


NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	<b>Coordination of the authorities organising transport in neighbouring territories, Auvergne (France) (P6)</b>
2.	Precise theme/issue tackled by the practice	There are 13 Authorities Organising Transport (AOT) in the region Auvergne, each of them covering a different territory with possible overlaps. Since 2008, a process to better coordinate the 13 AOTs is implemented.
3.	Objectives of the practice	<p>The 13 AOTs of Auvergne organise public transport services on the whole territory of the Auvergne region. They are diverse in the type of transport used (train, bus), in the size and type of territory covered (Urban area of Clermont-Ferrand or rural Communities of communes), because of this diversity and of the numerous AOTs playing a role on the territory, the Regional Council proposed to start a coordination process with the objectives of:</p> <ul style="list-style-type: none"> <li>• Coordinating the offer of public transport.</li> <li>• Simplifying the access to the network of public transport.</li> </ul>
4.	Location	- Region Auvergne, France
5.	<b>Detailed description of the practice</b>	
<p><u>Origin:</u></p> <p>Transport constitutes 1/3 of the energy consumption and almost half of the greenhouse gas emission in Auvergne (2005 figures). To improve those figures, there is a need to improve the offer of public transport. Moreover, each region in France must set up a Regional scheme of infrastructures and transports (<i>Schéma régional des infrastructures et des transports</i>) and a Regional Scheme for territorial planning (<i>Schéma régional d'aménagement du territoire</i>). In this framework, it appeared interesting to work on the issue of transport at the regional scale.</p> <p>There are 13 authorities organising transport (AOTs) in Auvergne. Each of them is responsible of organising transport on its territory. However, some of those AOTs work on overlapping territories: the Communities of Communes are included in the <i>Départements</i>, and the <i>Départements</i> are part of the region Auvergne. It is therefore relevant to work on the coordination of the transport actions done on each territory by the AOTs.</p> <p><u>Timescale:</u></p> <p>The process started in 2008: the idea of coordinating the various AOTs of Auvergne was launched during a Conference of the Territories (October 2008). This conference was an opportunity to collect the expectations and needs of the citizens (especially as regards the coordination of schedules, multi-modal information, etc.). Following the conference, a preparatory work was conducted to make the idea of coordinating the AOTs concrete. This work lasted one year and on 15 October 2009, a common agreement for the development of intermodality in public transports in Auvergne was signed by the 13 AOTs of the region (<i>Protocole d'accord "pour le développement de l'intermodalité dans les transports publics en Auvergne"</i>). All the AOTs have been involved since the beginning (although with various level</p>		

of participation).

The process is on-going since then, with several actions carried out. There is no ending date to the process defined at this stage.

Bodies involved / implementation:

The **13 AOTs of Auvergne** are signatories of the agreement

- Regional council of Auvergne.
- Councils of the 4 Departments of Auvergne – Puy-de-Dôme, Allier, Cantal, Haute-Loire.

Communities of Communes and local syndicates: Agglomération de Montluçon, Agglomération de Moulins Communauté, Agglomération de Vichy Val d'Allier, Agglomération du Bassin d'Aurillac, Agglomération du Puy-en-Velay, Riom Communauté, Syndicat Intercommunal des Transports en Commun de l'Agglomération de Thiers et Peschadoires; Syndicat mixte des transports en commun de l'agglomération clermontoise.

The **animation of the process is led by the Auvergne Region**. Two bodies have been created:

- **Steering committee:** all signatories of the agreement are members of this committee which aims at ensuring the implementation of the objectives of the agreement
- **Technical committee:** members of the services of the AOTs are members to propose an action plan to reach the objectives of the agreement.

In addition, **external enterprises** can be contracted for specific tasks. E.g. a local IT company is in charge of realising the inter-modal trip calculator online platform.

Process and detailed content of the practice:

The following objectives are described in the agreement:

**1. Coordinating the offer of public transport**

- **Building an attractive offer of public transport** to improve the coherence between transport networks and to improve the complementarities between networks, with optimisation of schedules and of connections.
- **Developing intermodality between networks of public transport**, especially to improve the development of Intermodal Exchanges Platforms (*poles d'échanges intermodaux*), with the set-up of platforms committees.
- **Covering all the territory of Auvergne with adapted transport offer.**

**2. Simplifying the access to the network of public transport**

- **Extending multi-modal pricing** by extending already-existing system (multi-modal prices for train and public transport in the urban area of Clermont-Ferrand) to other areas.
- **Developing common ticket system**, with chip card system
- **Implementing multi-modal information** so that users get information on its trip on the whole length, whatever the mean of transport is or the AOT used.

Generally, each AOT participate to the discussions on each topic. However, when necessary or relevant, *ad-hoc* working groups are constituted. For instance, a working group had been

running for some months to collect and exchange information on the systems of transport-on-demand implemented in the Region.

