



EUROPEAN COMMISSION – EMPLOYMENT, SOCIAL AFFAIRS AND EQUAL OPPORTUNITIES DG

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



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

## ECLIPSE European Conference

### Social Exclusion: Focus on Transport

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### Minutes

Perugia, 19th May 2006

Event supported by



Provincia di Perugia



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## **1. Purpose and Conference Agenda**

The ECLIPSE European Conference “Social Exclusion: Focus on Transport” was organised by FIT Consulting srl, partner of the ECLIPSE consortium. The ECLIPSE consortium is made up of the following partners:

- TTR - Project coordinator
- FIT
- MERSEYTRAVEL
- POLIS
- RATB

The event, which took place on the 19th of May, was hosted by the Province of Perugia (<http://www.provincia.perugia.it/>) and supported by APM Azienda Perugina della Mobilità ([www.apmspa.it](http://www.apmspa.it)).

The main aim of the conference was to provide an opportunity for the Consortium to present the project through a position paper dealing with linkages and cause-effect relations between social exclusion and transport service provision. Starting from this position paper, the presentations provided information about EU related initiatives as well as the position of relevant international associations such as POLIS (ECLIPSE member) and UITP (invited guest). EC DG Employment also had the opportunity to present its initiatives for addressing the nature of the problem as well as raising awareness of the transport policies that can be used to tackle the problem.

The afternoon session was devoted to the presentation of local initiatives as proposed by APM along with possible future opportunities offered in this sector by the forthcoming VII Framework Programme.

The high level brainstorming session closed the conference and gave the participants the opportunity to draw some preliminary conclusions and to identify future scenarios for ECLIPSE consideration in order to make the transition from a “one shot” project to an outstanding initiative delivering available information about ongoing initiatives and best practices to interested actors and the general public across Europe.

This Conference was one of the following ECLIPSE public events being held during year 2006:

1. European Meeting - Brussels
2. National Workshop - Bucharest
3. National Workshop - Parma

These events fit into the following main objectives of the ECLIPSE project:

- to increase awareness of the transport and social exclusion issue among transport professionals;

- to disseminate ideas for Best Practice, solutions and evaluation tools to assist transport experts;
- to form sustainable working strategic partnerships with transport actors and stakeholders;
- to liaise with Member States to ensure that transport considerations are taken on board;
- to address all the issues at the European level.

## The Agenda

**“SOCIAL EXCLUSION: FOCUS ON TRANSPORT”  
EUROPEAN CONFERENCE, PERUGIA 19TH MAY 2006**

*Provincia di Perugia, Piazza Italia, 11 Perugia (Italy)*

**Morning Session - Chair: Palmiro Giovagnola, Vice President of the Province of Perugia**

- |                      |   |
|----------------------|---|
| <b>10.00 - 10.15</b> | <b>Registration</b>   |
| <b>10.15 – 10.30</b> | <b>Welcome</b><br>Marcello Panettoni, President of Azienda Perugina della Mobilità  |
| <b>10.30 - 10.50</b> | <b>Social Exclusion: Focus on Transport</b><br>Dr. Philip Barham, Transport & Travel Research Ltd   |
| <b>10.50 - 11.05</b> | <b>The ECLIPSE Project</b><br>Massimo Marciani, FIT Consulting srl<br><b>Transport and Social Inclusion. European initiatives</b>                 |
| <b>11.05 - 11.20</b> | Ivo Cré, POLIS  |
| <b>11.20 – 11.45</b> | <b>Coffee break</b>   |
| <b>11.45 - 12.15</b> | <b>"Tackling Poverty: The Role of Public Transport"</b><br>Maria P Machancoses, Centro & UITP   |
| <b>12.15 - 12.30</b> | <b>Access to Transport and the EU Coordination of Social Inclusion Policies</b><br>EC - DG for Employment, Social Affairs and Equal Opportunities |
| <b>12.30 - 14.30</b> | <b>Lunch</b>  |

**Afternoon Session – Chair: Kieran Holmes, Transport & Travel Research**

- |                      |  |
|----------------------|--|
| <b>14.30 - 15.15</b> | <b>Presentation of local initiatives</b><br>Merseytravel / Perugia / Regione Abruzzo, TWIST Project/ Bucharest   |
| <b>15.15 - 15.35</b> | <b>Transport Sector in the EU's new Research Framework Programme 2007-2013</b><br>Annalisa Ceccarelli, NCP for the Agency for Promotion of European Research   |
| <b>15.35 - 16.35</b> | <b><u>Brainstorming - Chair : Massimo Marciani, FIT Consulting srl</u></b><br>Guido Del Mese, ASSTRA<br>Lucia Cristea, RATB<br>Marcello Turrini, CTP Napoli<br>Paula Coppel, MERSEYTRAVEL<br>Dr. Philip Barham, TTR<br>Roberto Cavalieri, UITP |

## **2. Delegates / audience**

The conference was organised in one of the historical buildings of Perugia city centre and participants were from both EU Member states and Accession countries.

Because of local participation simultaneous translation English/Italian was provided by professional operators.

Representatives from Municipalities, Regions, Public Transport Operators, Transport Agencies, Transport Ministries, National and International associations, research centre/transport consultants and of the media were among those attending. The conference audience was thus in line with the ECLIPSE targets in the project workprogramme.

