

ECLIPSE

Good Practice Guide

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

This Good Practice Guide was produced as part of the ECLIPSE project under the European Commission 2nd Transnational Exchange Programme which forms part of the Community Programme. The aim of ECLIPSE was to address and create awareness of the impact that transport could have on social inclusion. This guide contains an overview of some local good practices where transport solutions have been implemented to address social exclusion and it also contains a summary of the ECLIPSE recommendations. For further information on good practice in transport and social inclusion at the European, National and Local level, see Deliverable 3 "European Practice Review" available on the ECLIPSE website: www.eclipse-eu.net

Ce Guide des Bonnes Pratiques a été conçu dans le cadre du projet ECLIPSE, réalisé sous le 2eme Programme Transnational qui compose le Programme Communautaire. L'objectif du projet ECLIPSE était de s'interroger et de prendre conscience des impacts du transport sur l'intégration sociale. Ce guide contient une vue d'ensemble des bonnes pratiques locales au sein desquelles des solutions transport ont été expérimentées, et il dispose également d'un résumé des recommandations établies durant le projet. Pour plus d'informations sur les bonnes pratiques en matière de transport et d'intégration sociale aux échelles européennes, nationales et locales, nous vous invitons à prendre connaissance du Livrable 3 « Examen des Pratiques Européennes » disponible sur le site Internet de ECLIPSE : www.eclipse-eu.net/

Esta Guía de buenas prácticas se elaboró dentro del proyecto ECLIPSE en el marco del segundo programa transnacional de la Comisión Europea, del cual forma parte del Programa Comunitario. El objetivo de ECLIPSE era tratar y dar a conocer el tema del impacto que el transporte puede tener en la inclusión social. Esta guía contiene una revisión de algunas buenas prácticas locales en las cuales se han implementado soluciones de transporte para combatir la exclusión social. Además, contiene un resumen de las recomendaciones del proyecto ECLIPSE. Para obtener más información sobre buenas prácticas en transporte e inclusión social a los niveles Europeo, Nacional y Local, consulte el documento 3 de ECLIPSE (Deliverable 3 "European Practice Review"), que se encuentra disponible en la página Web del proyecto www.eclipse-eu.net/

La Guida alle Buone Pratiche è stata prodotta all'interno del progetto europeo ECLIPSE - co-finanziato dalla Commissione Europea all'interno del 2° Programma Comunitario Transnational Exchange Programme. Lo scopo del progetto ECLIPSE è quello di sensibilizzare e creare consapevolezza in merito all'impatto che il trasporto può avere sull'inclusione sociale. La guida include una descrizione di alcune delle migliori pratiche a livello locale dove sono state implementate soluzioni di tipo trasportistico per combattere e ridurre l'esclusione sociale. Inoltre la Guida contiene una sintesi delle principali raccomandazioni del progetto ECLIPSE. Per ulteriori informazioni sulle migliori pratiche nei trasporti ed inclusione sociale a livello Europeo, Nazionale e locale, si rimanda al Deliverable n.3 del progetto "European Practices Review" disponibile sul sito www.eclipse-eu.net/

Acest ghid de Bune Practici a fost întocmit în cadrul proiectului ECLIPSE desfășurat sub umbrela celui de-al doilea Program Transnațional al Comisiei Europene, care face parte din programele Comunitare. Scopul proiectului ECLIPSE a fost acela de a sensibiliza publicul cu privire la impactul pe care transportul îl poate avea asupra includerii sociale. Acest ghid conține o scurtă descriere a câtorva bune practici locale, acolo unde soluțiile de transport au fost implementate pentru a diminua excluderea socială împreună cu un sumar al recomandărilor ECLIPSE. Pentru mai multe informații asupra bunelor practici în domeniul transportului și al includerii sociale la nivel european, național și local puteți descărca Deliverabilul 3 „Evaluarea Practicilor Europene” disponibil pe website-ul ECLIPSE:

www.eclipse-eu.net/



EUROPEAN COMMISSION –
EMPLOYMENT, SOCIAL AFFAIRS
AND EQUAL OPPORTUNITIES DG



ECLIPSE Partners

Mobility Related Measures

Mid Devon Shopmobility, Devon, UK

Overview

Shopmobility provides battery powered pavement cars and manual wheelchairs so that people with mobility impairments can access town centre shopping centres and other amenities. The Mid Devon Shopmobility scheme is based at a purpose-built centre and there are plans to set up other centres across the area. The service is promoted through local advertising, newsletters, leaflets and presentations at social and other gatherings. There is no charge for people to use the vehicles, only a yearly registration charge and returnable deposit.