## Legal framework:

There is no legal obligation to start such coordination process in a region, although the preparation of a Regional scheme of infrastructures and transports (*Schéma régional des infrastructures et des transports*) and a Regional Scheme for territorial planning (*Schéma régional d'aménagement du territoire*) is compulsory in every region, the initiative is a voluntary approach. However, the framework of the coordination work is formalised in the agreement which has been formally signed by the president of all the AOTs.

Generally speaking, the **French legal framework as regards competences on transport is currently a break for coordination actions** such as the one realised in Auvergne: all local authorities have the competence to work on transport on their territory. But there is no attribution to a competence to coordinate the actions for sustainable transport. This coordination action is often voluntarily undertaken at regional level (such as the coordination process started by Auvergne), but it could as well be realised by big cities. It is expected that a law that clarifies those aspects will be voted in the next months.

In the same way, there are expectations regarding the implementation of a new law with impact on "Intermodal Exchanges Platforms". Therefore, some AOTs that had started acting on this field prefer now to wait instead of progressing.

## Financial framework:

**General costs** for the running of the coordination process:

- **Staff time:** the coordination process requires staff time from each AOT. Each of them invests some time from its staff in the process, with a share that depends on the global means of every AOT (some AOTs also have one person working only partly on the organisation of the transport in the territory).

The other main costs are **travel expenses to participate to the meetings expenses for the organisation of the meetings.**

- **Specific costs for the establishment of the inter-modal trip calculator online platform.** A private enterprise has been contracted for 4 years to realise the platform and to ensure it is running during 3 years after its launching. The investment costs are fully covered by the Region Auvergne. The running costs are shared between the 13 AOTs depending on the type of AOT (1/3 paid by the Region, 1/3 paid by the 4 Départements, 1/3 paid by the Communities of Communes) and on the population living on the territory of each AOT. The sharing of the costs is detailed in the table below:

Part (%)	Collectivités	Population	Part (%)	Mise en œuvre en € TTC mars 2011 à août 2012	Exploitation en € TTC année 1 sept 2012 à sept 2013	Exploitation en € TTC année 2 sept 2013 à sept 2014	Exploitation en € TTC année 3 sept 2014 à sept 2015	Total exploitation en € TTC	Total global en € TTC
33,33%	Region Auvergne	1 382 000	33,34%	214 084 €	8 825,59 €	8 825,59 €	8 825,59 €	26 476,76 €	240 560,76 €
	CG 63	644 000	15,53%	0 €	4 111,02 €	4 111,02 €	4 111,02 €	12 333,06 €	12 333,06 €
	CG 03	354 000	8,54%	0 €	2 260,66 €	2 260,66 €	2 260,66 €	6 781,99 €	6 781,99 €
	CG 15	155 000	3,74%	0 €	990,03 €	990,03 €	990,03 €	2 970,10 €	2 970,10 €
33,33%	CG 43	229 000	5,52%	0 €	1 461,22 €	1 461,22 €	1 461,22 €	4 383,67 €	4 383,67 €
33,33%	SMTC de l'agglomération clermontoise	280 000	14,74%	0 €	3 901,89 €	3 901,89 €	3 901,89 €	11 705,68 €	11 705,68 €
	Riom Communauté	32 000	1,69%	0 €	447,37 €	447,37 €	447,37 €	1 342,10 €	1 342,10 €
	SITCA de Thiers-Peschadoires	15 000	0,79%	0 €	209,12 €	209,12 €	209,12 €	627,37 €	627,37 €
	CA Montluçonnaise	63 000	3,32%	0 €	878,85 €	878,85 €	878,85 €	2 636,56 €	2 636,56 €
	Moulins Communauté	56 000	2,95%	0 €	780,91 €	780,91 €	780,91 €	2 342,72 €	2 342,72 €
	Vichy Val d'Allier	75 000	3,95%	0 €	1 045,62 €	1 045,62 €	1 045,62 €	3 136,87 €	3 136,87 €
	CA du Bassin d'Aurillac	54 000	2,84%	0 €	751,79 €	751,79 €	751,79 €	2 255,37 €	2 255,37 €
	CA du Puy en Velay	58 000	3,05%	0 €	807,38 €	807,38 €	807,38 €	2 422,14 €	2 422,14 €
100%			100%					79 414,40 €	293 498,40 €

**Subsidies** have been obtained to support the investment costs from ADEME (17,900 €) and ERDF (58,533 €).

Costs for the **communication campaign** to promote the online plat-form: 65,000 € (5,000 € per AOT). The campaign will be relayed by all local authorities for a bigger impact.

## 6. Evaluation

### Possible demonstrated results (through indicators):

The **coordination process is on-going**. There are already some achievements as regards some of the objectives defined in the agreement, but the work continues on other more complicated aspects.

- Objective of coordinating the offer of public transport:

It was found during the process that the transport **offer was already well coordinated on the territory**. Although some overlaps exist between the AOTs, they provide complementary offers (e.g. bus and train or complementarity on schedules). It is very rare that several transport solutions are offered on the same territory in an irrelevant way. However, **improvements to coordinate the transport offer could be made in a few cases** in the north of the region (e.g. with the pooling of systems of transport on demand). Improvements are still to be made in some areas, especially in Puy-de-Dôme.