The delegate list is in Annex A.

### **3. Expected results**

The conference opened with an official welcome by Mr Panettoni (APM) who - as APM President and on behalf of the Province of Perugia expressed his thanks to the members of the ECLIPSE consortium for the opportunity to host the conference in Perugia.

The chairman of the first session - Mr Giovagnola Perugia Province Vice President was engaged in an important policy meeting in order to solve specific local problems dealing with transport service provision and for this reason he sent his apologies for not attending at the morning session.

Mr Panettoni, as President of both APM and ASSTRA (national association of public transport operators), took the role of chairman and introduced the speakers with the support of Mr Marciani.

Dr Barham from TTR introduced the main topic of the conference by means of a position paper. He discussed the concept of social exclusion and its relationship to transport, how it is currently incorporated into public transport priorities and the research needed to better address social exclusion. Social exclusion refers to the constraints that prevent people from participating adequately in society, including education, employment, public services and leisure activities. Inadequate transport sometimes contributes to social exclusion, particularly for people who live in a car dependent community and are physically disabled, have a low income or are unable to own or drive a personal car. Probably – on average – a third or more of EU households have at least one member who is transport disadvantaged.

The MATISSE project – the predecessor to the ECLIPSE project – illustrated that the term social exclusion is not widely used across Europe even if most transport officers are concerned with providing basic mobility to disadvantaged social groups. Efforts to address transport-related social exclusion are mostly implemented at the local level. A wide range of transport and land use policies and programmes can help improve social inclusion, many of which are often overlooked as possible solutions to this problem. Further joint research between DG EMPL and DG TREN is needed to better evaluate the problem and potential solutions.

Mr Marciani from FIT briefly introduced the ECLIPSE project, focusing on the main objective of the project which is to actively engage with transport actors and stakeholders in other sectors to form sustainable working partnerships and formulate policy on transport and social exclusion. It was stated that one basic question has to be addressed by the Consortium: is there a right for mobility? The main focus so far has been on the impact of road pricing on disadvantaged social groups and outcomes call for the lack of access to car as the main factor for social exclusion. Concepts of ‘accessibility’ and ‘social exclusion’ are widely discussed in the international literature in disciplines such as geography, urban economics and social policy, but are variously defined and applied. In the UK, for example, the term ‘accessibility’ is used in two different contexts: (i) to describe the detailed design characteristics of transport systems that enable or inhibit their use by people with physical and mental impairments, and (ii) at a more general and strategic

level, to describe the ease of reaching sets of opportunities from home, or the ease of being reached as a service provider. At a national policy level, the importance of accessibility for promoting social inclusion was clearly recognised in the UK's Social Exclusion Unit (SEU) 2003 report on 'Making the Connections: Transport and Social Exclusion'. This report identified transport as a significant barrier to social inclusion and this has led to the emergence of a new framework for Accessibility Planning in England in which transport professionals are required to base aspects of transport planning on access requirements rather than on traffic or mobility needs. Comparisons with other G8 Countries indicate that the work in England is world leading in this respect. However, relatively little is known about the accessibility needs of different socially disadvantaged groups. The ECLIPSE project aims to fill the gap by means of a continuous process among relevant key actors in order to support the EC in defining the boundaries of the phenomenon as well as disseminating best practices and suggesting possible effective policies to be implemented at a local level.

In his presentation, Mr Cré from POLIS addressed some outstanding issues regarding the definition of the link between transport and social exclusion, the solutions to be exploited in terms of competitive tendering and what the EU is actually doing in order to support a socially inclusive transport system. From evidence supported by practical examples (i.e. accessibility of jobs, training and education, food retailers, etc.) he explained that the ECLIPSE issue is a complex one because of the combination of factors that can increase the risk. It is not just a matter of how to get people get from A to B but taking individuals out of isolation and into opportunity; thus the scale of the problem is clearly greater than expected. The classic definition of groups that are socially excluded from transport (rural areas and people with disabilities) needs to be broadened. From an EU perspective a lot of investments have been made in order to "shrink" Europe (i.e. rail accessibility, TEN, etc) but little has been accomplished on local accessibility. A start has been made in tackling the issue of accessibility and consequently of social inclusion resulting in a commitment of Member States to National Action Plans (NAPs) and also in Common Transport Policy. There is a growing concern about passenger rights in EU transport policy. First originating from air travel, the discussion has now reached the level of public transport. Physical accessibility is one of the issues that is discussed.

The subsidiary principle applies to transport, i.e. the EU cannot legislate on local transport matters. Over the last few years, the EU has addressed the transport and inclusion issue through a variety of projects and has chosen the option for demonstration rather than legislation. Most relevant projects to be taken into account in the ECLIPSE project lifetime are, among others, MATISSE, UNIACCESS, ASK-IT, CONNECT, SUNRISE, VIRGIL, ARTS, SAMPLUS. To conclude, a few questions were raised for future developments in both policy and projects:

- Can we expect an increased role for transport in the NAPs?
- What will be social impacts of an increased number of (urban) pricing policies?
- Will there be a culture to improve and broaden the social impact assessment of proposed and implemented legislation in the field of transport?
- What kind of accessibility are we promoting? (e.g. cost of drivers licence, free moped rental for jobseekers etc.)