Success

It is claimed that the scheme has made a real difference to peoples' lives. It means that those with mobility problems can access local shops and services independently and the service has regular users and visitors.

Mobility CarSharing, Switzerland

Overview

In Switzerland, the integration of car sharing and public transport services has been implemented on a large scale. Mobility CarSharing Switzerland rents cars at a lower cost than a conventional car rental, thus allowing those who cannot afford a car, greater access to a vehicle. It is possible to reserve a vehicle anywhere in Switzerland at anytime either by telephone or internet. The customer is immediately informed whether a car is free, which they can access using a personal mobility card (electronic key). Via the on board computer, data concerning kilometres and hours driven are automatically transferred to head office for invoicing. Cooperation with public transport companies is important and Mobility CarSharing Switzerland works with partners like Swiss Federal Railway.

Success



Founded in 1997, the number of Mobility CarSharing customers has increased continuously over the years with 74,900 users in 2007 and high customer satisfaction. It is thought the effects of car sharing schemes on mobility behaviour are considerable. Car sharing customers usually use cars less frequently and tend to increase the use of more environmentally friendly modes of transport. Car sharing customers generally limit car use to trips for leisure, shopping and business activities. It is also stated that public transport benefits greatly from increased car sharing.

Photo by Photopress/Mobility CarSharing Switzerland

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Physical Accessibility in Space and Time

Village caretaker 'falugondnok' scheme, Hungary

Overview

In Hungary there are about 1,100 small, isolated villages where access to social services is often problematic. In the 1980s the idea of a village caretaker was developed; this is typically a local person whose role is to meet the social service needs of people in rural areas by offering transportation to services and deliveries. The caretaker often has a minibus to take children to school/kindergarten in a larger neighbouring village, older people to the doctors', collect prescriptions, deliver meals on wheels and take commuting workers to the nearest bus stop. They can also carry out additional functions, such as organising sports and cultural events.

Success

There are over 800 caretakers in Hungary and their position is legally recognised and a licensing scheme was set up in the Social Act of 1993. The caretaker system presents a unique approach to tackling social exclusion in small villages and it is a low cost solution, firmly rooted in the community. The caretaker is seen as an indispensable service in villages and has succeeded in meeting the need for basic community social maintenance by ensuring that in the absence of mainstream personal social services, children can go to school and people can visit the doctor.

Drin Bus, demand responsive transport, Genoa, Italy

Overview

Much of Genoa is hilly and highly populated but not served well by public transport. Drin Bus is a demand responsive service, available Monday-Saturday, 6am-8pm. The booking can be made 30 minutes before departure, although users on the road, without a booking will be accepted. Trips and timetables are completely flexible within fixed stops in the defined areas and operating hours and bookings can be made by calling the free phone number. The fares offered on Drin Bus are similar to other public transport services.

Success

Drin Bus has been successfully operating since 2002 and it shows that an on-demand flexible system is ideal to serve low-demand urban areas with accessibility problems. 2,857 people are registered to use the service and the number of passengers has increased yearly by 8% in Pegli, 5% in Quinto and 13% in Bolzaneto where Drin Bus has replaced traditional fixed routes. Drin Bus has reduced the use of the private car and also offers a vital public transport service for certain groups of people including students, workers, older people and housewives with high levels of customer satisfaction. Moreover, using on-demand services to substitute traditional fixed routes has led to the same operating costs but with an increased number of passengers/revenue.



Affordability

Job Link, Merseyside, UK

Overview

Transport barriers are often mentioned as a reason why individuals fail to take up training and employment opportunities. The objective of Job Link is to broaden travel horizons of people at risk of social exclusion and provide improved public transport for those seeking new employment and training opportunities. Job Link uses timetabled bus services to link deprived residential areas of high unemployment to key employment sites. Where there are no fixed routes in operation, a demand responsive, door-to-door service is offered to people referred by key partner organisations. The fleet consists of 20 dedicated low-floor buses, operating a 19-hour day and fares on Job Link cost no more than £1 (approximately €1.40). A new DRT service, Dialalink, available seven days a week, complements Job Link. Six new buses operate in each of the Merseyside districts with an additional service operating from 8am-8pm to measure the demand and take-up of all night transport.