- **Simplifying the access to the network of public transport**

The third sub-objective will soon be reach (**preparation of an inter-modal trip calculator online platform, to facilitate the access to information by the users**). The AOTs have decided to set up a regional tool that will propose online solutions to travel from one place of the territory to another. The specificity of this inter-modal trip calculator is that it will **include solutions of transport on demand**. A specific work of analysis of the transport on demand solutions in Auvergne has therefore been conducted. An enterprise has been contracted to realise a multi-modal information online platform. The website will be launched on 6 December 2012 and a communication campaign will be launched in January 2013. Applications for smartphones will be developed in a second stage.

As regards the sub-objectives "**extending multi-modal pricing**" and "**developing common ticket system**", an exploratory study has been conducted by an external



agency.

Possible success factors:

- **Strong political will from the Region, translated in a financial engagement**

The project was initiated by the region, which has a strong engagement to implement it: an officer has been recruited to work full time on the process, and the region has committed financially to support the biggest share of the cost of the online platform. This leadership has been a key to encourage other local authorities to participate in the process.

- **Involvement of all AOTs from the beginning.**

The process is voluntary so it depends on the will of each authority to engage in the process and on the availability of the staff. In the case of Auvergne, all the AOTs have accepted to engage in the process.

- **Use of open source technology for more flexibility of the AOTs and a better management in the long-run**

The online platform is designed with open source technology. The advantage is that the enterprise that has created the platform is not the owner of the platform. Thus, if at the end of the contract with this company, the AOTs have some flexibility to make decision: they can select the same company or another one for the maintenance of the platform or they can decide to hire someone who is able to maintain and upgrade the platform. This advantage is however limited as there is always the need to find another company who have knowledge on the specific technology used.

Difficulties encountered:

- **Difficulties for some AOTs to be fully involved in the process.**

Some AOTs have only very little staff time to function and cannot dedicate much time to the process. In some cases, the size of the territory of Auvergne is another difficulty: coming to Clermont-Ferrand requires up to 2,5 hours drive from the most remote AOTs offices. It is therefore not possible for the staff members of some AOTs to participate regularly in the meetings. However, this problem is partly solved with phone or video conferences.

- **Underestimation of the workload to realise and to maintain the inter-modal trip calculator online platform.**

The **launch of the inter-modal trip calculator online platform was delayed by one year**. The system is very complex to design and it also required collecting much information from all AOTs. A huge work had to be done to harmonise the data format in order that it could be used by the system. As the system integrates transport on demand offer, information (sometimes not digital) had to be collected from the municipalities.

It is expected that similar problems will also arise during the running phase of the website and will require more intervention from the AOTs' staff than wanted.

- **Abandon/postponing of some ideas.**

It was envisaged to group the booking systems for the various transports on demand services. This idea was given up because it was deemed not interesting to set up. In many cases, it is a local staff member who is in charge of booking the demand for transport. This person has become a reference for the users, and knows well the

	<p>territory. It would also be more costly to externalise the booking, whereas it is currently only a part-time activity for the staff member in charge of it.</p> <p>An integrated ticketing system requires many conditions. All companies must harmonise their price system. E.g. the definition of an "infant" or a "student" must be the same for all in order that the same regime of reduced fees can be used by all companies. The companies should also all use the same format of ticket. Finally, the implementation of an integrated system can be costly: if two prices are used by different companies, the harmonisation will be in direction of the lowest price. This will require that compensation is given to the company that used to ask for a higher price. Because of the complexity of the project, it is expected that it will be applied first in the area around Clermont-Ferrand, with the possibility of being extended to other AOTs afterwards.</p>	
7.	<p><b>Lessons learnt from the practice</b></p>	<ul style="list-style-type: none"> <li>• <b>Online services are only tools.</b> They cannot fully replace human contact. For instance, it has been observed that many elderly people like to phone the booking service in order to obtain the confirmation of the information found on the Internet.</li> <li>• Such ambitious <b>process of coordination is very long.</b> One should be aware from the beginning that discussions will last several months or years.</li> </ul>
8.	<p><b>Contact information</b></p>	<p>Damien DEROUET            Chargé de mission mobilité durable            Service mobilité et transports            Direction Générale Adjointe Aménagement Durable des Territoires            Conseil Régional d'Auvergne            00 (33) 4.73.31.93.67 / <a href="mailto:d.derouet@cr-auvergne.fr">d.derouet@cr-auvergne.fr</a></p>
9.	<p><b>Other possible interesting information</b></p>	<p><b>Website of the inter-modal trip calculator online platform:</b>  <a href="http://auvergne-mobilite.fr">auvergne-mobilite.fr</a>  <a href="http://auvergnemobilite.fr">auvergnemobilite.fr</a>  <a href="http://auvergne-mobilite.com">auvergne-mobilite.com</a>  <a href="http://auvergnemobilite.com">auvergnemobilite.com</a></p>