- Are we patronising when we want to insert sustainability and cost-effectiveness into the discussion?
- What is the role of public transport, innovative mobility services and transport infrastructure in employment and the training of low skilled labourers?

Mrs Machancoses from Centro (and a member of UITP Commission Transport & urban life), presented the project 'Tackling poverty: the role of public transport' which was launched to increase awareness amongst the EC of public transport accessibility and social inclusion. The importance of all involved key actors working together on this issue in order to work better was emphasised as is clearly stated in the policy document "A new framework for the open coordination of social protection and inclusion policies in the European Union" released in December 2005. Some initiatives are operational in the UK such as a new tool to tackle social exclusion and required audits for all Transport Authorities concerning accessibility, resources, action plans along with implementation and monitoring. This involves a joint approach between the Department for Transport and public transport operators. From these preliminary initiatives, recommendations raised are as follows: a formal reporting mechanism at European/National level between transport and social disciplines, an agreed set of indicators – in order to integrate existing ones – that capture the transport impact on society, better links among transport, land use planning and network management, implementation of road safety programmes and the key role of public transport as a contributor to the social inclusion agenda in terms of funds availability. It was announced that the UITP project on social inclusion has in its agenda a Congress planned this autumn to present case studies, ongoing programmes and policy input from the European Union/National level.

An EC DG Employment, Social Affairs & Equal Opportunities officer was unable to attend due to duties in Brussels but sent his presentation which was then presented by Mr Cré on his behalf.

The mandate to address social issues was established in the Amsterdam Treaty. The Lisbon European Council decided to take social cohesion as part of a 10 year strategic goal and use the Open Method of Coordination (OMC). OMC sets common objectives combined with timetables and targets. It is up to the Member States to translate objectives into national/regional policies through NAPs. As for now, only a small number of Member States paid attention to transport in their NAP. In general, the Commission sees a failure to integrate transport with other policies. The Commission has set up the social exclusion action programme and Transnational Exchange Projects (TEPs) to support co-operation between Member States. An example of a TEP is the ECLIPSE project. As a follow up of the Action Programme, the Commission has launched PROGRESS, a new Community Programme for Employment and Social Solidarity 2007 – 2013.

The Brussels European Council, 2005 has reaffirmed that the Lisbon strategy has 3 key dimensions – economic, social & environmental and is part of an overarching Sustainable Development Strategy. The decentralisation of social policies has provoked deep changes in the institutional framework of Member States. However, there is a risk of deepening territorial differences and a need to ensure involvement in national strategies through dialogue/consultation structures & mechanisms. Local initiatives and needs should be included in NAPs. Measures should be funded at the appropriate level (e.g. Structural Funds). On the other hand, new opportunities arise. Member States can focus on specific

priorities (child poverty, migrants, etc.). Member States will have to provide “fewer reports”, and will be able to develop a more strategic & integrated planning of policies and set more efforts for dissemination and exchanges. Better governance and better involvement of actors will lead to better policy making. This can lead to increased use of synergies between different areas in the PROGRESS programme. The Commission concludes that nothing is to be “taken for granted” and sees that it is an essential role of actors to use opportunities & reinforce social Europe. Relevant presentation slides can be seen in the Annexes to this report.

The afternoon session, chaired by Mr Holmes from TTR, was opened by several presentations from different cities and the Abruzzo Region. Case study summaries are reported in session 5 of these minutes.

Mrs Ceccarelli from APRE (Agency for the Promotion of European Research) presented a comparison between VI and the forthcoming VII Framework Programme. She underlined differences in the administrative procedures (i.e. one cost model instead of three, mechanisms to cover the financial risk in a project, participation rules for example that a certain percentage of the grant from the EC will be taken to constitute a “guaranteed fund”. This “guaranteed fund” will not apply to every kind of project and will not apply to public institutions. As a result, “collective responsibility” will not exist any more and the “guaranteed fund” will be used instead which will include elements such as risk sharing (financial facility), financial contributions (i.e. community financial contribution is 50% for research activity up to 75% for public bodies and SMEs with more funding to “demonstration activity” from 30% of the VI FP to 50%) and tender procedures (i.e. evaluation criteria – changing according to the specific Programme, WPs, or calls). She added that it is worthwhile to remember that VII FP annual budget increased to €54.5 billion. Mrs Ceccarelli also reported simplified procedures for EC proposals as well as participation rules set by the EC on a tender basis. She added some of the key innovative features of VII FP: focus on basic research by way of ERC progressive funding; the possibility of presenting individual projects/non transnational and support for technology platforms and Joint Technology Initiatives. The EC roadmap for the launch of VII FP is expected by the first quarter of year 2007 after formal adoption of the Programme by autumn 2006.