Success

It is reported that 12% of Job Link passengers stated that the service helped them to take up a new job or training opportunity and over half of Job Link users knew about the service by seeing the bus in operation. The success of the scheme is also due to the involvement of a wide range of partners: Merseytravel, Jobcentre Plus, Action Team for Jobs, Jobs Enterprise and Training (JET) Centres and other training and work based learning providers. A training company "Standguide" has been contracted to deliver weekly Employer Explorer trips for job seekers in order to promote employment and training opportunities in neighbouring areas.



Auto-insertion Lotoise (AIL), Nancy, France

Overview

The area of the Lot in the Mid-Pyrenees region is largely a rural area, with little public transport available and relatively high unemployment and seasonal work. Lack of transport constitutes a barrier to both social and professional integration. Transport costs can be a high proportion of income and there was no financial assistance for this. Therefore AIL 46 provides transport (cars, vans, mopeds and bicycles) for hire at a low cost to socially deprived groups to travel to work, job interviews, training courses or exams. The vehicles are hired for occasional use, on-demand or long-term support (maximum 2 months for cars).

Success

In 2004, AIL 46 had a fleet of 19 cars, 3 vans, 9 mopeds and 20 bicycles. In 2003, 315 people applied to AIL 46, an increase of 17.6% on the previous year. AIL 46's members are mostly minimum welfare recipients, people in training on subsidised contracts, young people under the age of 26, job seekers, former prisoners etc. Discussions with managers show that most members improve their personal situation in terms of the frequency that they find temporary jobs, but most stay in temporary or interim jobs. About 10% of these people change from a "precarious life" to a "regular life".

Awareness

Mobile Travel Centre, Strathclyde, Scotland

Overview

The aim of The Mobile Travel Centre (MTC) is to promote public transport and to provide people in rural areas within Strathclyde with information on local rail and bus services, express and long distance coach services, day tours, short stay breaks, and local ferry services. The Strathclyde Partnership for Transport (SPT) MTC vehicle, funded by the Rural Transport Initiative, is a fully accessible vehicle fitted with a computerised journey planner (JESS) and a full range of timetable and concessionary travel information. It visits locations in rural areas where there is reasonable foot traffic, but not sufficient justification for the provision of a permanent travel centre.



Success

The Mobile Travel Centre has become established within the communities that it serves, has broadened the scope of information provision within the Strathclyde area and has a regular clientele. It visits 37 locations in a typical five-week period. In 2005/2006 15,414 customers had used the service.

Improved road-user information for blind, visually or auditory impaired people in Trondheim, Norway

Overview

Visually and auditory impaired people and older people have particular needs when travelling and using public transport so a series of measures were implemented to improve road-user information for these groups:

- In bus automatic announcements informing people of the next stop and panels showing the stop name. When the bus stops, a speaker outside the vehicle announces the line number and destination.
- Improvement of Trondheim Traffic Company's timetables, in a larger format and print that have been widely distributed as well as information signs for visually impaired people at the Trondheim Central Station.
- Information online, on websites designed especially for deaf, visually impaired and blind people as well as text telephone information for deaf people.

Success

The Trondheim project presents several possible measures that give better road-user information to older and visually/auditory impaired people. In a wider sense, the increased understanding for this group's special needs is among the most valuable aspects of this project.

Assurance

Independent Travel Training, Warrington, UK

Overview

Warrington Borough Council has produced an 'Independent Travel Training Package', aimed at assisting people with learning disabilities, people who are blind or partially sighted, people who cannot read and people from ethnic minority and faith communities. The Travel Training Package was originally promoted among special schools and day centres and contains a number of elements, which can be used according to the needs of the individual: travel wallet, real-time information key fob, training manual, travel game and video and DVD.

Success

The scheme has been well received by the umbrella group for organisations representing the interests of disabled people; Warrington Disability Forum. There has been no specific evaluation of the Independent Travel Training package but it has won several awards, including a bus industry award, and demand for the services and resources already outstrip the resources currently available.

VeVe Flanders-Schoolspotters and de Lijnspotters, Belgium

Overview

In order to improve safety on public transport, the VeVe project and Lijnspotters, in Flanders was established to link traffic safety objectives and integration into the labour market. Jobs and training are offered to young people who have left school and are unemployed or to long-term unemployed people of all ages. Two of the roles created are:

Schoolspotters are deployed in cities where public transport suffers from anti-social behaviour from young people. They work in local schools and focus on safety and education of public transport use. They are also involved in accompanying pupils on their way to and from school.

