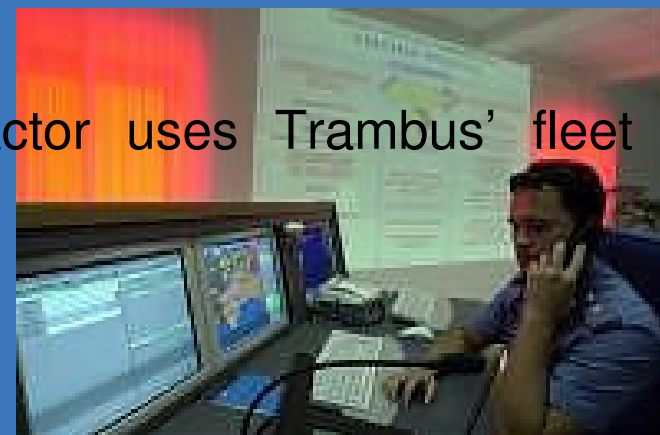


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Trambus' operative station

- Trambus holds an entire department dedicated to the disabled passengers' service. The latter has been named: the "Disabled Operative Station".
- The disabled operative station utilizes innovative integrated controlling devices and coordinates the transport activities implemented by subcontractors designated through tender procedures.
- In order to fulfill their activity, subcontractor uses Trambus' fleet dedicated to disabled passengers.



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The disabled passengers' transportation fleet

- The service is delivered by specific featured equipped vehicles: Elevating footboard, wheelchair security devices, lateral entrance, wide spaces and great visibility within the vehicles and proper vehicle cell phone.
- Many electric vehicles have been introduced in the fleet in order to obtain an environmental-friendly impact reducing the negative externalities, and are currently being utilized in the historical centre of the City. For the same purpose other GPL vehicles will be introduced in the next years.



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The AVM fleet controlling system

- Trambus has already introduced and tested on 7 vehicles the AVM (automatic vehicle monitoring) system. The Company intends to extend the AVM system's adoption to all the fleet dedicated to transport of disabled.



- The AVM system allows to identify the vehicle as well as the driver, allows the communication between the operative station and the vehicle, the graphic itinerary identification signaling current positioning and route to follow, automatic route calculation in case of obligatory deviation.

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The service in numbers

- Trambus currently utilizes 85 M1 vehicles.
- In addition the company uses 25 Fiat Punto cars,
- Therefore, the Company is strongly supporting an improvement in disabled service delivery: our goal is almost double the passengers transported every day (from the current 800 up to 1500 by next year). In addition, taking into account the “taxi for disabled” service supported by the Rome’s Municipality, Rome will reach a number of 2000 disabled passengers transported every day, evidencing its goal of becoming a caring and respectful City.



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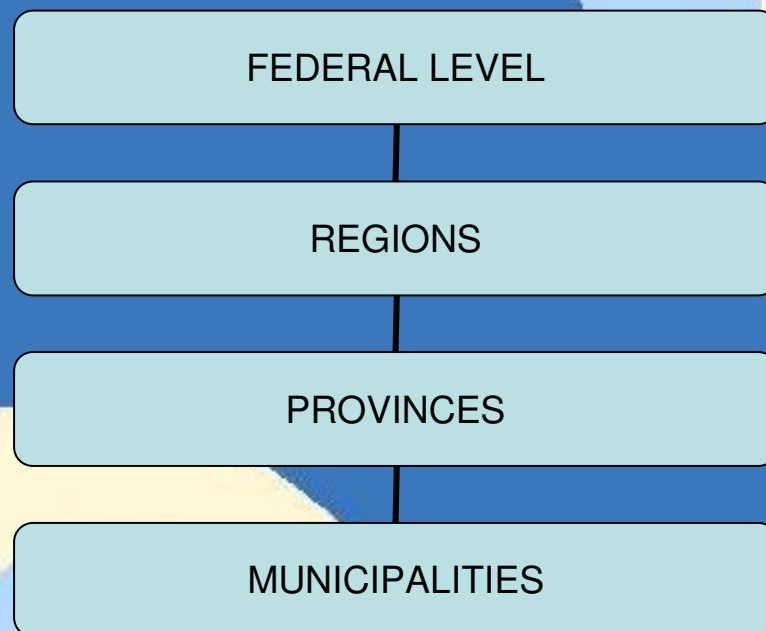


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Some conclusions from Italian case:

Vertical Subsidiarity principle and relevance devolution

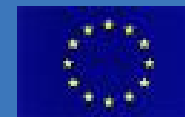


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Italian Legal framework

- Law 118/71 - Architectural barriers
- D. Lgs. 422/97 – PT devolution

Resulting in:

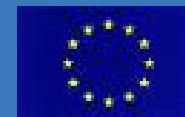
- not homogeneous and fragmented legislative provisions
- different local policies across local actors
- local finance boundaries (EU Stability act)

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Implementation of the principle of full mobility and accessibility is a complex and demanding task for national regulators

Regions, Provinces, Municipalities need of an applicable and mandatory European legal framework (directive/regulation)

- to guarantee an equal minimum standard in each local area
- to ensure and/or statute an uniformed instrument of financing special transport services

Personal mobility is the key to the independence

Thus implementing Social Welfare measures means a better quality of life for all

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For more information about Italian state of the art in mobility, equal rights and accessibility

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Thank you for your patience.....

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