Mr Marciani introduced the brainstorming session bringing into the field of discussion the main outcomes from previous speakers. This session involved a high level panel of transport key actors such as Mr. Del Mese (General Director of Italian Association of Public Transport Operators ASSTRA and President of the UITP European Union Committee), Mrs. Cristea (RATB), Mr. Turrini (General Manager of Naples interurban public transport operator CTP), Mrs. Coppel (MERSEYTRAVEL), Mr. Barham (TTR), Mr. Panettoni (President of Italian Association of Public Transport Operators ASSTRA and President of Perugia urban and interurban public transport operator) and Mr. Cavalieri (General Manager of Rome underground operator METRO and President of UITP). Apologies for not attending the conference were received from Mr. Ricevuto (General Manager of Lazio Region interurban public transport operator COTRAL). A summary of their speeches is presented in the next session as part of the conclusions of the conference.

The conference was successfully closed by Mr. Marciani and, on behalf of the ECLIPSE Consortium; he expressed partners’ approval for the conference outcomes and thanks for the opportunity to present the ECLIPSE project. He emphasised that it was important to

focus on how and what transport can do for social exclusion and invited all attendants to attend the next ECLIPSE events in Brussels, Bucharest and Parma.

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

Accessibility is an essential factor when considering social exclusion. *Social exclusion can be a result of accessibility problems - when people can't get to key services at reasonable cost, in reasonable time and with reasonable ease.*

The possibilities to face the problem and reduce the risk of social exclusion derive from mobility and are:

- changing land use and the location of residences with respect to the location of goods and services
- availability of an efficient Public Transport provision sufficiently rooted in the territory
- cost of transport
- traffic and physical safety (through the use of integrated public transport network)
- reduction of distances travelled
- information for people on alternative forms of transport

A major risk to addressing social exclusion problems is the possibility that transport planners will focus on a few small groups of transport disadvantaged people and governments will implement token solutions that only address a small portion of the total problem. For example, a government might introduce special transport on demand services with only enough funding to meet a small portion of demand or they may introduce universal design standards that meet the needs of wheelchair users, while ignoring the mobility problems facing other mobility disadvantaged groups, such as lower-income suburban non-drivers.

A related risk is that a particular government may establish special mobility services and after vulnerable populations become dependent on it, future governments may reduce or eliminate funding. For example, an interurban public transit service may encourage non drivers to move to outlying suburbs and planners to locate public facilities (such as schools or hospitals) at the urban fringe but future funding cutbacks may make these locations even less accessible to people who are transport disadvantaged.

A barrier and risk is that the methods used to evaluate transport-related social exclusion can be ineffective, biased or captured by special interests. This can occur because social inclusion is a complex issue, and planners tend to prefer "objective" quantitative data over "subjective" data such as user attitude surveys. As a result, they may undervalue difficult-to-measure factors such as users' convenience, comfort and prestige and land use accessibility. For example, transport planners may favour programs to provide special mobility services because the travel impacts are easy to measure (based on number of trips provided to a particular client group) although accessibility-oriented solutions (such as creating more affordable housing in highly accessible locations, locating more public services and employment near residential areas and improving walking) may benefit disadvantaged populations more overall.

A fundamental barrier is that most decision-makers tend to be relatively wealthy and mobile and so have little personal experience with the problems facing mobility disadvantaged people. To make decision-makers more sensitive to the needs of people who are mobility disadvantaged there is a need to incorporate citizen advisory committees and advocates into transport planning processes. A risk is that strategies to address transport-related social exclusion using mobility oriented solutions will exacerbate automobile dependency, increasing economic, social and environmental costs over the long-run. For example, automobile ownership and use and increased transit services to lower-density suburban areas, justified as ways to improve mobility for non-drivers may stimulate more automobile dependent land use patterns that ultimately make non-drivers worse off. Current transport planning practices tend to be biased in several ways that favour automobile-oriented solutions and undervalue alternative modes and more accessible land use patterns.

Furthermore, several lines of research can better help evaluate transport-related social exclusion and potential solutions. First, we need a standard definition of *accessibility* that can be used by various disciplines (transport modellers and planners, social scientists, social workers, etc.) and practical ways to incorporate it into planning. This will require a better understanding of how land use factors and the quality of various travel modes affect accessibility for various groups.

We need a better understanding of how transport and land use policies affect accessibility, for example, how current zoning and infrastructure investment may create more automobile dependent land use patterns and how policy and planning reforms might help create more accessible and multi-modal communities that better serve non-drivers and low-income residents.

We need a standard definition of *basic accessibility* and *basic mobility*, which identify “essential” activities and ranks trips according to their importance to a community. This can help identify which basic accessibility needs are currently not being met for various demographic and geographic groups.

In this respect it is needed to develop better personal transport data, including standardised travel data and more qualitative user surveys to identify the accessibility problems they face and their preferences in terms of possible solutions.

Transport planners need better information on the full range of possible solutions to transport related social exclusion problems including those that involve transport and land use policy reforms, in addition to special mobility services and programs. They need more comprehensive tools for evaluating the full impacts of transport policies and projects, including indirect, long-term and difficult-to-quantify impacts as well as better techniques for incorporating social and environmental benefits and costs into evaluation and better public involvement techniques so that decisions better reflect a community’s values and needs.

In conclusion there are to be identified, monitored and evaluated types of policy and measures needed to tackle “transport poverty”. Key lessons can be drawn from the

dissemination of best practices from local initiatives and thus it is important to develop appropriate, measurable, relevant indicators to assess efficiency of pilots. It is fundamental to ensure a multimodal approach, including walking and cycling but also strategies that are aimed at attaining driving licenses for example (not just focusing on public transport). In this domain the UK is the first national government to mainstream accessibility policy. It is important to monitor local impacts in order to understand the transferability of the UK model based on a process where the National Authority sets standards and provides tools and incentives for local authorities for the implementation of action plans.