Lijnspotters work for the Flanders regional public transport company-de Lijn. They wear a purple uniform and keep an eye on buses, trams and interchanges and their role is to act against aggression, to assist travellers and to inform the public transport operator of any technical problems.

Success

VeVe achieves two main objectives:

- It offers young people an interesting first job experience, including additional training and courses. This could provide them with additional skills enabling them to enter the job market.
- It creates a safe environment and increases road safety in home to school trips and the Lijnspotters' presence has a clear impact on the number of incidents.



Copyright photo: De Lijn, Stefaan Van Hul

Avoidance

Canterbury Rural Street Runner, UK

Overview

This initiative provides mobile activities for young people in nine rural villages in the Canterbury area. A vehicle transports two youth workers with equipment - computers, music packages, games, sports equipment and arts and craft activities to village halls that young people can use for free. The centre provides a safe environment on a casual drop-in basis for 10-18 year olds living in isolated areas. The youth workers work alongside local adult volunteers. Starting as a mobile scheme the city council works in partnership with parish councils, with the view that each parish council will ultimately take responsibility for it.

Success

The service was launched in 2004 and in its first three months, 234 members registered and more than 50 local volunteers were recruited. Many people benefit from the scheme: the young people, the volunteers who learn new skills and the parents who know their children have somewhere to go in the evenings, without the need to drive them. External funding secured from the Countryside Agency covered equipment costs, lease of a vehicle, and youth workers' salaries for two years. During these two years Canterbury County Council supported the volunteers with training in child protection, first aid and risk assessments as well as other policies. This means that now the volunteers are sufficiently trained, experienced and equipped that all nine villages are able to self-sustain the project.

Knowsley Veggie Van, UK

Overview

The aim of the Knowsley Veggie Van is to support healthy lifestyles by making fresh fruit and vegetables accessible to everyone in the area. The Veggie Van service goes throughout the Knowsley area selling fresh fruit and vegetables on street, making home deliveries and through other schemes. On street, the van stops at several predetermined points. People are able to book the home delivery service by telephone.

Success

The Veggie Van has become a familiar and popular sight in Knowsley, using a combination of licensed street trading, group schemes and home deliveries to reach areas underserved by food shops. Customers can use Healthy Start vouchers to pay for fruit and vegetables. For some older people who cannot travel easily to the shops, the van can be a lifeline and they like the personal service. The Veggie Van also delivers fruit for school tuck shops and fruit on desk schemes in offices. A second van has now been added, enabling the Veggie Van to serve more customers.



ECLIPSE Recommendations

The conclusions and recommendations drawn from the two year ECLIPSE project are summarised below. More information is available on the project website.

In Europe, there is ever increasing urban sprawl and a greater number of kilometres travelled to access services and facilities leading to dependency on the private car. However, 40% of EU households do not have access to a private car and as a consequence could suffer from reduced access to services. In the past, transport policies have contributed to social exclusion but transport policies have the potential to improve social inclusion in Europe.

Recently, the EU has committed to several initiatives that address the link between social inclusion and transport. If social exclusion issues are to be properly addressed within transport policy, there needs to be greater understanding and readiness to co-operate between the local, national and European governments, stakeholder organisations and transport service providers involved. In particular, efforts need to be made to bridge the gap between the local level and the national level in reporting to the EU level. Openness needs to be created in both the social and transport sectors to discuss how the costs of transport measures that benefit social inclusion should be shared between the sectors. Another important issue is to create links with the sector of urban and land use planning. Decisions made in this sector have huge impacts on travel patterns and on people's ability to access services. In general, successful measures for transport and social inclusion bring together three objectives. Each objective can be linked with a specific group of actions as shown below.

	Objective	Action
STEP 1	Allow people to access a transport system...	Provide a universally designed Public Transport network that is accessible to all
STEP 2	... that gives access to relevant destinations and services...	Give access to specific areas and destinations, bringing services to people
STEP 3	... and that allows people to participate fully in society	Personalised transport promotion and services.

Throughout the ECLIPSE project, it became clear that there is a different emphasis and balance between these three fields of action within different Member States.

Each sector needs to be involved throughout the whole process. No single organisation actually "owns" accessibility so the ownership has to be distributed amongst key actors. ECLIPSE looked at the involvement of political decision makers, government agencies, transport service providers, user groups and NGOs and the private sector.

For more information on ECLIPSE and to download all the final deliverables, please visit: www.eclipse-eu.net