In terms of raising awareness of the importance of 'transport and mobility policies' to tackle social exclusion, it was endorsed that it is important to develop appropriate incentives in order to involve the concerned stakeholders from transport and social affairs and get them to work together. In the EU integration policy it is important that they do not concentrate efforts in combining different Regions but also in creating the appropriate environment in order to support multiethnic spread of large and medium conurbation where, along with classic typologies of social exclusion and social differences, there are increasing new phenomenon of segregation and ethnic exclusion. Appropriate transport provision can reduce the gaps and make a large proportion of the cities accessible, enabling people to come together and to get to services.

At the EU level some actions can be accomplished in the social inclusion and transport domain involving specific target groups first and applying a holistic approach later on, once defined and agreed objectives and priorities are set. Legal tools that the EU is providing or planning at the moment (i.e. passenger rights, public transport service regulation, socially necessary services standards, etc.) prove sufficient to enable local authorities to address social exclusion and transport.

Disadvantaged social groups that experience physical or environmental impediments are the ones more affected by a lack of accessibility in getting to instruction and entertainment services, to shops and food retailers and to job and health services.

Closing this summary it is agreed that transport price policies are essential for supporting an effective strategy of social inclusion paying specific attention to the people with reduced mobility that are the first to be affected by unbalanced transport provision.

## **5. Case studies for ECLIPSE and the European Practice Report**

A number of case studies were presented at the conference and the presentations made by speakers are in the Annexes to this report. Among these, some interesting outcomes have been retained by the ECLIPSE Consortium as relevant to the ECLIPSE project.

Mr. Turrini reported of an initiative to tackle social exclusion and ethnic integration by means of social operators on the interurban bus. The operators' duty was to create the right environment between local residents and migrants (who often use public transport provision to carry their goods) which causes some tensions with regards to space availability. Throughout the actions implemented by operators a more friendly approach was reached and – more interestingly – the project was self founded by bus drivers.

Mr. Panettoni reported the experience of APM dealing with the close planning of residents and city users serving more than 50 satellite Municipalities. APM initiatives to tackle social exclusion include a close connection network in order to make the city highly accessible for both residents and daily users and investment support in order to remove physical barriers to public transport network and reduced fees for disadvantaged social groups.

Mrs. Cristea brought the following Bucharest initiatives to the attention of the Consortium: transport fare subsidy for different categories; projects to integrate the social initiatives at a city level; and transportation facilities for disabled persons. Expectations from the interaction between local initiatives and ECLIPSE project are: to create a platform for discussions between transport operators, social actors and local authorities; to define the real transportation needs of disabled people; to include the transport issue in the local strategy for social protection; and to exchange information among EU transport operators.

Mrs. Coppel reported that Merseytravel initiatives dealing with social exclusion focus on developing partnerships with key organisations and agencies to identify shared priorities and set targets that are of mutual benefit. The second Local Transport Plan (LTP2) has been developed in conjunction with the five Merseyside districts. Chapter 9 of the LTP in this document lays out the Access Plan. The aim of the Access Plan is “To promote social inclusion by overcoming those transport barriers which impact on individual’s ability to access job opportunities and other essential services that they need.”

Merseytravel have Strategic Accessibility Partnerships in place with Primary Care Trusts, Job Centre Plus, Learning and Skills Council, each of the Merseyside Local Strategic Partnerships, Housing Market Renewal Initiatives and food leads across Merseyside. Action Plans for addressing accessibility to employment, education and health services have been agreed. The Merseyside districts have conducted Local Accessibility Audits and are developing Local Accessibility Action Plans. There is a detailed action plan for the first year and this will be added to as a phased approach over the lifetime of LTP2.

Mrs Coppell reported that Merseytravel have bid successfully for £3million European Objective One M29b funding to support measures in the Accessibility Strategy. This funding will be targeted at the 38 Pathways areas which are the most socially excluded on Merseyside. The funding will be targeted at 3 areas of activity:

- Building the capacity of the community and voluntary sector
- Support the dissemination of information services
- Supporting the development of new transport services to meet demands

### **TWIST project**

Mrs. Picardi introduced the TWIST project experience of the Abruzzo Region. The project involves the experimentation of an innovative transport system to improve mobility of disadvantaged people which takes into account the efficacy and the economy of the service. The TWIST project aims at reducing social exclusion from transport by:

- acting from a geographic standpoint, as marginalisation and scarce accessibility in internal, mountain areas and in urban area suburbs.
- acting from a social standpoint, as exclusion of disadvantaged people from the right to move, due to reduced motor capacity or to social and economic reasons.

TWIST aims at implementing a common transnational strategy for territory development in order to optimise transport organisation in disadvantaged and marginalised areas from both a geographic and environmental standpoint, according to local requirements and with the object of comparing and eliminating "regional" differences and disadvantages. This specific objective may be achieved through the possibility to reiterate the project in all European regions and to develop further actions at a EU level by the spreading of best-practices. Testing results will provide a new way to organise and manage transport services in "weak" areas, granting the mobility and the circulation of people and goods, both within the weak areas and towards national and international transport systems, thus promoting economic activities and reducing migrant phenomena.

[www.twistproject.org](http://www.twistproject.org)

### **FAMS project**

During the last few years, Demand Responsive Transport (DRT) applications have shown important advantages and benefits in several European cities and regions. DRT services are complementary to the conventional, scheduled passenger transport. They usually serve dispersed mobility needs, either during hours of low demand, in areas of low population, or where the target users are dispersed among the general population (e.g. disabled & elderly, students, tourists etc).

Such a type of "Intermediate Transport" solutions include a range of different transport services: local buses routes with some flexibility; true Demand Responsive Transport; special needs transport; community transport; shared taxis and car pooling; some forms of Park 'n' Ride, including those with advanced place booking; car sharing and organised lifts.

So far, DRT services have been applied mostly as a single element of a larger intermodal transport chain. Most often the DRT schemes have been - or are - operated as a single mode, by a single operator, with little or no integration with the other transport schemes. However, there are large opportunities for improvement of service provision modalities

and of the service model itself by strengthening the coordination of different Intermediate Services and their integration within the overall transport service chain.

FAMS (IST-2001-34347) is a 20 month Trial Project initiated under the EU Research & Technological Development program Information Society Technologies (IST). The project aims at weighing up the technologies, service and business models currently adopted in Demand Responsive Transport and supporting the evolution from single DRT applications towards the concept of a Flexible Agency for Collective Demand Responsive Mobility Services.

By capitalising on the results, experience and practices gained in previous RTD and projects on demand responsive transport - both by DRT service providers and IT providers participating to the FAMS consortium - FAMS will implement and trial the Flexible Agency concept, evaluate the viability and impacts in real business cases and gather knowledge and best practice to ensure dissemination and subsequent adoption at the European level.

[www.famsweb.com/](http://www.famsweb.com/)

### **MASCARA project**

"The MASCARA project aims to become a vehicle for the promotion and widespread implementation of site-specific Collective Demand Responsive Transport Services (DRTS) as a key component of social cohesion, sustainable and competitive development in European Regions."

DRTS are complementary to the conventional, scheduled passenger transport and usually serve dispersed mobility needs, either in low time periods or where the target users are dispersed among the general population (e.g. disabled & elderly, students, tourists).

The viability of DRT services has been assessed and demonstrated in several EU RTD projects both in the 4th Framework – e.g. SAMPO, SAMPLUS, VIRGIL, and SIPTS – and in the 5th Framework Programme – e.g. INVETE and FAMS under the IST programme. As an element of a larger intermodal service chain, DRT can provide local mobility as well as connections to other conventional transport. As such, DRT services are best seen as one of the transport modes belonging to a range of “Intermediate Transport” mobility solutions working in urban, rural and regional areas and as an additional layer between conventional (fixed route and schedule based) transport and personal transport. The outcomes and durable results of the MASCARA project will include the following:

- Transfer of different technological, operational and organisational experiences of DRT services to MASCARA partners.
- The collaborative realisation of feasibility studies to identify the most appropriate DRTS model in 2 different sites where DRTS is a new concept.
- Pilot applications of new DRT services/technology etc. to evaluate the impacts on mobility and social cohesion;
- The formulation of best practice models and the production of a Best Practice Handbook for DRT service deployment.

- Information exchange and sharing of experiences and best practice guidelines in support of new studies and new service installations at regional and international level.
- Dissemination of policy recommendations within and outside the partnership to promote the more widespread implementation of DRTS.
- The establishment of a network, with key stakeholders (Municipalities, Regional Authorities, transport companies, associations etc.) for improving transport services, increasing overall transport accessibility and quality of life benefits etc.

[www.mascaraproject.com](http://www.mascaraproject.com)

## **PERSONALBUS service**

Demand Responsive Service is the option most transit authorities choose in order to improve and optimise public transportation. Developed for weakly served areas, today it has been successfully applied in places with high population densities. The total flexibility of this type of service allows for efficient integration of traditional transit services, thus guaranteeing the improvement of the entire transportation system. Customer satisfaction, thanks to a public system that offers high-quality service, strengthens that of the transit authorities, who are able to optimise resources (since buses run only when necessary) and, consequently, organise public transit in areas that cannot be covered by traditional transit services.

Through suitably sized vehicles, it is possible to access narrow roads, reach areas that are not served or are difficult to access and pick up passengers who would otherwise probably rely on private means of transport or taxis. Demand Responsive Systems are commonly classified according to three increasingly complex operative levels:

First level: fixed route service based on fixed routes with a predetermined series of stops that the client may book.

Second Level: basic route service with possible corridor detours based on partly predetermined routes and schedules; basic routes may be changed according to client requests by including route detours at established points, thus integrating optional (predetermined) stops within the corridor. In some cases this method is referred to as Corridor Service, in order to specify the detour areas covered by the service.

Third level: service provided to freely chosen routes among a predetermined series of stops

Zonal Services: Based on transit routes to predetermined points of public interest, such as connecting parking areas, railway stations, etc (many to few mode).

Area-wide Service: Serves an extensive area with total flexibility in terms of schedules and freely chosen routes among predetermined stops (many to many mode).

Service covers freely chosen routes among a group of non-predetermined stops: Based on freely chosen routes between non-predetermined passenger pick-up and drop-off stops, similar to a taxi service (door-to-door mode).

Demand Responsive services are systems that improve the quality of public transit and, as such, require total ease of use. Currently, the telephone is the most common means of

communication and is available to all. Those who wish to use the service may call the central command centre and request a route, specifying pick-up and drop-off stops and times. The central command centre operator will comply with the request, either totally or partly through an automated system, and will identify and/or possibly develop and propose the routes which best suit the client's needs. If necessary, the operator will negotiate various options with the client, taking both the company's and client's needs into account. The system operates according to activities that may be taken care of without keeping the customer waiting on the line (deferred response) and those in which it is necessary to immediately interact with the system to provide an immediate response (on-hold response). Demand Responsive systems, by their very nature, must be calibrated according to the areas they are intended to serve. The flexibility of the PersonalBus® system allows a wide variety of services to replace or integrate traditional ones, especially with regard to urban transportation (in big cities, suburbs, or smaller areas), suburban transportation (in rural areas, mountain districts, or inadequately served areas), services for those with special needs (disabled, elderly, students, etc.) and special services (transportation to and from railway stations, theatres, hospitals, shopping malls, airports, or any other point of public interest).

[www.personalbus.it/](http://www.personalbus.it/)

### **CONNECT project**

The CONNECT project established a network of European expertise in the domain of Flexible Transport Services (FTS). The project brought together 23 partners from 11 EU countries. The CONNECT project is a Co-ordination Action financed by the European Commission under the Sixth Framework Programme for Research, Technological Development and Demonstration, and co-ordinated by the European Commission, Directorate-General for Research. CONNECT started in January 2004. The domain of Flexible Transport Services (FTS) covers a broad range of mobility products usually – but not necessarily – operated by Moderate and/or Small Capacity vehicles. The distinguishing feature of FTS is that one or more of the dimensions of the service can be adjusted to meet the actual needs of the users. This means that the route can be designed for the specific requests of the users for that specific trip, the time of departure or arrival could be brought forward or delayed to suit the customers, a bigger or smaller vehicle could be used depending on the number of passengers, and a specifically equipped vehicle or trained driver could be assigned if a customer has special needs. Throughout Europe, a wide range of FTS have now been established, including: Demand Responsive Transport (DRT) services for general use in rural areas; DRT services for general use in semi-urban and sub-urban areas; dedicated services for users who face difficulties using regular public transport (e.g. elders, people with reduced mobility); flexible services to replace fixed-line services at evenings and weekends; flexible services for areas of special demand e.g. airports, shopping precincts.

[http://projectapps.vtt.fi/Connect/portal/alias\\_Rainbow/lang\\_en/tabID\\_1/DesktopDefault.aspx](http://projectapps.vtt.fi/Connect/portal/alias_Rainbow/lang_en/tabID_1/DesktopDefault.aspx)

### **SUNRISE project**

SUNRISE (Cohésion sociale dans les zones urbaines/rurales basée sur services collectifs de mobilité innovateurs et durables) is a project that started in June 2004 under the EU INTERREG IIIC zone South programme and aims to contribute to the urban/rural zone Sustainable Development of the European Regions. It involves seven European partners. SUNRISE introduces a regional cooperation of DRT (Demande responsive transport) service in order to improve the accessibility to transport services for all the categories of citizens and to promote economic development, social cohesion and equality within different European regions. The general objectives of SUNRISE are as follows: transfer the technological, operational and organisational experiences of DRT services through the INTERREG III C regions to allow regional development in transport services and improve social cohesion; realise at the different SUNRISE sites: Feasibility Studies (ATAF, DPB, Terrassa, RAL, AUTH, CAT) and the application of DRT services (Terrassa, RAL, AUTH, CAT); evaluate the DRT services' impacts on mobility, traffic and social cohesion; support local authorities and transport operators in the decision making process when installing a DRT service at the local site; achieve the dissemination of good practices for DRT services at the local authority level and in different European Regional Areas; establish a network with different local entities (associations, transport companies, Municipalities, Regional Authority, etc.) in order to improve mobility and quality of life.

[http://srvweb01.softeco.it/Sunrise/portal/alias\\_Rainbow/lang\\_en-GB/tabID\\_3333/DesktopDefault.aspx](http://srvweb01.softeco.it/Sunrise/portal/alias_Rainbow/lang_en-GB/tabID_3333/DesktopDefault.aspx)

### **SIDDHARTA project**

The main objectives of SIDDHARTA (Smart and Innovative Demonstration of Demand Handy Responsive Transport Application), a project co-financed by the European Community (LIFE03 ENV/IT/000319), are: to substitute existing Public Transport routes (operated with diesel buses in a urban area of the city of Genoa) with a new demand responsive transport system (operated with low pollution vehicles); to assess the improvement in the air quality obtained by the substitution of diesel vehicles with methane vehicles and by modal shift (from private cars to Public Transport); to evaluate the potential of the replication of this system in other areas in order to assess the air quality improvement at an overall city level, taking advantage of proper simulation tools; to raise the awareness of the population in the area concerned about the urban air quality and the difference in using different transport modes; to produce a "Best Practice Guideline" for the development of environmental friendly flexible Public Transport Services in urban areas that can be used at EU level in order to have a transferable application.

[www.siddharta-life.it/](http://www.siddharta-life.it/)

### **ROMACCESSIBILE project**

Romaccessibile has been developed with the cooperation of the Comune di Roma - Dipartimento V Servizio Handicap and the Cooperativa Sociale Servizi Integrati. The aim of this project is to be a point of reference for the visually impaired and hypo-sighted pedestrians who wish to move around the city of Rome autonomously.

A website has been created and its main function is to provide detailed information regarding the public works that have been carried out in Rome so as to facilitate walking

for the blind pedestrian or those with sight problems. This information has been divided into sections according to the type of location.

The interventions include the installation of [guided paths](#), [tactile maps](#), [acoustic traffic lights](#), [public transportation stop announcements](#) and [electronic information systems](#). These aids are available for use in order to improve the mobility of handicapped pedestrians and for them to make the most of the advantages they offer. This website has [several guides](#) explaining how to use these aids correctly. Access is now possible to many of the [Underground](#) and [Urban Railway Stations](#), including the most used such as: [Termini](#) and [San Pietro](#) Stations. Further, access to the [Leonardo da Vinci Airport](#), several [urban areas](#) (located mainly in Rome's historical centre), [post offices](#) and other public offices is now possible. A number of public and private authorities have contributed to the realisation of this project, occupying themselves with the construction and restructure of certain places. These include: the [Comune di Roma](#), the [Agenzia STA](#), the [ATAC](#), the [Ferrovie dello Stato](#), the [Società Aeroporti di Roma](#) and [Poste Italiane S.p.a.](#) On behalf of the visually impaired people, thanks are extended to the above-mentioned and other authorities that have participated in this project in improving the mobility of the visually handicapped. There is also information regarding those visually impaired who move around with a personal guide as well as services provided by the public authorities. For example, [traffic](#) (Limited Traffic Areas in the city centre) and [Parking](#) permits for the visually impaired, [assistance services](#) and [concession passes](#) for public transportation use are available. Moreover, the Comune di Roma is working towards establishing [vehicles](#) equipped with services for the visually impaired as well as for disabled passengers. A section on reference standards and a "[link to other sites](#)" page dealing with the mobility of the visually impaired is also included. The site includes a [forum](#)", where people can discuss problems related to the mobility of the visually impaired, the accessibility of the means of transportation and the accessibility of the city in general. People can register and read and send e-mail messages. Romaccessible lives and grows thanks to users suggestions.

[www.romaccessibile.it/en/index.htm](http://www.romaccessibile.it/en/index.htm)

## 6. Useful contacts

<b>name</b>	<b>surname</b>	<b>company</b>	<b>country</b>	<b>email</b>
<b>gabriella</b>	<b>bianconi</b>	<b>APM</b>	<b>ITALY</b>	<a href="mailto:gabriella.bianconi@apmperugia.it">gabriella.bianconi@apmperugia.it</a>
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## Annexes

### Annex A - Delegate list

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ercole	cauti	Metron srl	ITALY	<a href="mailto:ercole.cauti@metronsr.it">ercole.cauti@metronsr.it</a>
roberto	cavaliere	METRO	ITALY	<a href="mailto:roberto.cavaliere@metroroma.it">roberto.cavaliere@metroroma.it</a>
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elena	corneli	Com. PG	ITALY	<a href="mailto:e.corneli@comune.perugia.it">e.corneli@comune.perugia.it</a>
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alessia	nicotera	ASSTRA	ITALY	<a href="mailto:nicotera@asstra.it">nicotera@asstra.it</a>
marcello	panettoni	APM	ITALY	<a href="mailto:info@apmperugia.it">info@apmperugia.it</a>
antoinetta	picardi	Regione Abruzzo	ITALY	<a href="mailto:ma.picardi@regione.abruzzo.it">ma.picardi@regione.abruzzo.it</a>
laurie	pickup	TPI	ROMANIA	-
francesca	pico	ASSTRA	ITALY	<a href="mailto:pico@asstra.it">pico@asstra.it</a>
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paola	sorbi	APRE	ITALY	<a href="mailto:ceccarelli@apre.it">ceccarelli@apre.it</a>
agnes	taller	Ministry of Social Affair	HUNGARIA	<a href="mailto:taller.agnes@icsszem.hu">taller.agnes@icsszem.hu</a>
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**Annex B - ECLIPSE public documents**

The following public documents can be downloaded from the ECLIPSE web site: [www.eclipse-eu.net](http://www.eclipse-eu.net) or can be requested directly from the Project Coordinator.

**ECLIPSE POSTERS**

- Poster in the English language
- Poster in the French language
- Poster in the Italian language
- Poster in the Romanian language
- Poster in the Spanish language

**ECLIPSE BROCHURE**

- Project Brochure in the English language
- Project Brochure in the French language
- Project Brochure in the Italian language
- Project Brochure in the Rumanian language
- Project Brochure in the Spanish language

For any further information please contact:  
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[www.eclipse-eu.net](http://www.eclipse-eu.net)

**Annex C - Presentations from speakers**